CRIME VICTIMS' SUPPORT OFFICES OF THE MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH PARLIAMENT

Currently, the Crime Victims' Support Offices of the Ministry of the Presidency, Justice and Relations with Parliament are the following:

Address	Phones
ILLES BALEARS	
Mallorca victimas.palmademallorca@justicia.es Vía Alemania, 5 - Edificio de los Juzgados 07003 Palma de Mallorca	(+34) 971 678 611 (+34) 971 678 612 (+34) 971 678 616
Ibiza victimas.ibiza@justicia.es C/ Madrid, 15 07800 Ibiza	(+34) 971 195 044 (+34) 971 195 020
Menorca victimas.mahon@justicia.es C/ Antoni Juan Alemany, 2 07701 Mahón	(+34) 971 368 501 (+34) 971 356 732
CASTILLA Y LEÓN	
Ávila victimas.avila@justicia.es C/ Ramón y Cajal, 1 - Edificio Nuevo de los Juzgados 05001 Ávila	(+34) 920 359 038 (+34) 920 359 105
Burgos victimas.burgos@justicia.es Avda. Reyes Católicos, 51-53/51 bis - Edificio Nuevo de los Juzgados 09006 Burgos	(+34) 947 284 440 (+34) 947 284 441
León victimas.leon@justicia.es Avda. del Ingeniero Sáenz de Miera, 6, planta baja - Edificio Nueva Oficina Judicial 24009 León	(+34) 987 895 263 (+34) 987 895 175 (+34) 987 209 106
Palencia victimas.palencia@justicia.es Pl. de los Juzgados, 4, planta 1.ª - (Edificio AISS). 34001 Palencia	(+34) 979 167 756 (+34) 979 168 717
Ponferrada victimas.ponferrada@justicia.es Avda. de las Huertas del Sacramento, 14, planta baja - Edificio de los Juzgados 24402 Ponferrada (León)	(+34) 987 451 294 (+34) 987 451 272
Salamanca victimas.salamanca@justicia.es Pl. de Colón, 8, planta baja - Edificio Nuevo de los Juzgados 37001 Salamanca	(+34) 923 284 554 (+34) 923 284 552
Segovia victimas.segovia@justicia.es Avda. Gerardo Diego, 3 - Edificio Nuevo de los Juzgados 40006 Segovia	(+34) 921 462 462 (+34) 921 524 886
Soria victimas.soria@justicia.es C/ Aguirre, 3 - Palacio de Justicia 42002 Soria	(+34) 975 214 930 (+34) 975 234 796
Valladolid victimas.valladolid@justicia.es C/ Las Angustias, 40-44, planta baja - Edificio Nuevo de los Juzgados 47003 Valladolid	(+34) 983 413 460 (+34) 983 413 259
Zamora victimas.zamora@justicia.es C/ San Torcuato, 7, planta baja - Palacio de Justicia 49004 Zamora	(+34) 980 559 461 (+34) 980 534 701
CASTILLA – LA MANCHA	
Albacete victimas.albacete@justicia.es Avda. de La Mancha, 1, 2.ª planta derecha - Ciudad de la Justicia 02005 Albacete	(+34) 967 596 642 (+34) 967 596 705
Ciudad Real victimas.ciudadreal@justicia.es C/ de las Eras del Cerrillo, 3, 1.ª planta - Edificio Nuevo de los Juzgados 13071 Ciudad Real	(+34) 926 278 850 (+34) 926 278 849
Cuenca victimas.cuenca@justicia.es C/ Gerardo Diego, s/n - Edificio Nuevo de los Juzgados 16004 Cuenca	(+34) 969 247 071 (+34) 969 247 240
Guadalajara victimas.guadalajara@justicia.es Avda. Mirador del Balconcillo 19, 1.ª planta - Palacio de Justicia 19004 Guadalajara	(+34) 949 209 970 (+34) 949 392 669
Toledo victimas.toledo@justicia.es C/ Marqués de Mendigorría, 2 - Edificio de los Juzgados 45003 Toledo	(+34) 925 396 022 (+34) 925 396 023
EXTREMADURA	
Cáceres victimas.caceres@justicia.es Ronda de San Francisco, s/n, 3.ª planta - Edificio de los Juzgados 10002 Cáceres	(+34) 927 620 295 (+34) 927 620 289
Plasencia victimas.plasencia@justicia.es C/ Juez Marino Barbero Santos, 6 - Palacio de Justicia 10600 Plasencia (Cáceres)	(+34) 927 427 514 (+34) 927 427 425
Badajoz victimas.badajoz@justicia.es C/ José Caldito Ruiz esq. c/ Esteban Sánchez, 1.ª planta - Palacio de Justicia 06008 Badajoz	(+34) 924 260 783 (+34) 924 205 631
Mérida victimas.merida@justicia.es Avda. de las Comunidades, 25 - Palacio de Justicia 06800 Mérida (Badajoz)	(+34) 924 304 080 (+34) 924 387 526
REGIÓN DE MURCIA	
Murcia victimas.murcia@justicia.es Avda. de la Justicia, s/n - Ciudad de la Justicia Fase II 30011 Murcia	(+34) 968 229 264 (+34) 968 229 205
Cartagena victimas.cartagena@justicia.es C/ Ángel Bruna, 21, 2.ª planta - Palacio de Justicia 30204 Cartagena (Murcia)	(+34) 968 326 131 (+34) 968 326 137
CIUDAD AUTÓNOMA DE CEUTA	
Ceuta victimas.ceuta@justicia.es C/ Manuel Lería y Ortiz de Saracho, s/n, esq. c/ Serrano Orive, s/n - Palacio de Justicia 51001 Ceuta	(+34) 956 513 295 (+34) 956 512 160
CIUDAD AUTÓNOMA DE MELILLA	
Melilla victimas.melilla@justicia.es Pl. del Mar, s/n - Edif. V Centenario-Torre norte, 5.ª planta izq. 52004 Melilla	(+34) 952 698 965 (+34) 952 698 956

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CRIME VICTIMS' SUPPORT OFFICE



GOBIERNO DE ESPAÑA
MINISTERIO DE LA PRESIDENCIA, JUSTICIA Y RELACIONES CON LAS CORTES
DIRECCIÓN GENERAL PARA LA EFICIENCIA DEL SERVICIO PÚBLICO DE JUSTICIA
SUBDIRECCIÓN GENERAL DE COOPERACIÓN Y COORDINACIÓN TERRITORIAL DE LA ADMINISTRACIÓN DE JUSTICIA

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, together with the Order PJC/1/2024, 2 January, by which this Office is established as an administrative unit within the Ministry.

The Offices under the Ministry of the Presidency, Justice and Relations with Parliament are located in those autonomous communities and autonomous cities with powers not transferred within the scope of the Justice Administration: Castile and Leon, Castile-La Mancha, Extremadura, Region of Murcia, Illes Balears, Ceuta and Melilla.

Crime Victims' Support Offices are staffed by civil servants of the Justice Administration (procedural and administrative managers) and 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 on the previous filing of a complaint.

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

WHAT DO CRIME VICTIMS' SUPPORT OFFICES OFFER

- Information to victims, direct or indirect, in accessible language about their rights and how to exercise them in order 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.
- Information on access to legal aid and assistance in applying for it.
- Information on the state of the proceedings affecting the victims.
- Accompanying the victim throughout the process, to the trial if necessary and/or to the different criminal courts.
- Information on the economic aid that may correspond to them as a consequence of the crime and the procedure for claiming it, as well as support in its processing by the Directorate General for Social Security Regulations.
- Emotional support to victims and therapeutic assistance to victims who need it, throughout the judicial procedure, including psychological intervention in crisis situations and guaranteeing adequate psychological assistance to overcome the traumatic consequences of the crime.
- Assessment and counselling on the needs of the victim and how to prevent and avoid the consequences of primary, repeated and secondary victimisation, intimidation and retaliation.
- Conduct initial intake interviews aimed at detecting and assessing the needs of victims, in the context of their individualised assessment.
- Carrying out follow-up contacts by phone or any other digital support, in all cases deemed necessary and convenient by the office staff.
- Drawing up a psychological support plan for vulnerable victims and in cases where the protection order is applied.
- Information on available specialised services that can assist the victims, in view of their personal circumstances and the nature of the crime to which they may have been subjected.
- Referring the victim, where necessary, to other entities or associations dealing with the care of specific victims, including social resources, as well as monitoring them.
- Collaboration and coordination with the bodies, institutions and services that may be involved in victim assistance: judiciary, public prosecutor's office, law enforcement agencies, social services, health services, associations and non-profit organisations, in particular in cases of vulnerable victims with a high risk of victimisation.
- Assessment of victims in need of special protection measures in order to establish which protection, assistance and support measures should be provided.
- 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 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 proceedings, support in the necessary interventions and follow-up throughout the criminal proceedings, 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.