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Albacete	
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Mérida	
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Región de Murcia	
Murcia	
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Cartagena	
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Ciudad Autónoma de Ceuta	
Ceuta	
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Ciudad Autónoma de Melilla	
Melilla	
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GOBIERNO DE ESPAÑA

MINISTERIO DE JUSTICIA

DIRECCIÓN GENERAL DE RELACIONES CON LA ADMINISTRACIÓN DE JUSTICIA

CRIME VICTIMS' SUPPORT OFFICES

WHAT ARE CRIME VICTIMS' SUPPORT OFFICES

Crime Victims' Support Offices are a free public service created by Law 35/1995 of 11 December on aid and assistance to victims of violent crimes and crimes against sexual freedom and subsequently regulated by Law 4/2015 of 27 April, of the Statute of the Crime Victim and, in particular, by Royal Decree 1109/2015 of 11 December implementing Law 4/2015 of 27 April on the Statute of the Crime Victim and regulating the Crime Victims' Support Offices.

The Offices dependent on the Ministry of Justice are located in those autonomous communities and autonomous cities with powers not transferred within the scope of the Administration of Justice: Castilla-La Mancha, Castilla y León, Extremadura, Illes Balears, Murcia, Ceuta and Melilla.

Crime Victims' Support Offices are staffed by civil servants of the Justice Administration (procedural and administrative managers) and by psychology professionals.

WHO CAN BE SUPPORTED BY THESE OFFICES

Crime Victims' Support Offices provide support and assistance to all types of victims of crime, serving people who have been victims, among others, of violent crimes resulting in death, serious injury or damage to physical or mental health, as well as victims of crimes against sexual freedom, whether direct or indirect victims. In any case, the support and assistance in these Offices will never be conditioned to the previous filing of a complaint.

The Offices often provide assistance to victims of gender violence, domestic violence, sexual violence and robbery with violence, among many other crimes.

WHAT DO CRIME VICTIMS' SUPPORT OFFICES OFFER

- Information to victims, direct or indirect, about their rights to avoid a lack of protection after the crime.
- Information for victims on the procedure for filing a criminal complaint, where to file it, guidance on its content and form, as well as its processing in court.
- They provide information on the state of the proceedings affecting the victims.

- Accompaniment to victims who request it to the judicial proceedings.
- Information on the economic aid that may correspond to them as a consequence of the crime, as well as support in its processing by the General Directorate of Personnel Costs and Public Pensions.
- Provision of psychological assistance to people who have been victims of a crime or who, due to their circumstances, find themselves in a situation that can be considered a potential risk.
- Strengthening of coordination between the Institutions involved (Judiciary, Public Prosecutor's Office, State Security Forces and bodies. Autonomous Communities, Town Councils, Public or Private Associations, NGOs, etc.), contributing to the creation of the Assistance Coordination Network of all the competent services for support and assistance to victims in their respective demarcation.
- Orientation to the victim on existing social resources and facilitating access to them, through referral if appropriate.

WHAT IS THE AIM OF CRIME VICTIMS' SUPPORT OFFICES

- The general legal orientation of the victim to avoid secondary victimization, given that the orientation and legal counselling of the specific case is the responsibility of the person who assumes the legal aid.
- Psychological support to victims.
- Referral to the social resources they need.

HOW DO THE CRIME VICTIMS' SUPPORT OFFICES PERFORM

The model of action of the Offices is implemented through different stages: reception-guidance, information, intervention and follow-up.

The stages involve a general orientation of the victims, specific legal information throughout the criminal proceeding, support in the necessary interventions and follow-up throughout the criminal proceeding, as well as psychological intervention programs for all types of crime victims such as victims of gender violence and domestic violence, among other vulnerable victims.

CRIME VICTIMS' SUPPORT OFFICES OF THE MINISTRY OF JUSTICE

Currently, the Crime Victims' Support Offices of the Ministry of Justice are the following:

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Illes Balears	
Mallorca Via Alemania, 5, Edificio de los Juzgados 07003 PALMA DE MALLORCA victimas.mallorca@justicia.es	Tel.: 971 678 611 971 678 612 971 678 616 Fax: 971 725 550
Ibiza C/ Madrid, 15 07800 EIVISSA victimas.ibiza@justicia.es	Tel.: 971 195 044 971 195 020 Fax: 971 316 925
Menorca C/ Antony Joan Alemany, 2 07701 MAHON victimas.mahon@justicia.es	Tel.: 971 368 501 Fax: 971 364 819
Castilla y León	
Ávila Edificio Nuevo de los Juzgados. C/ Ramón y Cajal, 1 05001 AVILA victimas.avila@justicia.es	Tel.: 920 359 038 920 359 105
Burgos Avda. Reyes Católicos, 51-53/51 bis Edificio Nuevo de los Juzgados 09006 BURGOS victimas.burgos@justicia.es	Tel.: 947 284 440 947 284 441 Fax: 947 284 442
León Avda. Del Ingeniero Sáenz de Miera, 6, planta baja Edificio Nueva Oficina Judicial 24009 LEÓN victimas.leon@justicia.es	Tel.: 987 895 263 987 209 106 Fax: 987 296 732
Palencia Pl. de los Juzgados nº 4-planta 1ª (Edificio AISS) 34001 PALENCIA victimas.palencia@justicia.es	Tel.: 979 167 756 979 167 755 Fax: 979 702 822
Ponferrada Avda. De las Huertas del Sacramento, 14 - planta baja Edificio de los Juzgados 24402 PONFERRADA (LEÓN) victimas.ponferrada@justicia.es	Tel.: 987 451 294 987 451 272 Fax: 987 416 285