

Address	Phones
Salamanca	
Plaza de Colón, 8 planta baja Edificio Nuevo de los Juzgados 37001 SALAMANCA victimas.salamanca@justicia.es	(+34) 923 284 554 (+34) 923 284 552
Segovia	
C/ San Agustín, 28 - 2ª planta. Palacio de Justicia 40001 SEGOVIA victimas.segovia@justicia.es	(+34) 921 462 462 (+34) 921 462 686
Soria	
C/ Aguirre, 3 - 2ª planta Palacio de Justicia 42002 SORIA victimas.soria@justicia.es	(+34) 975 214 930 (+34) 975 234 796
Valladolid	
C/ Las Angustias, 40 - 44 - planta baja Edificio Nuevo de los Juzgados 47003 VALLADOLID victimas.valladolid@justicia.es	(+34) 983 413 460 (+34) 983 413 259
Zamora	
C/ San Torcuato, 7 - planta baja, Palacio de Justicia 49004 ZAMORA victimas.zamora@justicia.es	(+34) 980 559 461 (+34) 980 534 701
Castilla - La Mancha	
Albacete	
C/ San Agustín, 1 - planta baja dcha. Palacio de Justicia 02001 ALBACETE victimas.albacete@justicia.es	(+34) 967 596 642 (+34) 967 596 705
Ciudad Real	
C/ de las Eras del Cerrillo, 3- 1º planta Edificio Nuevo de los Juzgados 13071 CIUDAD REAL victimas.ciudadreal@justicia.es	(+34) 926 278 850 (+34) 926 278 851 (+34) 926 278 849
Cuenca	
C/ Gerardo Diego 8 Edificio Nuevo de los Juzgados 16071 CUENCA victimas.cuenca@justicia.es	(+34) 969 247 071 (+34) 969 247 240
Guadalajara	
Plaza Fernando Beladiez, s/n, 6ª planta Palacio de Justicia 19001 GUADALAJARA victimas.guadalajara@justicia.es	(+34) 949 209 970 (+34) 949 209 918
Toledo	
C/ Marqués de Mendigorriá, 2 Edificio de los Juzgados 45003 TOLEDO victimas.toledo@justicia.es	(+34) 925 396 022 (+34) 925 396 023

Address	Phones
Extremadura	
Cáceres	
Ronda de San Francisco, s/n - 3ª planta Edificio de los Juzgados 10002 CÁCERES victimas.caceres@justicia.es	(+34) 927 620 295 (+34) 927 620 289
Plasencia	
C/ Juez Marino Barbero Santos, 6. Palacio de Justicia 10600 PLASENCIA (CÁCERES) victimas.plasencia@justicia.es	(+34) 927 427 514 (+34) 927 427 425
Badajoz	
Avda. Antonio Masa Campos, 9 - 1ª planta 06005 BADAJOZ victimas.badajoz@justicia.es	(+34) 924 260 783 (+34) 924 205 631
Mérida	
Avda. de las Comunidades, 25. Palacio de Justicia 06800 MÉRIDA (BADAJOZ) victimas.merida@justicia.es	(+34) 924 304 080 (+34) 924 387 526
Región de Murcia	
Murcia	
Avda. de la Justicia, s/n. Ciudad de la Justicia Fase II 30011 MURCIA victimas.murcia@justicia.es	(+34) 968 229 264 (+34) 968 229 205
Cartagena	
Palacio de Justicia. C/ Ángel Bruna, 21 - 2ª planta 30204 CARTAGENA (MURCIA) victimas.cartagena@justicia.es	(+34) 968 326 131 (+34) 968 326 137
Ciudad Autónoma de Ceuta	
Ceuta	
C/ Manuel Lería y Ortiz de Saracho, s/n, Esq. C/ Serrano Orive, s/n. Edif. Palacio de Justicia 51001 CEUTA victimas.ceuta@justicia.es	(+34) 956 513 295 (+34) 956 512 160
Ciudad Autónoma de Melilla	
Melilla	
Plaza del Mar, s/n Edificio V Centenario/Torre Norte, 5ª planta izqda. 52004 MELILLA victimas.melilla@justicia.es	(+34) 952 698 965 (+34) 952 698 956

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GOBIERNO DE ESPAÑA

MINISTERIO DE JUSTICIA

DIRECCIÓN GENERAL PARA EL SERVICIO PÚBLICO 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 Justice Administration: 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 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 and robbery with violence, among many other crimes.

WHAT DO CRIME VICTIMS' SUPPORT OFFICES OFFER

- Information for 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.
- Information on the state of the proceedings affecting the victims.

- Accompaniment of 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 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.

CRIME VICTIMS' SUPPORT OFFICES OF THE MINISTRY OF JUSTICE

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

Address	Phones
Illes Balears	
Mallorca Vía Alemania, 5. Edificio de los Juzgados 07003 PALMA DE MALLORCA victimas.palmademallorca@justicia.es	(+34) 971 678 611 (+34) 971 678 612 (+34) 971 678 616
Ibiza C/ Madrid, 15 07800 EIVISSA victimas.ibiza@justicia.es	(+34) 971 195 044 (+34) 971 195 020
Menorca C/ Antony Joan Alemany, 2 07701 MAHON victimas.mahon@justicia.es	(+34) 971 368 501
Castilla y León	
Ávila Edificio Nuevo de los Juzgados. C/ Ramón y Cajal, 1 05001 ÁVILA victimas.avila@justicia.es	(+34) 920 359 038 (+34) 920 359 105
Burgos Avda. Reyes Católicos, 51-53/51bis Edificio Nuevo de los Juzgados 09006 BURGOS victimas.burgos@justicia.es	(+34) 947 284 440 (+34) 947 284 441
León Avda. Del Ingeniero Sáenz de Miera, 6, planta baja Edificio Nueva Oficina Judicial 24009 LEÓN victimas.leon@justicia.es	(+34) 987 895 263 (+34) 987 895 175 (+34) 987 209 106
Palencia Pl. de los Juzgados nº 4-planta 1ª (Edificio AISS) 34001 PALENCIA victimas.palencia@justicia.es	(+34) 979 167 756 (+34) 979 168 717
Ponferrada Avda. De las Huertas del Sacramento, 14 - planta baja Edificio de los Juzgados 24402 PONFERRADA (LEÓN) victimas.ponferrada@justicia.es	(+34) 987 451 294 (+34) 987 451 272