

# Handbook for Victims of Serious International Crimes in the EU

*Your rights to access  
support, advice and justice*



**REDRESS**  
Ending Torture, Seeking Justice for Survivors



***Handbook for Victims of Serious  
International Crimes in the EU:  
Your rights to access support, advice  
and justice***



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# Part I: Introduction

## 1. Who is this handbook for and what kind of information does it provide?

This Handbook provides information for victims of ‘serious international crimes’ and their family members, to help them access support and assistance and where possible, to access justice. The Handbook deals with the most serious crimes prohibited by international law: genocide, crimes against humanity, war crimes, torture and enforced disappearance.

The Handbook is relevant for persons who have experienced and survived these crimes themselves, and others who have also suffered harm because of the crime, such as family members. The handbook is also relevant for those working with, or providing support to victims.

This Handbook can assist victims in a range of different personal circumstances:

- Victims may be a citizen of an European Union (EU) Member State or have permission to live in an EU Member State.
- Victims may have made an asylum application which is still pending.
- Victims may also be living in another country outside the EU, but have information or evidence which suggests that persons or organisations responsible for what happened are located inside the EU.

- Or victims may be considering becoming involved in legal proceedings in an EU country to seek justice for what happened to them.

Victims of serious international crimes come from all walks of life. Some are victims of political repression or conflict. They may have been tortured or raped in their home countries or witnessed crimes committed to members of their family. Others may have experienced serious international crimes within the EU: many countries within the EU have gone through periods of conflict and repression, and the victims of crimes from such periods continue to have a variety of needs, including the pressing need for justice.

This Handbook aims to provide information which can help victims of serious international crimes to seek assistance, advice and support. It also provides information about seeking justice for what has happened.

## **2. Some points to consider when using this Handbook**

The rights and procedures described in this Handbook are governed in international and EU law. These legal sources set out minimum standards which victims should be able to enjoy in each Member State. All victims living in an EU Member State should be able to access and enforce the rights set out in this Handbook. Victims who live outside the EU will benefit from these rights if they try to take action to address what has happened to them inside a Member State.<sup>1</sup>

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<sup>1</sup> The current Member States of the European Union are: Austria; Belgium; Bulgaria; Croatia; Cyprus ; Czech Republic; Denmark; Estonia; Finland; France; Germany; Greece;

However, it is important to note that not all Member States have fully complied yet with these standards, and national rules may change over time. In addition, as each State has a different legal system, and is allowed to choose how best to implement standards in its own way, victims' rights can sometimes take a different shape and form depending on the country. It is therefore important to seek advice on how to enforce victims' rights in each specific country.

This Handbook cannot cover all the different procedures and rules applicable in each EU Member State in detail. Instead, it provides an overview which victims can use as a starting point to conduct further research, learn about some of the available legal options, and identify persons or organisations that might be able to assist them. This Handbook can also help victims to consider whether they want to take further steps to enforce rights.

*It is essential to obtain advice from experts who can assess your specific case and provide information and advice for your individual circumstances.*

### **3. What are serious international crimes?**

*These are the crimes of most serious concern to the international community, because they include the worst atrocities known to humanity. They are referred to as 'international' crimes because they are prohibited by international law.*

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Hungary; Ireland ; Italy ; Latvia ; Lithuania ; Luxembourg ; Malta ; Netherlands ; Poland ; Portugal ; Romania; Slovakia; Slovenia; Spain; Sweden; United Kingdom.

*Genocide* - Crimes committed with the intent to destroy, in whole or in part, a national, ethnical, racial or religious group. Crimes are categorised as 'genocide' only in rare cases including, for example, the Holocaust during World War II or the 1994 Rwandan genocide. Another example of genocide is the massacre that took place in Srebrenica in 1995, where men and boys were targeted by authorities with the intent to destroy the existence of the group.

*Crimes Against Humanity* – Crimes which are committed as part of a widespread or systematic attack against civilians. 'Attacks' include military attacks during conflict, but also a range of other circumstances. For example, crimes against humanity can be committed during political oppression, in the context of persecution of minority groups by a government or by other citizens, or if there is a complete breakdown in law and order.

Germain Katanga, a former leader of the Patriotic Resistance Force in Ituri (FRPI) was convicted of one count of crime against humanity for his involvement in the February 2003 massacre in the village of Bogoro in the Democratic Republic of the Congo, which resulted in approximately 200 civilian deaths.

*War Crimes* – Crimes committed against protected groups such as civilians, injured persons or prisoners of war during armed conflict or military occupation. They can include individual acts, such as shooting civilians who are accused of supporting a rebel group, or military acts, such as targeting a hospital during bombing. In Sri Lanka, towards the end of the civil war in 2009, civilians reported that they were fired on while seeking shelter in "no fire zones", which also included bombing of hospitals.



*Torture* – Any act which inflicts severe physical or mental pain or suffering, which is inflicted for a specific purpose, such as to instil terror, to intimidate, or to make victims confess or provide information. For violence to be understood as torture, it must be carried out by or on behalf of someone in a position of power or authority, usually a state official, police or military officer, or possibly a rebel group in control of an area or running a roadblock. Mrs M, for example, sought assistance from REDRESS in 2011 after she was raped by a military official at a checkpoint in Egypt, an act which constitutes torture.

*Enforced Disappearance* - When a person is arrested, detained, abducted or killed by state officials or by groups, such as a militia, who exercise power or authority in some way. This is followed by a refusal to disclose the fate or whereabouts of the person. Enforced disappearance is considered to be a continuing crime, which means it is still being committed as long as the loved ones of the missing person remain unaware of what has happened. Widespread disappearances took place for many years in Chechnya, allegedly with the full knowledge of the Russian authorities, as well as in parts of Latin America. Without knowledge of the fate of these individuals, these international crimes are considered ongoing.

## **Part 2: Accessing advice, support and assistance**

Victims of serious international crimes and their families have many needs as they begin to rebuild their lives and try to recover from their experiences. It is common for survivors to need medical and psychological treatment and care to help them recover. Many victims are forced to flee their homes, and as asylum seekers, immigrants or displaced persons need to address their residency status. They may need to find accommodation, employment or education, and may lack basic access to adequate food, clothing and shelter.

Most EU Member States have services or organisations to help address these challenges. Victims' rights and legal entitlements differ in each state. This Section describes the main types of services which exist in most Member States and which may be useful for victims, to provide a starting point for further research in your specific country.

### **4. Physical and psychological healthcare and treatment**

Medical and psychological symptoms are common among survivors of international crimes. Victims may have suffered serious physical injuries in the course of the crimes. Victims may still be recovering from these injuries, suffer secondary health consequences as a result of those injuries, or have contracted diseases which impact them long-term such as hepatitis or HIV/AIDS.

Separate to this, many victims also suffer from a range of psychological symptoms, which can impact victims' emotions and thoughts. Symptoms can include difficulty sleeping, waking early, sometimes shouting or having nightmares, difficulties with memory and concentration, irritability, persistent feelings of fear and anxiety, depression, and an inability to enjoy any aspect of life. Psychological symptoms can also manifest themselves in physical ways, causing stomach problems, lack of appetite, headaches or other forms of physical pain.

These symptoms can be resolved in time, but they need attention. The most useful thing a survivor can do is to try to restore some kind of more normal life. Rebuilding friendships or forging new ones, making a stable home, and creating structure and purpose through study with or without work, are all beneficial. This may not be easy and may need time and support from others. Local community groups and refugee organisations can be very helpful.

For survivors who are seeking asylum, the fear of return can prevent them from having a stable home. Problems with memory and concentration inhibit learning. Sometimes family members and loved ones can also suffer stress, anxiety, worry or distress as a result of what has happened to victims. They too may need to take steps to address their health and well-being.

The first step for any person experiencing these symptoms is to speak to their general medical doctor, who should be able to help with initial assessments, diagnose symptoms, prescribe some medication or steps to help address the symptoms, and refer sufferers onwards to a specialist for further assistance. Most national health services have local mental health teams or trauma clinics which can assist. For victims or family members

who are refugees or recipients of social welfare, these services should be available for free. As an asylum seeker, a victim may also be entitled to some assistance depending on the country they are living in, but this is not guaranteed. In some countries, asylum seekers are only entitled to emergency health care; though 'vulnerable' persons may have the right to access additional services.

Almost all Member States have an organisation or clinic which is specialised in assisting victims and survivors of torture and trauma. These organisations are often run on a non-profit or even voluntary basis, and do not charge for their services. They can often provide medical and psychological treatment, counselling and rehabilitation. They sometimes run group therapy sessions which may be a useful way to meet other survivors, which can be a way of building a circle of support. If victims have questions regarding entitlements to benefits or want further information on how these organisations can help, these organisations should be contacted directly.

For example, the **International Rehabilitation Council for Torture Victims (IRCT)** is a network of 144 such organisations worldwide, including many in EU Member States. Their website provides contact details which victims can use to search for an organisation near them:

<http://www.irct.org/about-us/the-members/find-irct-members.aspx>

See contact details for further advice services in the Annexes.

## 5. Asylum and immigration

Many victims of serious international crimes and their families have fled to new countries to avoid the possibility of further abuse. Others are persons who have subsequently travelled abroad in search of opportunities for employment, education or a better life. Others may have had family members living abroad, who they join through family reunification programmes.

In each of these situations victims may need to address their immigration status and obtain temporary or longer-term residence papers, visas or work permits. The status as a victim of serious international crimes does not necessarily entitle a person to regularised immigration status. However, it can be relevant for those who seek asylum or other forms of international protection, and who consequently need to prove that they will be at risk of persecution or other forms of harm if they return to their home country. It is therefore usually important to seek legal advice or instruct a lawyer to ensure that all relevant facts are presented throughout the immigration or asylum process.

Rules and procedures for asylum and immigration applications differ in each Member State. In general asylum seekers will be required to describe their experiences and provide reasons why they are seeking asylum. This will usually require filling out a form at first, and/or later conducting an interview with immigration officials who will ask further questions. It is generally not possible to apply for asylum from outside the country where the person wishes to seek protection; when asylum seekers reach a country and make an application, they are protected from removal while they are waiting for a decision. For other forms of immigration applications such as visas, work or study permits, applicants usually submit paperwork and application

forms to the immigration authorities; they may also be interviewed some weeks later.

Decisions on asylum or immigration applications can take a long time and the results may not be positive, despite all that a victim has endured. For many victims this is a stressful, frightening and even depressing experience. It can be very difficult or distressing to wait for extended periods or to receive a rejection letter, because of the fear of being returned to further abuse, and because victims feel they have not been believed. It is important to recognise that an initial refusal is only the first stage in the process. The important thing to do on receiving such a letter (or any official letter that the recipient cannot understand) is to take it to a legal adviser at once and discuss the next step. Even a positive letter needs to be acted on rapidly, as it will affect housing and benefits.

Immigration and asylum authorities in EU Member States may be able to put the victim in touch with a lawyer. If not, most Member States have NGOs, non-profit or voluntary organisations which provide legal advice, assistance or representation to asylum seekers.

Lists of accredited or approved legal advisers and practitioners are usually available from law societies or bar associations in each Member State. The Legal Aid Board – or other body which regulates legal aid in each Member State – often provides details of which accredited legal advisors can advise persons eligible for legal aid. This will often include asylum seekers or persons entitled to social welfare support.

Most Member States have a national office for UNHCR (the United Nations High Commissioner for Refugees), or a national

organisation affiliated with UNHCR (sometimes called a 'refugee council'). UNHCR and affiliated organisations can usually assist in the most serious or complex cases; if they cannot take on the case they may be able to refer the victim elsewhere.

Finally, as noted above many asylum seekers and migrants experience stress, anxiety and distress while going through the immigration and asylum process. These difficulties can be even more pronounced for victims of serious international crimes. Victims may therefore benefit from the help and assistance of centres and professionals specialised in working with survivors of torture and trauma to support them through this difficult time, as discussed above.

#### *Useful resources for asylum seekers and migrants*

If you do not have access to the internet, your public library will often provide this service free of charge.

#### **Asylum Information Database (AIDA)**

Provides details of procedures in asylum systems in several EU Member States. This includes information about identification of torture survivors, access to general and specialised health care and medico-legal reports: <http://www.asylumineurope.org/>

#### **European Council for Refugees and Exiles (ECRE)**

An alliance of 82 refugee-assisting organisations working in 37 countries throughout the EU and elsewhere in Europe. ECRE's website contains a directory which can help victims to find organisations near them, as well as many other resources related to asylum: <http://www.ecre.org/alliance/members/profiles.html>  
ECRE Brussels Office (Secretariat): +32 (0)22 34 3800

## **Health and Human Rights Info – Asylum Seekers in Europe**

Information page about access to physical and mental healthcare and treatment.

[http://www.hhri.org/thematic/asylum\\_seekers.html](http://www.hhri.org/thematic/asylum_seekers.html)

Oslo, Norway Office: +47 (0)22 47 9200

## **6. Social welfare advice**

The debilitating effect of serious international crimes may make it difficult for victims to find or to return to work or education. As a result victims may have housing and other practical needs.

Those who are refugees or migrants may be entitled to unemployment benefits or income support, and other benefits such as housing benefits or disability allowance. Many countries provide asylum seekers with ‘basic care’, which usually includes a place to live and a small weekly cash allowance, but asylum seekers are often excluded from social benefits until their status as a refugee has been recognised. The welfare of asylum seekers is looked after in most Member States by a specific state agency which deals with accommodation, financial and some material support. Asylum seekers should be put in touch with this agency when they make an initial asylum claim. An asylum or immigration lawyer may also be able to provide advice or put the victim in touch with someone who can assist.

Others in need of social welfare assistance or benefits will need to contact their local benefits office or social welfare services. The status as a survivor of serious international crimes may be relevant to the entitlement to benefits: for example, if a victim suffers health consequences which impacts the ability to work or study. Experiences of serious international crimes and trauma



should be discussed with the benefits office or benefits officer with whom the victim is in touch. A doctor may need to provide a letter or certificate to support the description of the victim's health and the difficulties experienced.

Civil society organisations or other centres specialised in assisting victims of international crimes, torture or trauma may have capacity to help victims address their social welfare needs. They can be asked to provide assistance or answer questions. Alternatively most Member States have a local organisation, often called a Citizen's Advice Bureau or Information Centre, which provides free and confidential information to anyone in need of support, and can give advice on available benefits and entitlements. Specialist housing or homelessness organisations and charities also operate in many Member States on a voluntary or non-profit basis, which will also be able to provide advice and assistance.

## **7. Seeking justice in your case: obtaining legal advice and moving forward**

Many victims and their families wish to seek justice for what has happened to them. Justice is about fairness, and righting past wrongs. There are several forms of justice. Depending on the crime and the particular goals of the survivor, some of these may be more appropriate than others.

Some victims may want to find out the truth about what happened to themselves or to loved ones, and to honour the memory of those who have passed away. For instance, if a sibling was wrongly killed by a police officer, it might be possible to seek

an official apology from the police officer, chief of police or the government itself.

A victim may want to obtain formal court recognition of the crime, in which case they may consider pursuing a criminal investigation against the person or persons who committed the crime or give testimony in an on-going case.

A victim may want to obtain several types of justice: for instance, to discover the whereabouts of a missing relative, receive funds for rehabilitation and receive a formal apology from those persons responsible for committing the crime.

There are three main routes for victims of serious international crimes to seek justice for what has happened to them. Each of these routes involves a different kind of legal procedure, and will be discussed in detail in the subsequent sections of this Handbook:

- **Part III:** Filing a criminal complaint against the perpetrator of the crime
- **Part IV:** Suing the perpetrator of the crime for compensation ('bringing a civil claim')
- **Part V:** Bringing a complaint against a State for its role in international crimes or serious human rights abuses

For victims who are thinking about seeking justice for what has happened to them, it is important to be aware that this is not an easy process. Even when there seems to be a strong case, it might not be possible to make a complaint. Even if it is possible to pursue a case, the process can take many years and may not succeed in the end. Victims may spend many months or even

years waiting for any news, progress or developments in the case, which can lead to further uncertainty.

Some victims also find that participating in legal proceedings can be stressful or upsetting. Victims will need to describe what happened to a lawyer. Depending on which of the routes taken to seek justice, the victim may need to give a statement to the police; if the complaint reaches trial, the victim could be questioned in court. It is important to make sure to have plenty of moral support to help. It is important to prepare mentally for these challenges when considering the legal options, and factor them into the decision.

*Victims seeking justice need to be determined and prepared for setbacks and there is no guarantee that they will achieve what they set out to do. The state of victims' mental and physical well-being may be challenged at each turn.*

## **8. Who can advise or assist you on seeking justice?**

If a victim is interested in seeking justice for the crime that they have suffered, it is highly advisable to seek legal advice from a lawyer or specialist civil society organisation. They can discuss the case, clarify the details, assess the circumstances and advise on issues including:

- Whether there is any possibility to bring legal proceedings or to file a complaint about the experiences;
- What are the realistic chances of success;
- How the case could be further strengthened, for example by helping to gather further evidence;

- How long the process of seeking justice might take;
- Whether there would be any financial cost.

Specialist civil society organisations are a useful starting point if a victim is thinking about seeking justice. They can also help a victim to approach police or prosecutors, or join criminal proceedings which are already taking place, either in an EU Member State, in the home country where the crimes took place or at an international court. Many of these organisations have helped victims to file criminal complaints and to participate in cases. Not all EU Member States have such an organisation: if you are unsure who can help you, please contact REDRESS, FIDH, ECCHR or TRIAL, which may be able to assist you directly or refer you to an organisation in your country.

*REDRESS, FIDH and TRIAL provide free of charge services to assist victims. Although they do not have the resources to take on all cases, they can assist and advise victims, assess their cases or refer them to a lawyer with experience in international crimes cases.<sup>2</sup>*

An experienced lawyer will also be able to assess the case, advise on options, and help to access legal aid if necessary. If it is difficult to identify a lawyer or specialist organisation, human rights organisations dealing with civil liberties or criminal justice issues in each Member State may also be able to assist. In addition, victim support organisations exist in almost all Member States. They are specialised in providing information, assistance and moral support to victims of 'ordinary' criminal offences, and may be a useful source of further information.

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<sup>2</sup> See contact details on back cover.

In some countries that have been affected by international crimes, groups of survivors or relatives of the deceased have come together to form victims' associations. These operate in countries where the crimes were committed and/or among diaspora communities living abroad. They sometimes run campaigns for justice, help victims to file complaints or participate in proceedings, assist police and prosecutors conducting investigations, or simply provide an important source of moral support for victims and their families.

A victim can also contact law enforcement authorities directly, by telephoning or writing to the local police or prosecution office. However, a victim may want to contact a lawyer beforehand to receive legal advice on witness and victim representation during interviews. A number of EU Member States – including Croatia, Belgium, France, Germany, the Netherlands, Sweden and the United Kingdom – have set up specialised teams within their police and/or prosecution services which include experts on international crimes. If a victim wishes to file a complaint or come forward with evidence, it may be advisable to contact the local police and ask to be referred to these units. Countries that do not have these units nonetheless often have teams specialised in 'serious' crime which a victim might also consider contacting.

## **Part 3: Making criminal complaints against perpetrators**

### **9. What do criminal complaints involve and where can I make one?**

Many victims of crime will want to ensure that the person who committed the crime is punished. This may be the reason that a victim decides to make a criminal complaint. Alternatively, sometimes a victim may feel threatened by someone and fear that they will be harmed. A criminal complaint can also be filed in those circumstances.

If the authorities believe that there is enough information available to prosecute the individual who committed the crime, it is possible that the crime will be considered by a court. Unfortunately, due to amount of work that is required to prosecute a person and the number of crimes that take place, investigations and prosecutions can take a very long time – often a number of years. Prosecutions are not always successful, which can lead to further trauma for a victim. It is important to mentally prepare for this situation and to seek psychological support as needed.

International crimes can be investigated and prosecuted by investigators, police or prosecutors in the same way as any ‘ordinary’ criminal offence such as murder or assault. In principle, these investigations will take place in the country where the crime

was committed. However because the authorities in those countries are often unwilling or unable to investigate these crimes, international mechanisms have also been developed to address these offences.

These include international criminal courts and tribunals, such as the International Criminal Court (ICC), which tend to focus on suspects who bear the greatest responsibility for the crimes. These courts are discussed in more detail in Section 19.

In addition, law enforcement authorities in many states have powers to investigate and prosecute international crimes committed in other countries, under a principle known as 'universal' or 'extraterritorial' jurisdiction. So, for instance, if a rebel leader responsible for mass rape of civilians in a conflict zone in Congo has re-located to one of the countries of the EU, or a former police chief responsible for torturing hundreds of prisoners is visiting a country in the EU, it may be possible to take steps to see those persons brought to trial in Europe. Victims have the right to submit a complaint about the crime with law enforcement authorities, who should then conduct an investigation.

Seeking advice from a lawyer or civil society organisation experienced in international crimes is important to help you determine where a complaint can be filed.

*Sometimes investigations and prosecutions related to international crimes will take place in several legal forums at the same time. This is now happening in relation to crimes committed during conflicts in the Democratic Republic of Congo (DRC):*

- *The International Criminal Court, located in The Netherlands, has investigated alleged crimes in the DRC since 2004: as of 2014 it has convicted two former military leaders for war crimes and crimes against humanity. A third defendant has been acquitted, and a fourth is awaiting trial.*
- *German authorities are currently prosecuting two defendants for crimes against humanity and war crimes at the Higher Regional Court in Stuttgart. They allegedly directed the Forces démocratiques de libération du Rwanda (FDLR) militia group while living in Germany, where they were discovered and arrested.*
- *Trials are also taking place in the DRC itself. For example in 2011 four Congolese military officers were convicted by a military court in Baraka of rape as a crime against humanity.*

## **10. How to make a criminal complaint in an EU Member State**

Within the EU a victim can usually file a criminal complaint about serious international crimes in the same way that a complaint would be made about any ‘ordinary’ criminal offence. There are different ways of doing this depending on the Member State. For example in all countries a crime can be reported to the **police**; in some countries such as Germany and the Netherlands the **prosecution office** can be contacted. In other countries, victims sometimes have the option – depending on the type of crime they wish to report – to act as a **private prosecutor**, which allows them to file their complaint directly with a court.



*General information about how to file criminal complaints in different EU Member States are available in Factsheets “My rights during the investigation of a crime”, available at the European Commission E-Justice Portal: [https://e-justice.europa.eu/content\\_rights\\_of\\_victims\\_of\\_crime\\_in\\_criminal\\_proceedings-171-en.do](https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-en.do)*

The police, prosecutor or an ‘investigating judge’ at the court will examine the complaint, consider the evidence that the victims have provided, and identify what further information or evidence would be required. They will then decide if the complaint is strong enough to merit a full investigation, or whether there are any other barriers that might impact on the case. If an investigation is opened, the case will be reviewed again at the end of the full investigation, and if there is enough evidence which would be admissible in court, the suspect can be prosecuted. A lawyer or civil society organisation with expertise can give advice on how to approach authorities in the relevant country.

## **11. Some factors to consider at the outset**

Criminal complaints can be filed against a person who was involved in the commission of the crime. They can also be filed against:

- A group of several perpetrators;
- A person who did not commit the crime with his or her own hands, but for whom there is evidence to suggest he or she ordered, assisted in its commission or did nothing to stop it;
- A company, corporation or organisation somehow involved in the commission of the crime, for example by providing

equipment or funding used to commit the crime, or which profited as a result of the crime.

EU Member States have investigated or prosecuted international crimes in circumstances such as when:

- The crime was committed inside a Member State. Some EU Member States have carried out prosecutions of persons suspected of carrying out atrocities during the Second World War. There have also been a limited number of prosecutions of persons responsible for torture and other abuses following the end of repressive regimes;
- The crime was committed by a citizen of a Member State, who may have been living or visiting abroad. For example, in the United Kingdom there has been a court martial proceeding relating to the UK military's treatment of detainees in Iraq;
- The victims of the crime are citizens or residents of a Member State. Wolfgang Blam and his wife, Jacqueline Mukandanga Blam, who are German nationals, participated in the trial of Joseph M (who was residing in The Netherlands), who was eventually convicted of war crimes and torture that took place in Rwanda in 1994. The trial took place in the Netherlands;
- The suspect now lives in a Member State or visits it regularly. For instance, Ignace Murwanashyaka and Straton Musoni are currently on trial in Germany, where they were living when arrested, for crimes against humanity and war crimes allegedly committed during the 1994 Rwandan genocide. Also, Agathe Habyarimana, the widow of former Rwandan

President Juvenal Habyarimana, was arrested in 2010 in France where she was living. She was arrested on the basis of an international warrant issued by Rwanda for, amongst other matters, genocide and crimes against humanity; or

- The suspect lives abroad but the authorities of the Member State request his or her extradition to face trial. This occurred in the Lockerbie case, where two Libyan nationals were accused of bombing a flight that crashed in Scotland. The United Kingdom requested Libya to send the suspects to the UK to stand trial. The Libyan government refused but a special court was later established in The Hague to prosecute these two individuals.

A criminal complaint may not always lead to a trial of the suspect. Legal rules may block prosecution, for example if the crimes took place in another country and the suspect holds a very senior position in Government like the Head of State or Minister of Foreign Affairs, or is a diplomat. Courts have recognised that the most senior officials who are still in office are not able to be prosecuted in the courts of a foreign country, no matter what crimes they are accused of. However, this bar on prosecution - or 'immunity', only prevents a prosecution while the person is in office; afterwards they can be prosecuted. For example, British courts famously recognised that Augusto Pinochet, the former President of Chile, was liable to prosecution for widespread torture in Chile during the military dictatorship. Hissène Habré, the former leader of Chad, is currently facing a criminal trial for abuses connected to his reign in Chad, in special courts set up in Senegal for this purpose.

Practical reasons can also impede or delay investigations, for example if the police cannot access important evidence or the

witnesses are located in another country abroad. There may simply not be enough evidence available to personally implicate the suspect. Nonetheless, these factors should be assessed by a prosecution authority and should not stop a victim from coming forward with a complaint.

*Zoulaikha Gharbi filed a complaint against Khaled Ben Said, alleging that he tortured her in 1996 when he was a police superintendent in Tunisia. Gharbi provided evidence to authorities in France and was able to testify in front of the investigating judge. Her testimony was essential in securing his conviction – there is currently an international warrant issued for his arrest, as he faces twelve years in prison.*

## **12. Your rights when filing a criminal complaint**

When a complaint is filed, there are a number of minimum standards which victims should expect from the authorities.

Authorities should:

- Provide a written acknowledgement of the complaint;
- Translate the acknowledgement into a different language if the victim needs this to understand the document;
- Provide updates on the progress of the complaint and take contact details for follow up;
- Provide the victim with contact details that can be used to follow up with authorities about the case.

Authorities should also provide victims with information about their rights during the proceedings and how to exercise them. Victims can ask the authorities to clarify anything that is not clear, and to explain how the procedures will apply to their situation,

for example if they do not live in the country where the complaint is filed. This includes:

- Explaining the process of filing a complaint and what steps the authorities will take next;
- How, when and under what conditions the victim can have interpretation or translation;
- Whether a victim can apply for compensation for losses suffered as a result of the crime, and any conditions which apply;
- How to apply for reimbursement of any expenses victims incur by participating in criminal proceedings, such as the cost of travelling to see the police or to court;
- Contact details or referral to any relevant organisations which provide victim support;
- Information on medical and other specialist support services, including shelters and psychological support;
- When and how a victim can obtain protection when there are fears that the perpetrator or others connected with the perpetrator may cause the victim harm;
- When the victim can access legal aid and access advice on legal issues;
- Any special measures to accommodate victims living in an EU Member State other than where the crime was committed or where the investigation or trial is taking place;
- If the victim is not happy with the treatment by authorities, how to make a complaint about that treatment.

When law enforcement authorities come into contact with victims they must also ensure they are referred to **victim support services**. These services are provided in many Member States by victim support organisations, which are independent charities, agencies or voluntary groups specialised in advising, assisting and

providing moral and emotional support to victims of ‘ordinary’ criminal offences. In some Member states these services are also provided by court staff or staff of Ministries of Justice.

If victims have special needs that general victim support organisations cannot address, the authorities should take steps to ensure access to ***specialist victim support***. If the victim is in contact with law enforcement authorities, they can ask them for information about these services. Specialist support services might include, among others:

- Specialised units within the government that are set up specifically to assist victims, particularly when involved with an ongoing case;
- Specialist victim support agencies that will assist any victim of a crime, whether domestic or international;
- Victims’ services organisations that specialise in assisting victims at criminal proceedings, or in services for victims of international crimes;
- A victims’ organisation with members who are also survivors of international crimes;
- Rehabilitation centres or counsellors who work to assist survivors of torture or trauma;
- Shelters for victims of domestic or gender-based violence and human trafficking who need emergency accommodation or have other needs.

### **13. Your rights during the investigation**

Victims can become involved in investigations of serious international crimes in a number of different ways:

- A victim may have filed the initial complaint that leads to the investigation into the crime. The victim's direct involvement in the case will depend on the system of the country in which the complaint was filed;
- If the victim saw something, police or prosecutors may ask the victim to be a witness. For example, if a victim saw a sibling being kidnapped or harmed by a person wearing a military uniform, the victim may be asked to be a witness;
- Police may put out a general call to ask people that may have seen something relevant to a case to come forward.

Regardless of which of these routes they take, all victims should have certain minimum rights during the investigation. For example all victims have the right to be informed about the progress of the case. When a victim first becomes involved in a case, the authorities should ask if the victim wishes to receive this information, and take contact details. Victims are entitled to information which enables them to "know about the state of the criminal proceedings". This means that victims have the right to request information about the case, and the authorities, by law, must provide it. If the authorities decide to prosecute the suspect, victims should receive an explanation of the charges against the accused and also be notified of the time and place of the trial in case they would like to attend.

For victims who did not file complaints but who became involved in the proceedings at a later stage, the authorities must provide them with information about their rights and with referral to general or specialist victim support services. All victims have the right to information, support and other rights such as protection and participation in the proceedings, regardless of whether or not they have filed a complaint.

In the event that the authorities decide *not* to prosecute or to close the investigation, victims must be notified and provided with reasons for that decision. Victims have a right to complain formally about a decision not to prosecute, usually in the form of a judicial review. This route is usually only taken if the prosecutor missed a key point or if the victim has a specific reason to request the case to be re-opened. Expressing general dissatisfaction about the result of an investigation will usually not be enough for the case to be re-opened.

During investigations victims are usually interviewed by the police, prosecutors or, in some countries, by judges who are tasked with conducting investigations. These authorities are obliged to take steps to put victims at ease. Victims are allowed to be accompanied by a lawyer and a person of their choice, who can provide support. If it is wished, victims can request to be interviewed by an officer of the same sex. If victims are unhappy about any element of their treatment by authorities, this should be discussed with their lawyer or an organisation that is providing assistance. Victims have the right to make a complaint about their treatment.

If victims cannot speak the language then they should receive interpretation or translation free of charge if interviewed or asked questions by police, prosecutors or a judge.

## **14. Your rights as a civil party to a case**

In some Member States, such as France, Belgium and Spain, victims have the option to play a more active role in investigations



and prosecutions, by joining a criminal case as a ***civil party***. This status gives victims certain powers during investigations, such as:

- Requesting access to the case file;
- Submitting evidence to the authorities;
- Asking the authorities to carry out additional investigative actions;
- Claiming compensation from the perpetrator; and
- Appealing certain decisions.

The authorities should provide victims with information about how to act as a civil party, if this mechanism is available. Victims can also ask their lawyers or an organisation for advice; they may be able to help victims to make the application.

Even in countries where victims do not have the option to act as a civil party, they should nonetheless be able to provide information or evidence to the investigators. Victims have a right to be heard during the proceedings, which means that the authorities should take their views and considerations into account.

In some countries, victims will not be able to act as a civil party, but may be able to file a separate civil claim after the criminal proceedings have finished. This will depend on the legal system of the country where the case is taking place.

If victims want more information on their rights in the country where the case is taking place, please refer to: [https://e-justice.europa.eu/content\\_rights\\_of\\_victims\\_of\\_crime\\_in\\_criminal\\_proceedings-171-mt-en.do?member=1](https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-mt-en.do?member=1).

For further information on making a civil claim, see Part 4 on ‘suing individual perpetrators (making civil claims)’.

### **EU Countries with some form of ‘civil party’ participation:**

- |             |                |                     |
|-------------|----------------|---------------------|
| 1. Austria  | 8. Germany     | 15. The Netherlands |
| 2. Belgium  | 9. Greece      | 16. Portugal        |
| 3. Bulgaria | 10. Hungary    | 17. Spain           |
| 4. Denmark  | 11. Italy      | 18. Sweden          |
| 5. Estonia  | 12. Latvia     |                     |
| 6. Finland  | 13. Lithuania  |                     |
| 7. France   | 14. Luxembourg |                     |

It is important to note that the countries where ‘civil party’ participation is possible each have different rules about how this system operates. It is important to discuss what this entails with your legal representative.

*In 2009 Ephrem Nkezabera was convicted in Belgium for his involvement in war crimes during the 1994 Rwandan genocide. Among other charges, he was convicted of giving specific orders to rape and subsequently murder Tutsi women. These charges featured in the prosecution partly thanks to the work of victims’ organisations in Belgium and Rwanda, which submitted evidence to the investigators and helped them to contact witnesses and victims in Rwanda.*

## 15. Taking part in criminal trials

Victims can take part in criminal trials in EU Member States in a number of ways:

- Testifying as witnesses, if they can personally provide evidence of the crimes;
- Taking part as *civil parties*, in countries where this mechanism is available;
- Making a victim impact statement in court;
- Attending and observing the trial.

The extent and form of victims' participation will differ in each country, as it will depend on national law and procedural rules. In all circumstances, victims should be supported to participate in the case in a number of ways:

- Victims should be notified of the time and place of the trial to ensure they can attend and observe;
- Victims who do not speak the language should be able to enjoy translation and interpretation to ensure they can take part.
- Victims who have the right to act as *civil parties* have the right to a lawyer who will represent them in the proceedings and speak on their behalf in court. Those who cannot afford this have the right to apply for legal aid to fund a lawyer, but eligibility varies across countries. While eligibility is based on income, in several countries, legal aid is only available for certain types of cases. In addition, the financial requirements are very

strict in most Member States. In other words, there are no guarantees that a victim will receive legal aid. It is best to discuss the options and potential eligibility with a legal adviser who is knowledgeable of the domestic system.

Victims also have a right to be heard by the court during the proceedings. This can take different forms depending on national legal rules:

- For victims taking part as ***civil parties***, their lawyer will be able to speak in court on their behalf. This can include questioning witnesses and making legal arguments on victims' behalf.
- In some Member States, including The Netherlands, the UK and Ireland, victims can provide a ***victim impact statement*** to the court. This is a statement about how the crime has affected them and the impact it has had on their lives. The statement is usually given during the sentencing hearing. It is not considered to be evidence in the case, but is a way for victims to ensure their story is also heard. These statements can be particularly impactful during jury trials as a way to help the jury understand the impact that the crime has had on the victim(s).

Victims who are worried about their privacy and safety during the trial should inform the authorities, or their lawyer or others assisting them. A number of special arrangements can usually be put in place to help to address these fears:

- The authorities can ensure that victims do not come into contact with the accused and his or her family members in the courthouse or the courtroom.

- The authorities can provide protection in the courthouse if victims are worried about supporters of the defendant who might be present.
- Victims can usually request a range of measures to protect their identity and privacy, so that their name will not be mentioned in any report of the case or the public will not be allowed to attend the court session when they testify.
- Victims testifying as witnesses do not have to be in the same room as the defendant: it is often possible to testify by video-link from another location or to sit behind a screen so they do not have to see the whole courtroom.

These measures are not available in all Member States, and victims should seek for advice about protection arrangements in place.

Other forms of moral or emotional support should also be available for victims, which can make the process of participating in the trial easier:

- Victims can be accompanied by a person of their choice who is there to support them.
- Victim support organisations or court staff can often arrange for the victim to visit the courtroom before the trial so you know what to expect on the day.
- If the victim will testify as a witness, they cannot discuss the evidence and the questions they will be asked with anyone in advance. However, victims can speak to support staff about the legal procedures involved so that

they understand what will be expected of them and what will happen on the day.

- If they wish, victims can speak to or meet with prosecutors or other court staff in advance, so they have an opportunity to ask them any questions about the procedures.
- In many past international crimes cases, the authorities have arranged for a psychologist, counsellor or social worker to be present in the courthouse, whom victims can speak to before or after they attend the trial or testify as witnesses.
- If the authorities do not arrange this but a victim would like to speak to such a person, they should mention this to the authorities, lawyer or others assisting as these persons may be able to arrange this service.

For victims who live in a different country to where the trial takes place, it can be more difficult to attend the trial and view the proceedings. Victims who testify as witnesses, for example, are usually supported by the authorities to make sure they can travel and give their testimony:

- The authorities can arrange for victims and witnesses to travel to the country where the trial is taking place, covering the cost of their travel, accommodation, food and other costs while away. In past international crimes cases, authorities have also provided staff who accompanies victims, to help to make the necessary arrangements, and keep them company while abroad.
- Alternatively, it is sometimes possible for victims and witnesses to testify by video-link without leaving their home country. This can be preferable if victims and witnesses are worried about their security, cannot

spend much time away from home or do not wish to travel.

Victims also have a right to be reimbursed for any costs which they incur by participating in criminal proceedings. For example if a witness loses any earnings while spending time away from work, spends money to travel to the nearest city to meet investigators, or needs to pay someone to look after children while at court, they can apply for reimbursement. National authorities should provide information about this procedure and help victims to apply.

*Wolfgang Blam and Jaqueline Mukandanga Blam live in Germany, where they moved after fleeing from Rwanda in 1994. They travelled to the Netherlands to take part in the trial of Joseph M, who was later convicted of war crimes and torture. Both Wolfgang and Jacqueline testified as witnesses during the trial. They were also able to make a statement to the court to describe how they felt about what had happened, and how it impacted their lives. Both of them admitted that taking part was difficult and emotionally draining. Jaqueline said, "It is extremely difficult psychologically, because you thought you were finally far away from it all but you have to re-live the whole experience [...] Even though I went to see a psychologist for post trauma therapy it was still extremely difficult for me. Luckily the Prosecutor's team and the police conducting the investigation were very professional, supportive and they really listened to me. [...] Psychological support was available at all times, all day long."*

## 16. Ensuring your safety as a victim or witness

Many victims worry about the potential consequences of reporting perpetrators to the authorities or testifying against them in court. Victims may be afraid that they or their family will face reprisals, intimidation, violence or harassment if they initiate or take part in legal proceedings against perpetrators, or they may have received threats already. Some victims may also fear that they will be stigmatised in their home communities if it is known what happened to them.

The first step is to discuss this with a lawyer or an organisation providing assistance. They may be able to provide advice on steps that can be taken to minimise risks, or put the victim in touch with other organisations who could help. Even before a complaint is filed, these types of concerns can be raised in confidence with law enforcement authorities and it should be possible to obtain information about what kind of protection measures would be available.

Once authorities are alerted to the possibility that a victim is at risk, law enforcement authorities in Member States must take steps to address safety. The powers and procedures available to do so will differ from state to state. At a minimum the authorities' obligations towards victims of crime should be to protect victims' safety from any danger posed by private individuals – for example, by:

- Protecting victims' privacy, for example keeping victims' names or identities private;
- Preventing or avoiding contact between victims, criminal suspects and suspects' families;



- Notifying victims if a suspect arrested or detained in their case is released or has escaped from custody, and providing them with further information about protection measures in that event.

European authorities may also be able to take steps to protect persons at risk in countries outside the EU, such as by working with police teams in that country, where this is appropriate.

In reality, no one can ever completely guarantee victims' and witness' safety. However, victims should make sure that they have as much information as possible about which measures are, and are not, available. This will help to clarify what can be expected during the investigation and trial. This will allow a victim to make an informed decision about whether they would face any danger and which, if any, risks you are willing to take.

If a victim is living in an EU Member State and experiences threats, violence or intimidation, this should be reported immediately to the local police. The police can investigate who is responsible for this behaviour; the persons responsible may be charged with a separate criminal offence, and authorities can take steps to address security, as outlined above.

## **17. Applying for compensation**

Victims of crime may be able to apply for compensation to help repair the harm they have suffered as a result of the crime. Compensation can never reflect the magnitude of

their suffering. However, an award of compensation can be an important recognition that victims have suffered terribly. It can also contribute to the financial cost of recovering from the crime. For example, it might cover the cost of medical or psychological treatment and care, or reimburse work earnings which were lost or opportunities for education which were missed as a result of the crime.

The rules and procedures to apply for compensation differ in each Member State. There are generally three ways of receiving compensation:

- The court orders the accused to pay compensation to victims if he or she is found guilty at the end of a criminal trial;
- Victims can apply to a national criminal compensation scheme;
- Victims can bring a separate case in court against the accused, which is known as 'bringing a civil suit'. This is discussed in more detail in Part 4 below.

Many different factors can determine which of these procedures is most useful or relevant for each individual case.

For victims of serious international crimes, there are a number of significant challenges when applying for compensation, and these are discussed below. Some of these may be so great that they bar a claim from proceeding. It is always important to seek legal advice to find out what options may be available.

### ***(1) Compensation paid by the accused***

When a criminal trial takes place, victims can apply to the court to make a decision on compensation. The procedures may differ depending on the country. For example:

- Victims who act as ***civil parties***, for instance in countries such as Belgium and France, can file applications for compensation during the trial and have a lawyer speak on their behalf, by questioning witnesses and submitting evidence in support of the application.
- In other countries such as the United Kingdom, if the accused is found guilty the prosecutor asks the judge to include an order to pay compensation to victims as part of the sentence.
- In some countries both of these options are available. For example, in the Netherlands victims can file a compensation claim in the course of the proceedings; if they are unable to do so, the judge still has a power to order compensation if the accused is found guilty.

It is important to be aware that in past international crimes cases, many victims have found it very difficult to actually obtain compensation this way. In most countries compensation is not available if the accused is found not guilty. Even when the court orders compensation, the convicted perpetrator may not have any money to pay. Victims may have to bring further court proceedings to try to force the perpetrator to pay. In some cases the perpetrator's money or property may be located abroad and victims' lawyers will need to bring further court proceedings to

enforce payment. This causes delays and involves further legal costs and fees.

## **(2) *National criminal compensation schemes***

All EU Member States have now established national criminal compensation schemes. These are funds of money, usually administered by government bodies, to which victims can apply for compensation for a capped (limited) sum of money to help repair the harm they have suffered as a result of a crime.

These schemes provide an alternative way for victims to apply for compensation. They recognise that victims cannot always obtain compensation from the accused during a trial. These national schemes sometimes allow victims to apply for compensation when the accused has no money to pay compensation; when there has not been a criminal trial; or even when victims cannot identify the person who is responsible for the crime but can prove that a crime was committed and that they are victims.

Rules and eligibility criteria for these schemes differ from country to country. These schemes often impose rules based on nationality, residence or the location where the crimes were committed. Victims should therefore seek advice on the applicable rules in their specific country. Most often, these schemes only cover crimes committed within the EU. Some countries, including France and the United Kingdom, have also established separate funds which are specifically focused on compensating victims of terrorism; these may also cover international crimes in certain circumstances.

Usually, if you are a victim of a crime committed outside the EU, the decision to provide compensation lies with the country where the crime was committed. While authorities in the country of residence may be able to provide information on how to apply for compensation, it is important to note that not all countries outside the EU have national criminal compensation schemes.

*In 1999, torture survivors lodged a formal complaint in France against **Ely Ould Dah**, a former intelligence officer in Mauritania. The victims, three of whom are political refugees living in France, claimed that Dah had both ordered and participated in their torture in Mauritania. Civil proceedings took place and Dah was eventually convicted and sentenced to 10 years imprisonment. The victims were awarded 15,000€ plus another 1,000€ for legal fees.*

*Dah, however, remains at large. The victims' attorneys approached the **French Commission for Compensation of Victims of Offences (CIVI)** to request funding for these awards. This Commission is not bound by the decisions of the Court, but after review of the case, and further forensic examination, the Commission agreed to pay the civil parties who had become French citizens before the request was submitted, whereas the other two civil parties did not receive any compensation awarded by the Court.*

## 18. Useful resources for victims involved in criminal proceedings

**European Commission E-justice portal:** factsheets with information about the rights of victims of crime in each Member State (excluding Croatia):

[https://e-justice.europa.eu/content\\_rights\\_of\\_victims\\_of\\_crime\\_in\\_criminal\\_proceedings-171-en.do](https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-en.do)

**JUSTICIA:** *Know Your Rights on the Victims' Directive*, a guide to the rights of victims of crime under EU law:

[http://www.eujusticia.net/images/uploads/pdf/Victims\\_Directive\\_36\\_page.pdf](http://www.eujusticia.net/images/uploads/pdf/Victims_Directive_36_page.pdf)

### **REDRESS and FIDH**

*Extraterritorial Jurisdiction in the European Union: A Study of the Laws and Practice in the 27 Member States of the European Union,*

[http://www.redress.org/downloads/publications/Extraterritorial\\_Jurisdiction\\_In\\_the\\_27\\_Member\\_States\\_of\\_the\\_European\\_Union.pdf](http://www.redress.org/downloads/publications/Extraterritorial_Jurisdiction_In_the_27_Member_States_of_the_European_Union.pdf)

**Victim Support Europe:** An organisation for supporting victims of crime, which has member organisations in 25 European countries who provide practical advice and support to victims of crime in their national legal system.

<http://victimsupporteurope.eu/members/>

## **19. What about the International Criminal Court (ICC)?**

The ICC is an independent, international court supported by more than 120 countries around the world. It has the power to bring to justice the persons that are believed to be responsible for some of the worst possible crimes: genocide, crimes against humanity and war crimes. It is a permanent court which, within various rules and restrictions, can investigate crimes committed worldwide.

The ICC is limited in the cases that it can deal with. As a court of 'last resort', the ICC acts only when the state where the crimes were committed is unable or unwilling to investigate crimes itself. Furthermore, the ICC can only consider crimes that were committed after 2002, and can only investigate crimes in countries that have either specifically agreed to the ICC's authority or where the United Nations Security Council has referred the case directly to the ICC. The alleged perpetrator must be a national of the State that has accepted the ICC's authority or the crimes must have been committed in a State which has accepted the ICC's authority.

The ICC complements national-level investigations and prosecutions described previously in this Handbook. Because the ICC's resources are limited, the ICC Prosecutor focuses on those who bear the greatest responsibility. So far, this has included leaders and commanders who have given orders or committed very serious and widespread crimes.

The ICC specifically recognises that victims should be able to play a role in its proceedings. Its Statute and Rules of

Procedure and Evidence recognise a right of victims, under certain circumstances, to participate in its proceedings.

Victims and witnesses living in the EU should be aware that all Member States have joined the ICC Statute, which places them under an obligation to cooperate with the Court and assist its work. For example, Member States' law enforcement authorities can cooperate in providing victim and witness protection for victims within their own borders.

As of publication (November 2014), the ICC has agreed to formal investigations relating to the following countries:

- Uganda
- Democratic Republic of the Congo (DRC)
- Central African Republic
- Mali
- Kenya
- Cote d'Ivoire
- Darfur, Sudan (UNSC referral)
- Libya (UNSC referral)

Anyone in the general public, including victims, may also wish to observe the ongoing trial. It is possible to visit the Court's premises at the Hague to attend hearings, as long as they are not confidential. Information on the Court's hearing schedule, and how to visit the court, are available on the website, here: [http://icc-cpi.int/en\\_menus/icc/about%20the%20court/visiting%20the%20court/Pages/visiting%20the%20international%20criminal%20court.aspx](http://icc-cpi.int/en_menus/icc/about%20the%20court/visiting%20the%20court/Pages/visiting%20the%20international%20criminal%20court.aspx)



Victims will usually come into contact with the ICC if they wish to communicate information or evidence to the Prosecutor. This can be about an ongoing case, or about a case the victim believes should be investigated.

*To contact the ICC about any of its investigations:*

Postal Address: PO Box 19519; 2500 CM, The Hague; The Netherlands. General queries: +31 (0)70 515 8515; *Office of the Prosecutor:* [otp.informationdesk@icc-cpi.int](mailto:otp.informationdesk@icc-cpi.int)

If an ongoing case is relevant to a victim's experiences (the victim suffered harm as a result of the actions of the accused person), it may be possible for that victim to make an application to participate in the court proceedings and at a later stage, to apply to obtain reparations.

The ICC has developed an application form for victims who wish to participate in its court proceedings:

<http://www.icc-cpi.int/NR/rdonlyres/48A75CF0-E38E-48A7-A9E0-026ADD32553D/0/SAFIndividualEng.pdf>.

It has also produced an information guide on the process: '*Guide for the Participation of Victims in the Proceeding of the Court*':

<http://www.icc-cpi.int/NR/rdonlyres/8FF91A2C-5274-4DCB-9CCE-37273C5E9AB4/282477/160910VPRSBookletEnglish.pdf>.

If you do not have access to the Internet, you can contact the Victims Participation and Reparations Section to request that a booklet is mailed to you. All information, including this booklet and application forms, are provided free of charge. The ICC does

not charge individuals that want to participate in proceedings at any stage. Relevant contact details:

*Victims Participation and Reparations Section*

+31 (0)70 515 91 00

Email: [vprsapplications@icc-cpi.int](mailto:vprsapplications@icc-cpi.int)

[vprs@icc-cpi.int](mailto:vprs@icc-cpi.int)

*Trust Fund for Victims:* [trust.fund@icc-cpi.int](mailto:trust.fund@icc-cpi.int)

*Office of Public Counsel for Victims*

Tel.: + 31 (0)70 515 81539084

Fax: + 31 (0)70 515 8855

Email: [OPCV@icc-cpi.int](mailto:OPCV@icc-cpi.int)

As the procedures for victim participation continue to evolve, it is important that victims considering to participate seek advice from a lawyer or specialist organisation.

## Part 4: Suing individual perpetrators (filing civil claims)

### 20. What are civil claims?

Victims of serious international crimes may be able to bring civil proceedings for damages in court against persons they believe are responsible for what has happened to them.

Civil proceedings differ from a criminal complaint because the victims' complaint is not investigated by police and there is no prosecutor. Instead, victims and their lawyer must gather the necessary evidence and bring it to court. The court does not find the defendant 'guilty' of any crime, and does not have the power to impose a prison sentence. In fact, ordering the defendant to pay compensation is not considered a form of 'punishment'. Rather, the proceedings are a way of trying to undo the harm suffered by victims – for example, returning money or property they have lost as a result of the crime or providing medical or psychological care to help heal their injuries.

Civil claims can take place *instead of* criminal proceedings, for example if a criminal trial has not taken place due to lack of sufficient evidence or because of legal barriers. Civil claims also can take place *in addition to* criminal proceedings. For example in countries where victims cannot act as civil parties during the criminal trial, they can bring a separate civil claim against the defendant after the criminal trial to obtain compensation.

## 21. How can victims bring civil claims?

Civil claims are complex and often costly legal proceedings which require a detailed understanding of legal arguments, evidence and other rules. Victims should not begin these proceedings unless they have the assistance of a lawyer who can conduct these proceedings on their behalf and represent them in court.

Victims can usually bring civil claims in the country which is most closely connected to them or to the defendant. However, it is virtually impossible to bring civil claims against defendants who are state officials in a foreign country, because of rules relating to immunity. For example,

*Ron Jones, Alexander Mitchell, William Sampson and Leslie Walker were all falsely accused of involvement in a bombing campaign in Saudi Arabia in 2001 and 2002. After being repeatedly tortured, arbitrarily detained and, for Dr Mitchell and Dr Sampson, sentenced to death, the victims were returned to the United Kingdom. The four individuals have since brought civil claims in UK to attempt to gain reparation for their harm suffered. All four men's requests were rejected by the UK courts due to state immunities, and this position was eventually confirmed by the European Court of Human Rights. None of the men received compensation through legal proceedings.*

In one case, however, a government accepted responsibility after a domestic case concluded, but only after intense international pressure and political negotiations. The UN Security Council demanded Libya to cooperate with the French government after Libyan nationals were found responsible by a French court for bombing UTA Flight 722 in 1989. The Libyan government,

however, took limited steps in addressing the victims' right to compensation. The Libyan government eventually accepted civil responsibility and compensation was afforded accordingly in 2003.

There has been more success when cases against governments and their officials are brought in the courts of those governments, or when the cases are brought against private individuals. For example:

- Dutch courts have recognised the responsibility of Dutch peacekeepers for their role in failing to prevent the genocide at Srebrenica.
- Civil claims against the British ministry of defence have been lodged successfully by Iraqi family members in relation to the deaths of loved ones at the hands of British soldiers in Iraq.
- Frans van Anraat was convicted of complicity in war crimes and genocide due to his involvement from 1984-1988 in the large-scale purchase and sale of a key chemical used in mustard gas, which was sold to Sadaam Hussein's government of Iraq. After the criminal case was completed, civil proceedings resulted in the awarding of 25,000 euros plus interest to each of the 16 victims of chemical weapon attacks that were represented in the case.

Civil claims may also be barred if the crimes were committed a long time ago, although courts have recognised exceptions. For example, veterans of the Mau Mau uprisings in colonial era Kenya in the 1950s were able to sue the British Ministry of Defence for

torture, despite the passage of sixty years. Similarly, Dutch courts only recently compensated the widows of seven villagers who were summarily executed and a man shot and wounded in a notorious 1947 massacre during Indonesia's bloody battle for independence.

There have also been instances where a criminal case found a perpetrator guilty and, after the conclusion of the case, the government awarded reparations to the victims. Major Bernard Ntuyahaga, for example, was found guilty by a Belgian court in July 2007 of murdering several peacekeepers and an indeterminate number of Rwandan civilians during the 2004 Rwandan genocide. In September 2007, the Crown Court granted a total of 540,000 euros of reparations to 21 Rwandan civil parties present at the trial.

## **Part 5: Bringing complaints against the state for its role in serious human rights abuses**

### **22. What are human rights complaints and how can victims pursue them?**

All states are obligated to prohibit and prevent serious international crimes. An individual perpetrator of a crime of course bears responsibility for his or her actions. However, states' obligations under human rights law also mean that the state or government itself can be held responsible if it allowed the abuses to take place. This can arise either because:

- State officials such as soldiers or police carried out the crime themselves;
- The state and its officials did not do enough to prevent the crime from happening, when they had an obligation to prevent;
- The State or its officials (such as the police) failed to conduct an investigation following complaints by victims. For instance, the European Court of Human Rights concluded that the French government had not done enough to prosecute Rwandan nationals living in France for crimes committed during the Rwandan genocide.

Victims can bring complaints against states for breaches of these human rights obligations. These must be submitted, firstly, at the

national level before they can be submitted, secondly, on an international level.

### ***(1) At the national level***

All EU Member States have procedures within their legal systems which allow victims to complain of violations of their human rights. These procedures may result in victims' obtaining a declaration that their rights were violated, and the state being given recommendations or orders to take steps to address the violation such as opening an investigation so that those responsible can be identified and held to account. In some cases the state may be ordered to pay compensation to victims.

In many Member States there are mechanisms which allow victims to file human rights complaints without the need to go to court. These procedures commonly require victims to write a letter, setting out details of their treatment and their complaint. These could be sent to:

- A police complaints commission, or other official contact point where persons unhappy with police action can file complaints;
- A national Ombudsperson who investigates complaints into actions by state bodies;
- A national human rights commission which monitors state compliance with human rights standards;
- A parliamentary human rights group. Many groups focus on specific human rights issues, such as immigration and asylum, policing, or civil liberties.

In all Member States victims should also be able to bring a human rights complaint in a court. The court will hear victims' evidence,



review the decisions or actions of the state or its officials, and decide if they were lawful and made in compliance with international and human rights law.

## ***(2) Before regional and international human rights mechanisms***

There are a number of international bodies which can investigate human rights violations.

These bodies accept complaints only if victims have **already tried and failed to obtain justice** from the available mechanisms and procedures at the national level. This is commonly described as a requirement for victims to have 'exhausted domestic remedies'. Exceptions can be made for victims who can show that it was impossible for them to pursue such a claim in their country.

These bodies will only accept complaints if the country responsible for the human rights violation which the victims have suffered has agreed in advance to allow the international body to deal with complaints against it. Victims must therefore check that the relevant state has signed up.

Only a few of these bodies have powers to make binding orders:

- The European Court of Human Rights
- The Inter-American Court of Human Rights

Other bodies only have powers to make a declaration that a violation has taken place and recommend the government concerned to take steps to address victims' situations and provide them with a remedy. Examples are:

- The African Commission on Human and Peoples' Rights

- The United Nations Human Rights Committee
- The United Nations Committee against Torture
- The United Nations Committee on Enforced Disappearances

If no international or regional bodies are able to hear the complaint, the United Nations has established a number of additional bodies designed to protect human rights that may be able to take some other steps on a victim's behalf. For instance, United Nations Special Rapporteurs have been appointed to focus on specific geographical areas (such as Iran, Somalia and Sudan, among others) and 'thematic' issues (for example, torture, arbitrary detention and violence against women, among others). These Rapporteurs document human rights violations. They may be able to raise individual cases with the government of the country concerned. Even if they cannot do anything to address an individual victims' case, the victims' complaint can be documented and recorded. It can help the UN to show widespread patterns of human rights abuses and argue that the situation demands the international community's attention.

Victims should be aware that in general, bringing human rights complaints is a slow process, and can take several years to conclude. Victims can seek justice for international crimes which have happened many years ago. However once they embark on the process, strict time limits will apply to any human rights complaints filed with the authorities about their treatment of the complaint. For example, once victims have obtained a final decision from a court at the national level, if they wish to submit a complaint to the European Court of Human Rights they must do so within three months of receiving the final decision. Otherwise their case will be inadmissible.

*In May 2001 Necati Zontul, a Turkish man was raped with a truncheon by a Greek coastguard official in a homophobic attack. In April 2008, Necati brought a case against Greece to the European Court of Human Rights. On 17 January 2012, the Court found that Greek coastguard officials had tortured Necati, and ordered Greece to pay €50,000 in compensation. Necati told REDRESS that he felt terrible after the events of 2001, but he began to feel stronger as his case progressed and after the hearing because his true story was finally being told.*

*During the Pinochet regime, Leopoldo Garcia Lucero suffered from enforced disappearance, arbitrary detention and physical and psychological torture. He was forcibly expelled from the country in 1975 and was able to obtain refugee status in the UK. He submitted a petition to the Inter-American Commission on Human Rights in 2002 and the case progressed to the Inter-American Court of Human Rights in 2011. In August 2013, the Court ordered Chile to pay Mr Garcia £20,000 in moral damages as well as adequate funding for Mr Garcia to cover his costs for medical and psychological treatment. In February 2014, Mr Garcia received a formal apology from the Chilean government.*

*While Mr. Garcia's case shows that it is possible for victims to obtain recognition and compensation for the harm they have suffered, it also demonstrates that this process can be lengthy. It is important to also remember that not all cases are successful.*

# ANNEX I: HUMAN RIGHTS AND RELATED ORGANISATIONS

## **Austria:**

*Austrian Ombudsman Board*, 1015 Vienna, Singerstrasse 17, PO Box 20  
[post@volksanwaltschaft.gv.at](mailto:post@volksanwaltschaft.gv.at), <http://volksanwaltschaft.gv.at/en/the-austrian-ombudsman-board>; 0800/223 223; tel: (01) 515 05-0; Fax: (01) 515 05-150 / -190  
*SOS Mitmensch*. Zollergasse 15, Postfach 220, 1071 Wien, Austria, e-mail: [info@sos-mitmensch.at](mailto:info@sos-mitmensch.at) ; <http://www.sosmitmensch.at/>  
tel: ++43/1/524.99.00 fax: +43/1/524.99.00-9

## **Belgium:**

*European Association for the Defence of Human Rights*, Rue de la Caserne, 33. 1000 Brussels. Belgium; Phone: +32(0)25112100 Fax: +32(0)25113200  
<http://www.aedh.eu/-Contact,35-.html>, <http://www.aedh.eu/?lang=en>  
*La Ligue des droits de l'Homme*, Rue du boulet, 22, 1000 Bruxelles, +32 2.209.62.80; ldh@liguedh.be; <http://www.liguedh.be/>  
*International Partnership for Human Rights (IPHR)*, Avenue des Arts 3-4-5, 8th Floor. 1210 Brussels, Belgium; Tel. +32 2 227 6145 (landline), +32 475 392 121 (cell phone); [IPHR@IPHRonline.org](mailto:IPHR@IPHRonline.org) <http://www.iphronline.org/>  
*Milieu Ltd.*, Rue Blanche n° 15. 1050 Brussels. Belgium,  
<http://www.milieu.be/index.php?page=contact-us>  
<http://www.milieu.be/> Tel: +32 (0)2 506 1000 Fax: +32(0)2 514 3603

## **Bulgaria:**

*Bulgarian Lawyers for Human Rights*, Gurko Street 49A floor 3. Sofia 1000. Bulgaria, E-mail: [hrlawyer@blhr.org](mailto:hrlawyer@blhr.org)  
<http://www.blhr.org/>, Phone/Fax: +359 2 980 39 67. Mobile: +359 885 787 209

## **Croatia:**

*Human Rights House Zagreb*, Selska cesta 112c. HR-10000 Zagreb, Tel: +385 1 6413710 Fax: +385 1 64 13 711; [kontakt@kucaljudskihprava.hr](mailto:kontakt@kucaljudskihprava.hr)  
<http://humanrightshouse.org/Members/Croatia/index.html>  
*Croatian Helsinki Committee for Human Rights*, [hho@hho.hr](mailto:hho@hho.hr), <http://hho.hr/>,  
Tel: 01/4613 630 Fax: 01/4613 650

**Cyprus:**

*National Institute for the Protection of Human Rights*, Office of the Law Commissioner, 10 Pavlou Nirvana Str. Nicosia, 1492, [olcommissioner@olc.gov.cy](mailto:olcommissioner@olc.gov.cy)  
<http://nhri.ohchr.org/EN/Contact/NHRIs/Lists/National%20Institutions/DispForm.aspx?ID=22&ContentTypeId=0x010600AD1066A1AC573D44BEF88779E4AEA368>, Tel. + 357 22 873 002 Fax: + 357 22 667 055  
*AEQUITAS*, John Kennedy Str., Iris House, Office 840A. Limassol, 3106. Cyprus, [nalkiviadou@aequitas-humanrights.org](mailto:nalkiviadou@aequitas-humanrights.org), <http://www.aequitas-humanrights.org/>,  
Tel. +357 25 582333 Mobile phone: +357 96 351282

**Czech Republic:**

*People in need*, Šafaříkova 635/24, 120 00 Praha 2, [mail@clovekvtsni.cz](mailto:mail@clovekvtsni.cz),  
<http://www.clovekvtsni.cz/en> Tel: +420 226 200 400 Fax.: +420 226 200 401  
*Poradna, Counselling Centre for Citizenship, Civil and Human Rights*, Ječná 7, 120 00 Praha 2, [poradna@poradna-prava.cz](mailto:poradna@poradna-prava.cz), <http://www.poradna-prava.cz/>, Tel: 270 003 280  
*League of Human Rights*, Na Rybníčku 16, 120 00 Prague 2, <http://llp.cz/>  
Phone: (+420) 224 816 765 Fax: (+420) 224 941 092

**Denmark:**

*Danish Institute for Human Rights*, Wilders Plads 8K, 1403 Copenhagen K, [info@humanrights.dk](mailto:info@humanrights.dk), [www.humanrights.dk/](http://www.humanrights.dk/), Tel: 32698888, Fax: 32698800

**Estonia:**

*Estonian Human Rights Centre*, Tartu mnt 63 (entrance B, 4th floor), 10115 Estonia, [info@humanrights.ee](mailto:info@humanrights.ee), <http://humanrights.ee/en/> Phone: +372 644 5148 Fax: +372 646 5148  
*Estonian Institute of Human Rights*, Villardi 22-6, Tallinn 10136, Estonia, [info@eihr.ee](mailto:info@eihr.ee); <http://www.eihr.ee/en/>, Tel: (+372) 642 1000

**Finland:**

*Finnish League for Human Rights*, Simonkatu 8A, 6kr 00100 Helsinki, [info@ihmisoikeusliitto.fi](mailto:info@ihmisoikeusliitto.fi), <http://ihmisoikeusliitto.fi/english/>, Tel: 09 4155 2500  
*Foundation for Human Rights KIOS*, Lintulahdenkatu 10 00500 Helsinki, Finland [kios@kios.fi](mailto:kios@kios.fi), [www.kios.fi](http://www.kios.fi), Tel. +358-9-6813 1534 Fax +358-9-6813 1531

**France:**

*FIDH (International Federation for Human Rights)*, 17 Passage de la Main d'Or 75011 Paris, [fidh@fidh.org](mailto:fidh@fidh.org), <https://www.fidh.org/en/>; Paris: +33 (1) 43 55 25 18 Brussels: + 32 (0) 2 609 4 421, The Hague: +31 (0) 70.356.0259; Geneva: +41 22 700 12 88

*Institut International des Droits de l'homme*, 2 allée René Cassin, 67000  
Strasbourg, France, Tél: 0033 (0) 3 88 45 84 45 Fax: 0033 (0) 3 88 45 84 50  
<http://www.iidh.org/contact.html>, <http://www.iidh.org/accueil.html>

**Germany:**

*European Centre for Constitutional and Human Rights (ECCHR)*, Zossener Str. 55-58, Aufgang D, D-10961 Berlin, Phone: +49/(0)30/400 485 90 Fax:+49/(0)30/400 485 92; [info@ecchr.eu](mailto:info@ecchr.eu), [http://www.ecchr.de/home\\_en.html](http://www.ecchr.de/home_en.html)  
*German Institute for Human Rights*, Zimmerstraße 26-27, 10969 Berlin,  
<http://www.institut-fuer-menschenrechte.de/en/contact/kontakt-formular.html>; <http://www.institut-fuer-menschenrechte.de/>  
Phone: +49 30 25 93 59 - 0 Fax: +49 30 25 93 59 – 59

**Greece:**

*Centre for European Constitutional Law - Themistokles & Dimitris Tsatsos Foundation*, 43, Acadimias str Athens, 10672, Greece, Tel: +30 210 3623089, 3623506, 3623634, 3623736, 3623029, 3623391 Fax: +30 210 3390522  
[www.cecl2.gr/index.php/en/contact-us](http://www.cecl2.gr/index.php/en/contact-us), [www.cecl2.gr/index.php/en/](http://www.cecl2.gr/index.php/en/)  
*ANTIGONE - Information and Documentation Center on Racism, Ecology, Peace and Non-Violence*, Ptolemaion 29A, Postal Code 546 30, Thessaloniki, Greece,  
[info@antigone.gr](mailto:info@antigone.gr), <http://www.antigone.gr/en/>  
Tel.: 2310 285 688 Fax: 2310 222 503

**Hungary:**

*Magyar Helsinki Bizottság*, 1054 Budapest, Bajcsy-Zsilinszky út 36-38. 1242 budapest, Pf. 317, [helsinki@helsinki.hu](mailto:helsinki@helsinki.hu), <http://helsinki.hu/en/about/annual-reports>, tel./fax: (36 1) 321 4323, 321 4327, 321 4141  
*Tom Lantos Institute*, Bérc u. 13-15., 1016 Budapest, Hungary,  
[info@tomlantosinstitute.hu](mailto:info@tomlantosinstitute.hu); <http://tomlantosinstitute.hu/>, Tel: +36 1 209 0024

**Iceland:**

*Icelandic Human Rights Centre*, Túngata 14 - 101 Reykjavík, Tel: + 354 552 27 20  
Fax: + 354 552 27 21, [info@humanrights.is](mailto:info@humanrights.is); <http://www.humanrights.is/>

**Ireland:**

*The Iona Institute*, 23 Merrion Square, Dublin 2, Email: [info@ionainstitute.ie](mailto:info@ionainstitute.ie),  
<http://www.ionainstitute.com/index.php?id=75>, Tel: 01 661 9204  
*Irish Human Rights Committee*, 4th Floor, Jervis House, Jervis Street, Dublin 1,  
Ireland, Tel:(01) 858 9601 Fax: (01) 858 9609, [info@ihrc.ie](mailto:info@ihrc.ie), <http://www.ihrc.ie/>

*Frontline Defenders*, Head Office, Second Floor, Grattan House, Temple Road, Blackrock, Dublin, Ireland, +353 (0)1 212 3750, [info@frontlinedefenders.org](mailto:info@frontlinedefenders.org), <http://www.frontlinedefenders.org/>

**Italy:**

EURAC, Viale Druso, 1 / Drususallee 1, 39100 Bolzano/ Bozen- Italy, Tel: +39 0471 055 055 Fax: +39 0471 055 099, [info@eurac.edu](mailto:info@eurac.edu); <http://www.eurac.edu/en/eurac/welcome/default.html>  
*Unione forense per la Tutela dei Diritti Umani*, Via Emilio de' Cavalieri, 11 – 00198, Roma, Tel. +39 06 84 12 940 / Fax +39 06 84085170  
[info@unionedirittiumani.it](mailto:info@unionedirittiumani.it), [info@unionedirittiumani.it](mailto:info@unionedirittiumani.it),

**Latvia:**

*Latvian Centre for Human Rights*, 13 Alberta street (entrance from Strelnieku street) 7th floor. Riga LV-1010, Latvia, [office@humanrights.org.lv](mailto:office@humanrights.org.lv), <http://cilvektiesibas.org.lv/en/>; +371 67039290 Fax: +371 67039291  
*Latvian Human Rights Committee*, Dzirnau Str. 102a-4 Riga, Latvia, LV-1050, E-mail: [lhrc@lhrc.lv](mailto:lhrc@lhrc.lv), <http://www.lhrc.lv/index.php?lang=en>

**Lithuania:**

*Lithuanian Social Research Centre, Institute for Ethnic Studies*, Goštauto 11, Vilnius, Lithuania Office 509, [ces@ces.lt](mailto:ces@ces.lt), <http://ces.lt/en/> Tel: +370 5 2722063  
*Human Rights Monitoring Institute*, Didžioji 5, LT-01128 Vilnius, Lithuania, Email: [dovile.sakaliene@hrmi.lt](mailto:dovile.sakaliene@hrmi.lt); Tel.: +370 5 2314 676/ +33 388 359 403  
<http://www.ngonorway.org/countries/lithuania>

**Luxembourg:**

*Croix-Rouge Luxembourgeoise*, 44 Boulevard Joseph II, L-1840 Luxembourg, Tel: 2755-2000 Fax: 2755-2001, [info@croix-rouge.lu](mailto:info@croix-rouge.lu), [www.croix-rouge.lu/](http://www.croix-rouge.lu/)

**Malta:**

*Organisation for the Promotion of Human Rights*, 80, Apartment 2, St Monica Street, G'Mangia PTA 1117, Malta, [contact@ophrmlta.eu](mailto:contact@ophrmlta.eu), <http://www.ophrmlta.eu/home>, Tel: (+356) 21 225397  
*Aditus, accessing rights*, [info@aditus.org.mt](mailto:info@aditus.org.mt)

**The Netherlands:**

Art. 1, Grotekerklein 5, 3011 GC Rotterdam, The Netherlands, <http://www.art1.nl/> Tel: 0031-(0)10- 201 02 01 Fax: 0031-(0)10- 201 02 22

Netherlands Helsinki Committee, P.O. Box 11717, 2502 AS The Hague, The Netherlands, [office@nhc.nl](mailto:office@nhc.nl); <http://www.nhc.nl/en/home/>; Tel : + 31 (0)70 - 392 6700 Fax :+ 31 (0)70 - 392 6550

**Norway:**

*The Norwegian Human Rights House*, Kirkegata 5, 0153 Oslo, Norway, [hhr@humanrightshouse.org](mailto:hhr@humanrightshouse.org); <http://humanrightshouse.org/>, Tel:+47 46 84 88 50 Fax: +47 22 41 60 76

*The Mira Centre*, PB 1749 Vika, 0121 Oslo, <http://mirasenteret.no/en/activities>  
tel: 22 11 69 20; email: [post@mirasenteret.no](mailto:post@mirasenteret.no)

**Poland:**

*Helsinki Foundation for Human Rights*, Zgoda 11 Street, 00-018 Warsaw Poland, [hhr@hfhrpol.waw.pl](mailto:hhr@hfhrpol.waw.pl); [www.hfhr.pl/en/kontakt/](http://www.hfhr.pl/en/kontakt/); phone.:(+48) 22 556 44 40  
*The Rule of Law Institute*, 14 Chopin Street Apt. 70. 20-023 Lublin, <http://panstwowprawa.org/en/>; TEL: +48 81 743 68 05 FAX: +48 81 743 68 05

**Portugal:**

*Centro de Estudos para a Intervenção Social*, Av. 5 de Outubro, n.12 - 4th Esq. 1050-056 Lisboa; [cesis.geral@cesis.org](mailto:cesis.geral@cesis.org), [www.cesis.org/pt/](http://www.cesis.org/pt/), Tel: +351 213 845 560

**Romania:**

*Centre for Legal Resources*, Arcului street no, 19, District 2, Code 021034, Bucharest, [office@crj.ro](mailto:office@crj.ro); <http://www.crj.ro/EN/>; Phone: +40 21 212 06 90 +40 21 212 06 91 Fax: +40 21 212 05 19

*Association for the Defence of Human Rights in Romania- Helsinki committee*, 8A Nicolae Tonitza Street Sector 3 – Bucharest 030113 Romania, Tel: (40) (21) 312.45.28 Fax: (40) (21) 312.37.11, [office@apador.org](mailto:office@apador.org), [www.apador.org#sthash.ehXb9xFB.dpuf](http://www.apador.org#sthash.ehXb9xFB.dpuf)

**Slovakia:**

*Center for the Research of Ethnicity and culture*, Klariská 14, 811 03 Bratislava, Slovak Republic, [info@cvek.sk](mailto:info@cvek.sk), <http://www.cvek.sk> Tel: (+421 2) 54 63 06 77 Fax: (+421 2) 54 63 06 77

*Human Rights League*, Hurbanovo nám. 5, 811 03 Bratislava, (3. poschodie) [hrl@hrl.sk](mailto:hrl@hrl.sk); [www.hrl.sk](http://www.hrl.sk) tel.: + 421 (0)2 5 44 35 437 Fax: + 421 (0)2 5 4435 437

**Slovenia:**

*The Peace Institute*, Metelkova 6, 1000 Ljubljana, [info@mirovni-institut.si](mailto:info@mirovni-institut.si), <http://www.mirovni-institut.si/Main/Index/en/>



tel.: + 386 1 234 77 20 fax: + 386 1 234 77 21

*PIC - Pravno-informacijski center nevladnih organizacij* (Legal-informational centre for nongovernmental organisations) *Pravno-informacijski center nevladnih organizacij – PIC* Metelkova 6, 1000 Ljubljana (nasproti Hostla Celica), [pic@pic.si](mailto:pic@pic.si) <http://pic.si/>, Tel. 01 521 18 88 Mobi: 051 681 181

### **Spain:**

*Rights International Spain*, Calle Monte Esquinza nº 8 - 4º D , 28010 Madrid Spain; [www.rightsinternationalspain.org/](http://www.rightsinternationalspain.org/)

*Human Rights Institute de Catalunya*, Av. Meridiana 32, ent. 2a (esc. B) | 08018 Barcelona; [institut@idhc.org](mailto:institut@idhc.org), <http://www.idhc.org/eng/>, T.: +34 93 119 03 72 | +34 655 856 163

*Andalucia acoge*, C/Cabeza del Rey Don Pedro, 9 bajo. 41004 Sevilla, [acoge@acoge.org](mailto:acoge@acoge.org); <http://www.acoge.org/index.php/es/>, Tel: 954 90 07 73

### **Sweden:**

*Scandinavian Human Rights Committee*, [info@scandinavianhumanrightscommittee.org](mailto:info@scandinavianhumanrightscommittee.org),  
*Scandinavian Human Rights Lawyers*, <http://www.shrl.eu/>

### **Switzerland:**

*TRIAL*, Geneva, Switzerland, [www.trial-ch.org/](http://www.trial-ch.org/); [www.trial-ch.org/en/about-trial/contact.html](http://www.trial-ch.org/en/about-trial/contact.html); Tel.: +41 22 321 61 10

### **United Kingdom:**

*REDRESS*, 87 Vauxhall Walk, London SE11 5HJ, Tel: +44 (0)20 7793 1777 Fax: +44 (0)20 7793 1719 [info@redress.org](mailto:info@redress.org), <http://www.redress.org>

*The Bar Human Rights Committee*, Doughty Street Chambers, 53-54 Doughty Street, London. WC1N 2LS. [coordination@barhumanrights.org.uk](mailto:coordination@barhumanrights.org.uk), <https://www.barhumanrights.org.uk/>

*Liberty*, Liberty House, 26-30 Strutton Ground, London, SW1P 2HR, 0203 145 0461

*Reprive*, PO Box 72054, London EC3P 3BZ, tel: 020 7553 8140; [www.reprive.org.uk](http://www.reprive.org.uk); [info@reprive.org.uk](mailto:info@reprive.org.uk)

# ANNEX II: PSYCHOLOGICAL SUPPORT AGENCIES

## **Austria:**

*Hemayat: Support Centre for Survivors of torture and War*, Sechsschimmelgasse 21 1090 Wien [office@hemayat.org](mailto:office@hemayat.org), [www.hemayat.org/](http://www.hemayat.org/), Tel/Fax: +43-1-216 43 06

*OMEGA Health Centre - Society for Victims of Organised Violence and Human Rights Violations*, Albert-Schweitzer-Gasse 22. A-8020 Graz, Tel: + 43 316 7735 54-0, Fax: + 43 316 7735 54-4; [office@omega-graz.at](mailto:office@omega-graz.at), [www.omega-graz.at/index.shtml](http://www.omega-graz.at/index.shtml)

*Club ZEBRA Intercultural Counselling and Therapy Centre*, lane grenades 4 / 3rd floor. 8020 Graz, [zebra@zebra.or.at](mailto:zebra@zebra.or.at), Tel: 0316/83 56 30 Fax: 0316/83 56 30 -50 ZVR number: 682 899 373, <http://www.zebra.or.at/ueberuns.php>,

## **Belgium:**

*Exil Centre Medico-Psychosocial pour Victimes de Violations des Droits de l'homme, de la Torture et pour Personnes Exilees*, Exil asbl. 282 Av. de la Couronne. 1050 Bruxelles, [info@exil.be](mailto:info@exil.be), [http://www.exil.be/index.php?fr\\_exil](http://www.exil.be/index.php?fr_exil)  
Tel: +32 2 534 53 30 Fax: +32 2 534 90 16

## **Bulgaria:**

*Assistance Centre for Torture Survivors - ACET* | Центърът за подпомагане на хора, преживели изтезание – ACET, 1618 Sofia, Bulgaria. jk Krasno Selo Street "Dechko Yordanov" № 3, 1st floor, office 4, [office@acet-bg.org](mailto:office@acet-bg.org)  
[www.acet-bg.org](http://www.acet-bg.org), Tel.: (02) 423 46 36

## **Croatia:**

RCT ZAGREB - Rehabilitacijski centar za stres i trauma, Kvaternikov trg 12, Zagreb; [irct-zg@zg.t-com.hr](http://irct-zg@zg.t-com.hr), [www.irctzg.org](http://www.irctzg.org); +385 1 4641 342

## **Cyprus:**

*URTV Unit for the Rehabilitation of Victims of Torture*, 5 Promitheos Street, Office 4, 1065 Nicosia, [www.urvt.org](http://www.urvt.org), Tel +357 22 873820 Fax +357 22 873821

## **Czech Republic:**

*Organization for Aid to Refugee, OPU - Prague*: Blacksmith 4, Praha 9, 190 00, Czech Republic, [GIP@opu.cz](mailto:GIP@opu.cz); <http://www.opu.cz/cz/o-nas/> **Prague**: Tel: (+420) 284 683 714 - Social odd. Tel: (+420) 284683545. Fax: (+ 420) 233371258

**Denmark:**

OASIS Treatment and Counselling for Refugees | OASIS - Behandling og rådgivning for flygtninge, Nygade 4, 2. sal | 1164 København K, [info@oasis-rehab.dk](mailto:info@oasis-rehab.dk), [www.oasis-rehab.dk](http://www.oasis-rehab.dk), Tlf. 35 26 57 26 | Fax 35 26 55 33

Dignity – Danish Institute Against Torture, Bryggervangen 55. DK - 2100

Copenhagen Ø, [rct@rct.dk](mailto:rct@rct.dk) [www.dignityinstitute.org](http://www.dignityinstitute.org), +45 33 76 06 00

RCT - Jylland Rehabilitation Centre for Torture Victims: Gravene 16, 1. DK-6100

Haderslev / RCT-Jylland: Ribevej 27. 6760 Ribe, [amerbs@rct-jylland.dk](mailto:amerbs@rct-jylland.dk), [www.rct-jylland.dk](http://www.rct-jylland.dk), Tlf: 74 53 25 35 Fax: 74 53 26 24

Centre for Trauma and Torture Survivors **Odense:** Afdeling for Traume- og Torturoverlever, Kochsgade 27, Postboks 25, 5100 Odense C, **Vejle:** Afdeling for Traume- og Torturoverlever, Banegårdspladsen 1, 1 7100 Vejle, [att@rsyd.dk](mailto:att@rsyd.dk) [www.cett.dk](http://www.cett.dk), **Odense:** Phone: 6313 6700; **CVejle:** Phone: 7642 0310

**Estonia:**

Kuriteoohvrite Toetamise Ühing Ohvriabi - Tallinn Crisis Centre for Women, victim [support@ohvriabi.ee](mailto:support@ohvriabi.ee); <http://www.ohvriabi.ee/>, Phone: 56509559

Estonian Human Rights Centre (EHRC), Tartu mnt 63 (entrance B, 4th floor).

10115 Tallinn. Estonia, phone: +372 644 5148 fax: +372 646 5148

[info@humanrights.ee](mailto:info@humanrights.ee); <http://humanrights.ee/en/about-the-foundation/>

**Finland:**

CTSF Centre for Torture Survivors in Finland, Helsingin Diakonissalaitoksen:

Alppikatu 2 00530 Helsinki, [kitu@hdl.fi](mailto:kitu@hdl.fi)

<https://www.hdl.fi/fi/>, Telephone exchange (09) 77 501

**France:**

TRACES Réseau clinique international- [traces-rci@emailasso.net](mailto:traces-rci@emailasso.net).

Parcours Medical and Psychological Rehabilitation for Torture Victims, Parcours d'exil - 12, rue de la Fontaine au Roi 75011 Paris, [contact@parcours-exil.org](mailto:contact@parcours-exil.org),

[www.parcours-exil.org](http://www.parcours-exil.org), Tel. 01 45 33 31 74 Fax: 01 45 33 53 61

Centre Primo Levi, [primolevi@primolevi.org](mailto:primolevi@primolevi.org); <http://www.primolevi.org>

**Germany:**

BAfE e.V., Federal Working Group of psychological centres in Germany, Overview about member organisations in all German regions, Tel.: +40 (0)30 31012463,

[info@baff-zentren.org](mailto:info@baff-zentren.org), <http://www.baff-zentren.org>

BZFO Berlin Center for the Treatment of Torture Victims, Turmstraße 21. 10559

Berlin, [mail@bzfo.de](mailto:mail@bzfo.de), [www.bzfo.de](http://www.bzfo.de), Tel: (030) 30 39 06 -0

Exilio Exilio Hilfe für Flüchtlinge und Folterüberlebende e.V., [info@mfh-bochum.de](mailto:info@mfh-bochum.de), [www.mfh-bochum.de](http://www.mfh-bochum.de)

CARITAS - Flüchtlingsberatung Köln, Therapiezentrum für Folteropfer, eV  
Bartholomew Schink-Str. 6. 50825 Cologne (Ehrenfeld), [info@caritas-koeln.de](mailto:info@caritas-koeln.de),  
<http://caritas.erzbistum-koeln.de/koeln-cv/index.html>, Tel: 0221-95570-0 Fax:  
0221-95570-230

Behandlungszentrum für Folteropfer Ulm (BFU) - Treatment Center for Torture  
Victims Ulm (BFU), Innere Wallstraße 6. 89077 Ulm. Deutschland, [kontakt@bfu-  
ulm.de](mailto:kontakt@bfu-<br/>ulm.de), [www.bfu-ulm.de/](http://www.bfu-ulm.de/), Tlf. +49 (0) 731 / 22 8 36 u. 921 54 42 Fax: +49 (0)731  
/ 159 79 000

REFUGIO Munich. Rosenheimerstraße 38. 81669 München, [info@refugio-  
muenchen.de](mailto:info@refugio-<br/>muenchen.de), [www.refugio-muenchen.de/folter-und-trauma.php?sprache=de](http://www.refugio-muenchen.de/folter-und-trauma.php?sprache=de;);  
Tel (089) 98 29 57-0 Fax: (089) 98 29 57-57

Psychosocial Centre for Refugees – Düsseldorf, Social Service Agency of the EKD,  
working area refugee and asylum policy, rich Weg 24, 14195 Berlin,  
[flucht@diakonie.de](mailto:flucht@diakonie.de), [www.fluechtlingsfrauen.de/](http://www.fluechtlingsfrauen.de/), Tel.: 030 / 83001-341  
XENION Psychosoziale Hilfen für politisch Verfolgte e.V. - Paulsenstr. 55-56.  
12163 Berlin, [info@xenion.org](mailto:info@xenion.org); [www.xenion.org/xenion/de](http://www.xenion.org/xenion/de), Tel: 030 3232933  
Fax: 030 3248575

Refugio for Traumatized Refugees in Stuttgart and Region, Weißenburgstraße  
13. 70180 Stuttgart, [info@refugio-stuttgart.de](mailto:info@refugio-stuttgart.de); [www.refugio-stuttgart.de](http://www.refugio-stuttgart.de); Fon:  
0711 6453 127 Fax: 0711 6453 126

#### **Greece:**

Greek Council for Refugees, 25 Solomou Str., 10682, Athens. 7 Mitseon Str.,  
56224, Thessalonica, <http://gcr.gr/index.php/en/>, Tlf: 210-3800990-1 ; Tlf: 2310-  
250045, F: 2310-250045 F: 210-3803774

#### **Hungary:**

Cordelia Foundation, 1133 Budapest, Kárpát str. 1/b., Hungary, Tel: +36-1-349-  
14-50 ; Fax: +36-1-239-13-32, [cordelia@cordelia.hu](mailto:cordelia@cordelia.hu), [www.cordelia.hu](http://www.cordelia.hu)

#### **Iceland:**

Icelandic Human Rights Center - Túngata 14 - 101 Reykjavík,  
[info@humanrights.is](mailto:info@humanrights.is), <http://www.humanrights.is/english>  
Tel: + 354 552 27 20 - Fax: + 354 552 27 21

#### **Ireland:**

SPIRASI – Centre for the Care of Survivors of Torture; 213 North Circular Rd,  
Phibsborough, Dublin 7. tel: 01-8389664 Fax: 01 8823547, [info@spirasi.ie](mailto:info@spirasi.ie);  
[www.spirasi.ie/index.shtml](http://www.spirasi.ie/index.shtml);

**Italy:**

*Doctors Against Torture Humanitarian Organization* | Associazione umanitaria Medici Contro la Tortura di volontariat professionale; Via Liberiana 17 – 00185 Roma. [medcontrotortura@hotmail.com](mailto:medcontrotortura@hotmail.com); [www.medicicontrolatortura.it](http://www.medicicontrolatortura.it); Tel. 06 4464613; Fax 06 44702299 ; Segreteria: Tel. 06 44237889 ; Sede clinica: Tel. 06 4461162

*NAGA-HAR Centre for Asylum Seekers, Refugees, Torture Victims*, NAGA: Via Zamenhof, 7/A 20136 Milano ; Centro Naga: Via San Colombano, 8 20142 Milano; [naga@naga.it](mailto:naga@naga.it); [www.naga.it](http://www.naga.it); Tel: 0258102599 Fax: 028392927

*VI.TO Hospitality and Care for Victims of Torture*, CIR Consiglio Italiano per I Rifugiati onus CIR sede centrale di Roma via del Velabro 5/a, [cir@cir-onlus.org](mailto:cir@cir-onlus.org), [www.cir-onlus.org](http://www.cir-onlus.org), Tel.06-69200114 Fax.06-69200116

**Netherlands:**

*Foundation Centrum '45*: Rijnzichtweg 35. 2342 AX Oegstgeest / Foundation Centrum '45 (outpatient and day hospital) Nienoord 5. 1112 XE Diemen; [info@centrum45.nl](mailto:info@centrum45.nl); [www.centrum45.nl](http://www.centrum45.nl); tel: 071 519 15 00 Fax 071 515 72 32 Foundation Centrum '45 (outpatient and day hospital) tel 020 627 49 74 Fax 020 625 35 89

*De Evenaar, Centrum voor Transculturele Psychiatrie* Noord Nederland, Locatie Dennenweg: Dennenweg 9, 9404 LA Assen. PO Box 30007, 9400 RA Assen; [Deevenaar@ggzdrenthe.nl](mailto:Deevenaar@ggzdrenthe.nl); [www.ggzdrenthe.nl](http://www.ggzdrenthe.nl); Locatie Dennenweg:Telefoon (0592) 33 48 00

*Phoenix Centre for Clinical Psychiatric Care for Asylum Seekers and Refugees*, Contact form: <http://www.degelderseroos.nl/Service%20en%20contact/> ; <http://www.degelderseroos.nl/>

*RvA NL Psychotrauma Centrum Zuid Nederland*, Hertogenbosch: Bethaniestraat 2, 5211 LJ's-Hertogenbosch, PO Box 70058, 5201 DZ Voorburg: PO Box 10150, 5260 GB Vught. Information Reinier van Arkel group: Jeroen Bosch Hospital (main hall) Henri Dunant Street 1 5223 GZ's-Hertogenbosch; [info@RvAgroep.nl](mailto:info@RvAgroep.nl); Hertogenbosch Phone: (073) 658 61 11; Voorburg Phone: (073) 658 51 11 ; Information Reinier van Arkel group: (073) 553 51 80

*Pharos - Knowledge Centre Refugees and Health*, Arthur van Schendel Road 620 (second floor via main entrance No. 600) 3511 MJ Utrecht, [info@pharos.nl](mailto:info@pharos.nl), [www.pharos.nl/nl/over-pharos/wie-wij-zijn](http://www.pharos.nl/nl/over-pharos/wie-wij-zijn) Tel (030) 234 9800

**Norway:**

*Center for Crisis Psychology (CCP)*, Senter for Krisepssykologi, Fortunen 7, 5013 Bergen, [email@krisepsyk.no](mailto:email@krisepsyk.no), tlf. 55 59 61 80, [www.krisepsyk.no](http://www.krisepsyk.no)

*Norwegian Centre for Violence and Traumatic Stress Studies*, NKVTS, Gullhaugvn no. 1-3, 5 etg NO-0484 OSLO, Tlf. 22 59 55 00 Fax: 22 59 55 01,

[postmottak@nkvts.unirand.no](mailto:postmottak@nkvts.unirand.no), [www.nkvts.no/en/Pages/index.aspx](http://www.nkvts.no/en/Pages/index.aspx),  
*UiO Institutt for Klinisk medisin* - Faculty of Medicine, Søsterhjemmet, 166.  
Church Road, 2nd floor. 0450 OSLO, [admin@klinmed.uio.no](mailto:admin@klinmed.uio.no), tlf: 22844650 Fax:  
22 844 651, [www.med.uio.no/klinmed/om/organisasjon/klinikker/](http://www.med.uio.no/klinmed/om/organisasjon/klinikker/)

#### **Poland:**

*CVPP Centre for Victims of Political Persecution*, Dr. Rutkowski, Dept of  
Psychotherapy, Jagiellonian University ul. Lenartowicza 14, 31-138 Krakow, tel:  
+48-12-633-12-03 Fax: +48-12-633-38-69, [krzysztof.rutkowski@uj.edu.pl](mailto:krzysztof.rutkowski@uj.edu.pl),  
[www.psych.cm-uj.krakow.pl/CVPP/publikacje1.html](http://www.psych.cm-uj.krakow.pl/CVPP/publikacje1.html)

#### **Romania:**

*ICAR Foundation / Fundatia ICAR*, 70 Unirii Boulevard, Bloc J5, Sector 3, 030836,  
0040 21 321 22 21, [icar@icarfoundation.ro](mailto:icar@icarfoundation.ro), <http://www.icarfoundation.ro/>,  
*Centrul Medical Fundatia ICAR | MRCT Craiova ICAR Foundation*, Medical  
Rehabilitation Center for Torture Victims – Craiova, Str. Amaradia nr. 30. Craiova,  
Dolj, România CP 200157, [mrctcraiova@rdsmail.ro](mailto:mrctcraiova@rdsmail.ro), [www.icarmed.ro](http://www.icarmed.ro),  
tel: 0351 – 413440 fax: 0351 – 413441

#### **Slovakia:**

*Aliancia žien Slovenska / Alliance of Women in Slovakia*, alianciazien @  
alianciazien.sk, <http://www.alianciazien.sk>, tel: 0903 519 550  
*Slovak Crisis Centre Touch*, Beckov 87, 916 38 Beckov, [dotyk@dotyk.sk](mailto:dotyk@dotyk.sk),  
[www.dotyk.sk](http://www.dotyk.sk), Mobile: +421903704784  
*DORKA center restore family Košice*: Hemerkova 28, 040 23 Košice,  
[info@centrumdorka.sk](mailto:info@centrumdorka.sk), <http://www.centrumdorka.sk/>  
Social Workers: Tel 055/37 000 20 Mobile: 0948 60 10 22  
*Náruč – Pomoc deťom v kríze, občianske združenie - Armful - Aid for Children in  
Crisis*, Zádubnie 56, 010 03 Žilina, SR, [oz.naruc@naruc.sk](mailto:oz.naruc@naruc.sk), <http://www.naruc.sk/>,  
Tel/fax: 041/516 6543

#### **Spain:**

*Programa de Reparación Médico-Psico-Social para inmigrantes víctimas de  
violación de los Derechos Humanos y de Tortura (Exil)*, Avenida República  
Argentina 6, 4º, 2ª, 08023 Barcelona, [exilspain@pangea.org](mailto:exilspain@pangea.org),  
[www.centroexil.org/que-es-exil](http://www.centroexil.org/que-es-exil), Tel: +34 93 238 5760; Fax: +34 93 238 5760  
*Red Espanola contra la Trata de Personas*,  
[secretariatecnica@redcontralatrata.org](mailto:secretariatecnica@redcontralatrata.org), [comunicacion@redcontralatrata.org](mailto:comunicacion@redcontralatrata.org)  
<http://www.redcontralatrata.org/?rubrique46&entidad=Textos&id=15084>

**Sweden:**

*Swedish Red Cross Centre for Victims of Torture and War*, Hornsgatan 54, Box 17563, 118 91 Stockholm, [info@redcross.se](mailto:info@redcross.se) [rkc.malmo@redcross.se](mailto:rkc.malmo@redcross.se), [www.redcross.se/rkcmalmo](http://www.redcross.se/rkcmalmo), Tel: 08-452 46 00, Int'l: +46-8-452 46 00  
*Trauma Center*, Kris- och Traumacentrum. Wollmar Yxkullsgatan 25. 118 50 Stockholm, 08-515 167 50 (växel) [ktc@krisochtraumacentrum.se](mailto:ktc@krisochtraumacentrum.se), [www.krisochtraumacentrum.se](http://www.krisochtraumacentrum.se).

**Switzerland:**

*SRC Centre for Migration and Health/Out-patient Clinic for Victims of Torture and War*, Consultation pour victimes de la torture – Geneva, Département de médecine communautaire Rue Micheli-du-Crest 24. CH-1211 Genève 14.  
*Losanne Appartenances*, Rue des Terreaux 10. 1003 Lausanne, Zürich (afk Zürich) Psychiatrische Poliklinik Universitätsspital Zürich. Culmannstrasse 8. 8091 Zürich, [gi-ambulatorium@redcross.ch](mailto:gi-ambulatorium@redcross.ch), [www.torturevictims.ch](http://www.torturevictims.ch), [www.redcross.ch](http://www.redcross.ch)  
Geneva Tél. +41 (0)22 372 53 28 ; Lausanne: +41 (0)21 341 12 50 ; Zürich: +41 (0)44 255 52 80  
*Consultation for Victims of Torture and Organized Violence, Travel and Migration Medicine Unit*, 89 rue de Lyon, 1203 Genève CH [laurent.subilia@hcuge.ch](mailto:laurent.subilia@hcuge.ch) [www.hug-ge.ch/](http://www.hug-ge.ch/) Tel: +41 22 382 33 33; Fax: +41 22 382 33 32 / +41 22 372 96 26

**United Kingdom:**

*RTC Refugee Therapy Centre*, 1A Leeds Place, Tollington Park, London, N4 3RF, [info@refugeetherapy.org.uk](mailto:info@refugeetherapy.org.uk); [www.refugeetherapy.org.uk](http://www.refugeetherapy.org.uk)  
+44 (0) 020 7561 1587 Fax: +44 (0) 20 7281 8729  
*Freedom from Torture*, 111 Isledon Road, London N7 7JW, Tel: +44 (0)20 7697 7777; Fax: +44 (0)20 7967 7799; [www.freedomfromtorture.org/webform/7807](http://www.freedomfromtorture.org/webform/7807) ; [www.freedomfromtorture.org](http://www.freedomfromtorture.org); [www.freedomfromtorture.org/webform/7807](http://www.freedomfromtorture.org/webform/7807)  
*Helen Bamber Foundation*, Bruges Place, 15-20 Baynes Street, London NW1 0TF; [reception@helenbamber.org](mailto:reception@helenbamber.org) [www.helenbamber.org](http://www.helenbamber.org); Tel: +44 (0)203 058 2020; Fax: +44 (0)203 058 2050  
*Traumatic Stress Clinic*, Camden & Islington Mental Health and Social Care Trust, The (TSC); 7 Devonshire Street. London W1W 5DY; [info@traumaclinic.org.uk](mailto:info@traumaclinic.org.uk); <http://www.traumaclinic.org.uk/>; T: 020 7323 9890 F: 020 7323 9903

# ANNEX III: CITIZENS INFORMATION AND ASYLUM CENTRES

## **Austria:**

*Immigration, Citizenship and Registry Offices* (Municipal Department 35); *Arndtstraße 65-67, Stiege 1, 1st floor, 1120 Vienna*;

<https://www.wien.gv.at/english/administration/civilstatus/>

*Help Service for Foreign Citizens*

<https://www.help.gv.at/Portal.Node/hlpd/public/en>

*Asylkoordination Österreich*, Laudongasse 52/9, 1080 Wien, Austria, tel:

++43/1/532.12.91 fax: ++ 43/1/532.12.91-20; [asylkoordination@t0.or.at](mailto:asylkoordination@t0.or.at)

<http://www.asyl.at>

*Asyl in Not*, Währingerstrasse 59/2/1, 1090 Wien, Austria, [office@asyl-in-not.org](mailto:office@asyl-in-not.org)

<http://www.asyl-in-not.org>, tel: ++43/1/408.42.10 fax: ++43/1/405.28.88

*Zebra* - Zentrum zur socialmedizinischen, rechtlichen und kulturellen Betreuung von Ausländern und Ausländerinnen in Österreich, Schönaugürtel 29, 8010 Graz, Austria, [e-mail: zebra@zebra.or.at](mailto:zebra@zebra.or.at); <http://www.zebra.or.at>

tel: ++43/316/83.56.30-0 fax: ++43/316/83.56.30-50

*Helping Hands*, Taubstummengasse 7-9, Erdgeschoss, 1040 Wien, Austria, tel:

+43 1 310 88 80 10 / fax: +43 1 310 88 80 37, [info@helpinghands.at](mailto:info@helpinghands.at);

[www.helpinghands.at/](http://www.helpinghands.at/),

*Caritas Vienna – Asylzentrum*, Mariannengasse 11, 1090 Wien, tel: +43-(0)1/427

88 fax: 01/427 88 88; [asylzentrum@caritas-wien.at](mailto:asylzentrum@caritas-wien.at); [www.caritas-wien.at/hilfe-](http://www.caritas-wien.at/hilfe-einrichtungen/asylmigrationintegration/beratung-fuer-asylwerberinnen/das-asylzentrum-in-wien/)

[einrichtungen/asylmigrationintegration/beratung-fuer-asylwerberinnen/das-asylzentrum-in-wien/](http://www.caritas-wien.at/hilfe-einrichtungen/asylmigrationintegration/beratung-fuer-asylwerberinnen/das-asylzentrum-in-wien/)

## **Belgium:**

*SPF Intérieur* - Office des étrangers – Helpdesk, Chaussée d’Anvers 59 B 1000

Bruxelles, [infodesk@ibz.fgov.be](mailto:infodesk@ibz.fgov.be); [www.dofi.fgov.be/](http://www.dofi.fgov.be/); Téléphone : 02 793 80 00

*Medimmigrant*, Gaucheretstraat 164, B – 1030 Brussel, [secr@medimmigrant.be](mailto:secr@medimmigrant.be)

[www.medimmigrant.be](http://www.medimmigrant.be), tel: +32 (2) 274 14 33 fax: +32 (2) 274 14 48

*Aide aux personnes déplacées*, Rue du Marché 35, B – 4500 Huy, Contact: Régine Thiebaut ; tel: +32 (0) 85 21 3481 fax: +32 (0) 85 23 0147

[apd.hvo.holsbeek@belgacom.net](mailto:apd.hvo.holsbeek@belgacom.net); [www.aideauxpersonnesdeplacees.be](http://www.aideauxpersonnesdeplacees.be);

## **Bulgaria:**

*Association for integration of Refugees and Migrants*, [airm@airm-bg.org](mailto:airm@airm-bg.org);

[www.airm-bg.org/maineng.htm](http://www.airm-bg.org/maineng.htm)



*Bulgarian Red Cross. Headquarters 76, James Boucher blvd. 1407 Sofia, Bulgaria,*  
[secretariat@redcross.bg](mailto:secretariat@redcross.bg), <http://en.redcross.bg/index.html>, tel. +359 2 81 64 700

**Croatia:**

*Department of citizens;* [ivan.mrsic@zagreb.hr](mailto:ivan.mrsic@zagreb.hr); Tel: 610-1153  
*Croatian Red Cross, V. Nazora 13/1, 43 280, Tel: 043 531 156 Fax: 043 531 156*  
[ckgaresnica@gmail.com](mailto:ckgaresnica@gmail.com), [www.hck.hr/en/category/-asylum-and-migration-65](http://www.hck.hr/en/category/-asylum-and-migration-65);

**Cyprus:**

*Citizen Service Centre. Nicosia CSC; 29 Katsonis Street; Ayioi Omoloyites;*  
[ep@papd.mof.gov.cy](mailto:ep@papd.mof.gov.cy); Tel: 22446686  
[www.justaboutcyprus.com/cyprus\\_citizen\\_service\\_centres.html](http://www.justaboutcyprus.com/cyprus_citizen_service_centres.html);  
*Association of Recognized Refugees,* [INFO@ARRCYPRUS.ORG](mailto:INFO@ARRCYPRUS.ORG);  
<http://www.arrcyprus.org/>; Tel: 00357 22342137

**Czech Republic:**

*Integration Centre of Prague, Zitna 1574/51, 110 00 Prague 1,*  
[info@icpraha.com](mailto:info@icpraha.com), [www.icpraha.com](http://www.icpraha.com) +420 252 543 846  
*Organization for help to refugees, Kovářská 4, Prague 9, 190 00, Czech Republic,*  
[Fopu@opu.cz](mailto:Fopu@opu.cz); [www.opu.cz/en/](http://www.opu.cz/en/) Tel: (+420) 284 683 714, (+420) 284 683 545,  
Fax:(+420) 233 371 258  
*Centre for Integration of Foreigners, Kubelíkova 55/827, 130 00, Praha 3,*  
[info@cicpraha.org](mailto:info@cicpraha.org); <http://www.cicpraha.org/en/o-nas/o-nas.html>

**Denmark:**

*International Citizen Service East, Gyldenløvesgade 11 1600 København,*  
[east@icitizen.dk](mailto:east@icitizen.dk), <http://icitizen.dk/>; P: +4533666606  
*Danish Red Cross/ Asylum Department, Sandholmgårdsvej 40, 3460 Birkerød,*  
Denmark, [asyl@redcross.dk](mailto:asyl@redcross.dk); [www.asylum.redcross.dk](http://www.asylum.redcross.dk) tel: +45 3543 2244 fax:  
+45 3543 2444  
*Refugees Welcome, Benedicte Ohrt Fehler, Thoravej 7, 2400 Copenhagen nv,*  
Denmark, email: [kontakt@refugeeswelcome.dk](mailto:kontakt@refugeeswelcome.dk), <http://refugeeswelcome.dk/>  
*Danish Refugee Council, Asylum Department, Borberggade 10, P.O. Box 53, 1002*  
Copenhagen K, Denmark; [drc@drc.dk](mailto:drc@drc.dk), [www.drc.dk](http://www.drc.dk), tel: +45/33/73.50.00 fax:  
+45/33/32.84.48

**Estonia:**

*Citizen and migration bureau of the Northern Prefecture, P. Pinna 4, 13615*  
Tallinn (Vikerlase politseijaoskond) [pohja@politsei.ee](mailto:pohja@politsei.ee), [www.politsei.ee](http://www.politsei.ee), Tel.  
+372 612 4000

*Estonian Refugee Council*, Lai 30, 51005 Tartu, Estonia, [info@pagulasabi.ee](mailto:info@pagulasabi.ee)  
[www.pagulasabi.ee#sthash.nrrdEfcT.dpuf](http://www.pagulasabi.ee#sthash.nrrdEfcT.dpuf), Tel: +372 51 18 311

**Finland:**

*Finnish Immigration Service*, Lautatarhankatu 10, Helsinki, [migri@migri.fi](mailto:migri@migri.fi),  
<http://www.migri.fi/services> +358 295 419 600  
*Freedom of Movement Network*, Päijänteentie 35, Helsinki, Finland, Tel: +358  
(0)4 02 41 06 62; [vapaaliikkuvuus@gmail.com](mailto:vapaaliikkuvuus@gmail.com) [www.vapaaliikkuvuus.net](http://www.vapaaliikkuvuus.net)  
*Refugee advice centre*, Email: [pan@pakolaisneuvonta.fi](mailto:pan@pakolaisneuvonta.fi), Kaisaniemenkatu 4 A,  
6th floor, 00100 Helsinki, [www.pakolaisneuvonta.fi](http://www.pakolaisneuvonta.fi) Tel: +358 (0)7 57 57 51 00  
Fax +358 (0)7 57 57 51 20

**France:**

*Office français de l'immigration et de l'integration*, OFII, Paris, 48 rue de la  
Roquette- 75011 Paris, [Paris@ofii.fr](mailto:Paris@ofii.fr) <http://www.ofii.fr/>, Tel: 01 55 28 19 40  
*Cimade DER*, 64 rue Clisson, 75013 Paris, email: [infos@lacimade.org](mailto:infos@lacimade.org),  
[www.lacimade.org](http://www.lacimade.org) tel : +33 (0)1 44 18 60 50, fax : +33 (0)1 45 56 08 59  
*France terre d'asile*, 4 rue doudeauville, 75018 Paris, [infos@france-terre-](mailto:infos@france-terre-asile.org)  
[asile.org www.france-terre-asile.org/](http://www.france-terre-asile.org/), tel: 01 53 26 23 80  
*Forum Réfugiés*, 28 rue de la Baisse, BP 71054, 69612 Villeurbanne Cedex,  
[direction@forumrefugies.org](mailto:direction@forumrefugies.org) [www.forumrefugies.org/#sthash.6wIMXf7f.dpuf](http://www.forumrefugies.org/#sthash.6wIMXf7f.dpuf);  
Tel: +33 (0)4 78 03 74 45 Fax: +33 (0)4 78 03 28 74

**Germany:**

*Refugee Council- Map with Centres in all German regions*,  
<http://www.fluechtlingsrat.de/>  
*AWO - Arbeiterwohlfahrt Bundesverband*, e. V. Referat Migration Postfach 41 01  
63, D-53023 Bonn, [info@awo.org](mailto:info@awo.org); [www.awo.de](http://www.awo.de) Tel: +49 (0)228 66 85 136 or  
+49 (0)30 26 30 90 Fax: +49 (0)228 66 85 209  
*Deutscher Paritätischer Wohlfahrtsverband Gesamtverband* (Refugee Aid),  
Oranienburger Str. 13-14, 10178 Berlin; [fluechtlingshilfe@paritaet.org](mailto:fluechtlingshilfe@paritaet.org),  
[www.fluechtlingshilfe.de](http://www.fluechtlingshilfe.de) Tel: +49 (0)30 24 63 63 30 Fax: +49 (0)30 24 63 61 10  
*Café 104*, Görresstraße 43, 80797 München, [cafe104@live.de](mailto:cafe104@live.de), [www.cafe104.de](http://www.cafe104.de)  
For further contacts, see: [www.refugeelegalaidinformation.org/germany-pro-](http://www.refugeelegalaidinformation.org/germany-pro-bono-directory)  
[bono-directory](http://www.refugeelegalaidinformation.org/germany-pro-bono-directory) Tel: +49 (0)89 45 20 76 56 Fax: +49 (0)89 45 20 76 57

**Greece:**

*Citizen Service Centre* (Kep) Athens, amalias 2 & othonos 10, 10557 Athens,  
[p.attikis@kep.gov.gr](mailto:p.attikis@kep.gov.gr); [www.kep.gov.gr](http://www.kep.gov.gr); Tel: 2132027900 Fax: 2103214448  
*Greek Council for Refugees*, 25 Solomou, 106 82, Athens, [papamina@gcr.gr](mailto:papamina@gcr.gr) or  
[driva@gcr.gr](mailto:driva@gcr.gr),

<http://www.gcr.gr/index.php/en/#sthash.LmY5Flmg.dpuf>; Tel: 21 03 32 00 00

Fax: 21 03 80 37 74

'Ομάδα Δικηγόρων για τα Δικαιώματα Προσφύγων και Μεταναστών" (Group of Lawyers for the rights of migrants and refugees);

[omadadikigorwn@lists.riseup.net](mailto:omadadikigorwn@lists.riseup.net);

[www.omadadikigorwnenglish.blogspot.com/#sthash.LmY5Flmg.dpuf](http://www.omadadikigorwnenglish.blogspot.com/#sthash.LmY5Flmg.dpuf)

### **Hungary:**

*Office of Immigration and Nationality*, 1117 Budapest, Budafoki street 60; E-mail: [nef@bah.b-m.hu](mailto:nef@bah.b-m.hu); <http://www.bmbah.hu/jomla/index.php?lang=en>; Tel 0036-1-463-9100 Fax 0036-1-463-9108

*Menedék - Hungarian Association for Migrants*, 1081 Budapest, Népszínház utca 16. III/3. [menedek@menedek.hu](mailto:menedek@menedek.hu) [www.menedek.hu](http://www.menedek.hu) Tel: +36 13 22 15 02 or 34 46 224 or 47 90 273 Fax: +36 14 79 02 72

### **Iceland:**

*Directorate of Immigration, Icelandic Directorate of Immigration*, Skogarhlid 6, 105 Reykjavik, [utl@utl.is](mailto:utl@utl.is) [www.utl.is/](http://www.utl.is/)

*Icelandic Red Cross*, Efstaleiti 9, 103 Reykjavík, Email: [central@redcross.is](mailto:central@redcross.is), <http://www.raudikrossinn.is/> Tel: +354 57 04 000, Fax: +354 57 04 010

### **Ireland:**

*Citizen Information Centre*, Citizens Information Board Ground Floor George's Quay House 43 Townsend St Dublin 2, <http://www.citizensinformation.ie/en/>; Tel: +353 761 07 9000 Fax: +353 1 605 9099

*The Integration Centre*, 18 Dame St, Dublin 2, Ireland, [info@integrationcentre.ie](mailto:info@integrationcentre.ie), [www.integrationcentre.ie#sthash.Md59eVO0.dpuf](http://www.integrationcentre.ie#sthash.Md59eVO0.dpuf); Tel: +353 (0)1 64 53 070

*Dublin*, 48/49 North Brunswick Street, Georges Lane, Dublin 7, Tel: +353 (0)1 64 69 600 Fax: +353 (0)1 67 10 200; [dublinrls@legalaidboard.ie](mailto:dublinrls@legalaidboard.ie), [www.legalaidboard.ie/lab/publishing.nsf/Content/Refugee\\_Legal\\_Service](http://www.legalaidboard.ie/lab/publishing.nsf/Content/Refugee_Legal_Service)

### **Italy:**

*Immigration Centre* in every Comune in each town in Italy ex. Centro per l'impiego di Roma- Primaveraile, Via Decio Azzolino 7- 00167 Roma, <http://www.provincia.roma.it/percorsitematici/sociale/approfondimento/csi-centri-servizi-l%E2%80%99immigrazione>, Tel. 0699702121 Fax. 06.99702419

*Migrantes*, Via Aurelia, 486. 00165 Roma, Italy, [segreteria@migrantes.it](mailto:segreteria@migrantes.it); [www.migrantes.it](http://www.migrantes.it), tel: +39/06/66.39.84.52 fax: +39/06/66.39.84.92

*CISS (Cooperazione Internazionale Sud Sud)-CEPIR (Centro per la Promozione dell'Integrazione dei Rifugiati)*, Via Noto, 12. 90141 Palermo, Italy, email : [cissprg@tin.it](mailto:cissprg@tin.it), tel: +39/091/626.2694

*Associazione Santa Chiara*, Piazza Santa Chiara, 11. 90134 Palermo, Italy, [as.multietnica2001@katamail.it](mailto:as.multietnica2001@katamail.it) tel: +39/339/204.2745 fax: +39/02/3391.1614  
*Associazione Centro Astalli*, Via degli Astalli 14/a, 00186 Roma, tel: +39/06/6992.5099, fax: +39/06/6970.0306, [fondazione.astalli@jesref.org](mailto:fondazione.astalli@jesref.org)  
[www.centroastalli.it](http://www.centroastalli.it).

#### **Latvia:**

*Office of Citizenship and Migration Affairs* ex. Riga division 1; Riga, Čiekurkalna 1st line, 1, building 3, [rigas.1.nodala@pmlp.gov.lv](mailto:rigas.1.nodala@pmlp.gov.lv); [www.np.gov.lv/en/](http://www.np.gov.lv/en/) Tel. 67219639

*Patvērums Drošā Māja* (Safe Haven House), Lāčplēša iela 29 - 3 (2nd floor), Riga, [drosa.maja@apollo.lv](mailto:drosa.maja@apollo.lv), [www.patverums-dm.lv#sthash.q3z1ZEy8.dpuf](http://www.patverums-dm.lv#sthash.q3z1ZEy8.dpuf), Tel: +371 67 89 83 43 or +371 28 61 21 20

*Latvian Red Cross*, Sharlotes St. 1d, Riga, LV-1001, Latvia, [secretariat@redcross.lv](mailto:secretariat@redcross.lv)  
[www.redcross.lv#sthash.q3z1ZEy8.dpuf](http://www.redcross.lv#sthash.q3z1ZEy8.dpuf), Tel: +371 67 33 66 51

#### **Lithuania:**

*Lithuanian Red Cross*, Gedimino pr. 3<sup>a</sup>, 001103 Vilnius, [info@redcross.lt](mailto:info@redcross.lt), [Email: aiste.dumbryte@redcross.lt](mailto:Email:aiste.dumbryte@redcross.lt) Tel: +370 52 12 73 22

#### **Luxembourg:**

*Luxembourg Reception and Integration Agency* (Office luxembourgeois de l'accueil et de l'intégration / OLAI), 7-9, avenue Victor Hugo L-1750 – Luxembourg, Luxembourg, [info@olai.public.lu](mailto:info@olai.public.lu), [www.olai.public.lu](http://www.olai.public.lu)  
Phone: (+352) 247-85700 Fax: (+352) 247-85720

*Croix Rouge Luxembourgeoise* (Luxembourg Red Cross), 28-32, rue d'Eich, Luxembourg, L-1460; [migrants.refugies@croix-rouge.lu](mailto:migrants.refugies@croix-rouge.lu), [www.croix-rouge.lu](http://www.croix-rouge.lu), Tel: +352 26 68 46 46 Fax: +352 26 68 30 20

*Caritas Luxembourg*, 29 Rue Michel Welter, L-2730 Luxembourg, [caritas@caritas.lu](mailto:caritas@caritas.lu); [www.caritas.lu](http://www.caritas.lu) Tel: +352 40 21 311 Fax: +352 40 21 31 409

#### **Malta:**

*Social Policy Information Centre*; Palazzo a 310, Republic St Valletta; [spic@gov.mt](mailto:spic@gov.mt); <https://mfsscms.gov.mt/>

*Aditus Foundation*, 149, Old Mint Street, Valletta VLT 1513, Malta, Email: [info@aditus.org.mt](mailto:info@aditus.org.mt) [www.aditus.org.mt#sthash.7GsfhObG.dpuf](http://www.aditus.org.mt#sthash.7GsfhObG.dpuf)  
Tel: +356 20 10 62 95

*JRS - Jesuit Refugee Service Malta*, St Aloysius College Sports Complex, 50, Triq Ix-Xorrox, B'Kara, BKR 1631, Malta, [info@jrsmalta.org](mailto:info@jrsmalta.org), [www.jrsmalta.org](http://www.jrsmalta.org), Tel: +356 21 44 27 51 Fax: +356 21 44 27 52

**Netherlands:**

*Immigration and Naturalisation Service ex.* Amsterdam; IND-loket Amsterdam  
Stadhouderskade 85, 1073 AT Amsterdam; <https://ind.nl/EN/Pages/default.aspx>  
Tel. 088 0430 430 From abroad +31 88 0430 430

*Stichting LOS (Landelijk Ongedocumenteerden Steunpunt: National Support Point for Undocumented Migrants)* Kanaalstraat 243, 3531 CJ Utrecht,  
[info@stichtinglos.nl](mailto:info@stichtinglos.nl), [www.stichtinglos.nl](http://www.stichtinglos.nl) tel.: +31 (30) 299 02 22, Fax: +31 (30) 299 02 23

*Stem in de Stad*, Nieuwe Groenmarkt 10, NL- 2011 TW Harleem, tel: +31(0) 23 534 2891 fax:+31(0) 23 534 1269

*Pharos*, Postbus 13318, NL - 3507 LH Utrecht, [helpdesk@pharos.nl](mailto:helpdesk@pharos.nl), tel: +31 (0) 30 234 98 00

*Missionair Centrum*, Putgraaf 3, NL - 6411 GT Heerlen,  
[www.infomissionaircentrum.nl](http://www.infomissionaircentrum.nl), tel: +31 45 571 19 80, +31 45 574 38 01

**Norway:**

*SEIF - Selvhjelp for innvandrere og flyktninger* (Self help for Immigrants and Refugees), PO Box 6856, St. Olav's place, 0130 Oslo. Oslo Office Director: Gerd Fleischer, Email: [seif@seif.no](mailto:seif@seif.no), [www.seif.no/](http://www.seif.no/), Tel: +47 22 03 48 30

*NOAS - Norwegian Organisation for Asylum Seekers*, Pb. 8893 Youngstorget, 0028 Oslo, Email: [noas@noas.org](mailto:noas@noas.org), [www.noas.no/](http://www.noas.no/), Tel: +47 22 36 56 60, Fax: +47 22 36 56 61

**Poland:**

*Office for foreigners*, [www.udsc.gov.pl/MAIN,PAGE,264.html](http://www.udsc.gov.pl/MAIN,PAGE,264.html), 16 Koszykowa St. 00-564 Warsaw; Point for Accepting Aliens' Applications for Refugee Status or Asylum 33 Taborowa St. 02-699 Warsaw

*Polskie Forum Migracyjne (Polish Migration Forum)*; 44a Orla Bialego Street, 05-080 Izabelin, Poland; [info@forummigracyjne.org](mailto:info@forummigracyjne.org); [www.forummigracyjne.org](http://www.forummigracyjne.org); Tel: (+48) 60 58 88 753

*The Halina Niec Legal Aid Centre*, Centrum Pomocy Prawnej im. Haliny Nieć, Ul. Krowoderska 11/7, 31-141 Krakow, Poland, Tel: +48 12 63 37 223 Fax: +48 12 42 33 277, [biuro@pomocprawna.org](mailto:biuro@pomocprawna.org), [www.pomocprawna.org](http://www.pomocprawna.org).

**Portugal:**

*Servico de estrangeiros e fronteiras*, [info.portaldocidadao@ama.pt](mailto:info.portaldocidadao@ama.pt), Tel. 707 24 11 07

*Serviço Jesuíta a os Refugiados (Jesuit Refugee Service)*, Rua 8 ao Alto do Lumiar, nº 59, 1750 Lisboa, [jrs@jrspportugal.pt](mailto:jrs@jrspportugal.pt); [www.jrspportugal.pt](http://www.jrspportugal.pt); Tel: + 351 21 75 52 790 or + 351 93 75 41 620; Fax: + 351 21 75 52 799

*Conselho Português para os Refugiados*, Av. Vergílio Ferreira, Lt. 764, Lj.D, 1950-339 Lisboa, [geral@cpr.pt](mailto:geral@cpr.pt); [www.cpr.pt](http://www.cpr.pt); Tel: +351 21 83 14 372 Fax: +351 21 83 75 072

#### **Romania:**

*Romanian Immigration Office*, 15A, Lt. col. Marinescu C-tin Street, Sector 5, Bucharest, [igi@mai.gov.ro](mailto:igi@mai.gov.ro), <http://ori.mai.gov.ro/home/index/en>, Tel 021-410.00.42 Fax 021- 410.75.01

*Romanian National Council for Refugees*, Str. Mantuleasa 42, etaj 3, apartament 10, sect.2, Bucuresti, Romania, [office@cnrr.ro](mailto:office@cnrr.ro), [www.cnrr.ro/](http://www.cnrr.ro/), Tel: +40 21 31 26 210 , Fax: +40 31 40 50 275

*JRS - Jesuit Refugee Service Romania*, Pedro Arrupe Centre, Mr Ilie Opris 54, sector 4 - 041378 Bucharest [jrsromania@gmail.com](mailto:jrsromania@gmail.com), [www.jrsromania.org/](http://www.jrsromania.org/), Tel: +40 31 10 21 432 or +40 37 29 36 346; Fax: +40 37 28 77 090

*ARCA Forumul Român pentru Refugiați și Migranți* (Romanian Forum for Refugees and Migrants) Austral St no. 23, sector 2, 024071, Bucharest, Tel: +40 73 57 21 252; Fax: +40 21 25 20 815, [office@arca.org.ro](mailto:office@arca.org.ro); [www.arca.org.ro](http://www.arca.org.ro)

#### **Slovenia:**

*European Information Centre for Civil Society*, 12 Ponoviska 1270, [slovenija@ecrc-si.com](mailto:slovenija@ecrc-si.com) [www.ecrc-si.com](http://www.ecrc-si.com) Tel .: +386 (0) 70 303 321

*Jesuit Association for Refugees Slovenia*, Zrinjskega Cesta 9, 1000 Ljubljana, Email: europe.admin@jrs.net <http://www.rkc.si/>, Tel.: +386 14 30 00 58 Fax: +386 14 30 00 59

#### **Spain:**

*Centro de atención al Ciudadano*, Calle Bolsa, 8 28012 Madrid Spain, Tel 902 007 214 - 91 837 22 95;

[www.mjusticia.gob.es/cs/Satellite/es/1200666550254/Contacto.html](http://www.mjusticia.gob.es/cs/Satellite/es/1200666550254/Contacto.html);

*COMRAD - Comité de Defensa de Refugiados Asilados e Inmigrantes*; C / Castillo de Piñeiro 10 ( Metro: Cuatro Caminos) - [admon@comrade.es](mailto:admon@comrade.es); [www.comrade.es](http://www.comrade.es) Tel: +34 91 44 64 608 Fax: +34 91 44 62 733

*CIR- Comité Internacional de Rescate*, Calle Luchana, 36-4ª dcha, 28010 Madrid; [rescate@ongrescate.org](mailto:rescate@ongrescate.org) [www.ongrescate.org/](http://www.ongrescate.org/); Tel: +34 91 44 72 960; Fax: +34 91 44 72 323

*Comisión Española de Ayuda al Refugiado*, Programa de Información y Orientación, General Perón, 32-2.ºD. 28020 Madrid, [piomad@cear.es](mailto:piomad@cear.es); [www.cear.es](http://www.cear.es); tel: +34/91/555.06.98, +34/91/555.29.08 ; fax: +34/91/555.54.16

**Sweden:**

*Försäkringskassan*, There are many centres all around Sweden ex. Stockholm, City Service Office Regeringsgatan 109; <http://bit.ly/1uG2t45>;  
<http://bit.ly/1tPDUAv>; 0771-524 524

*FARR - Swedish Network of Asylum and Refugee Support Groups*, Box 57, 776 23 Hedemora, Sweden, [info@farr.se](mailto:info@farr.se); [www.farr.se](http://www.farr.se); tel. and fax: +46/225/147.77

**Switzerland:**

*Federal office for migration*, Quellenweg 6, CH-3003 Berne-Wabern, T +41 58 465 11 11 [https://www.bfm.admin.ch/content/bfm/en/home/die\\_oe.html](https://www.bfm.admin.ch/content/bfm/en/home/die_oe.html)

*Swiss Refugee Council*, Weyermannsstrasse 10, PO Box 8154, CH -3001 Bern, Email: [info@fluechtlingshilfe.ch](mailto:info@fluechtlingshilfe.ch), [www.fluechtlingshilfe.ch/](http://www.fluechtlingshilfe.ch/), Tel +41 (0)3 13 70 75 75 Fax +41 (0)3 13 70 75 00

**United Kingdom:**

*Citizens Advice Bureau*, [adviceguide.org.uk](http://adviceguide.org.uk), for Wales call 03444 77 20 20 for England call 03444 111 444 TextRelay users should call 03444 111 445

*Refugee Council*, 3 Bondway, UK – London SW8 1SJ, tel: 020 7820 3085

[info@refugeecouncil.demon.co.uk](mailto:info@refugeecouncil.demon.co.uk), <http://www.refugeecouncil.org.uk>,

*Asylum Aid*, 28 Commercial Street, UK - London E1 6LS, tel: +44 (20) 7377 5123; fax: +44 (20) 7247 7789 [info@asylumaid.org.uk](mailto:info@asylumaid.org.uk), <http://www.asylumaid.org.uk>

# ANNEX IV: POLICE, PROSECUTION CONTACTS

## **Austria:**

Vienna Provincial Police, [www.polizei.gv.at/wien/](http://www.polizei.gv.at/wien/) General: 01 31 310 78 900,  
Emergency: 133  
Federal Agency for State Protection and Counter-terrorism, Mr. Gasse 7 A-1014  
Vienna, [ns-meldestelle@bvt.gv.at](mailto:ns-meldestelle@bvt.gv.at),  
[www.bmi.gv.at/cms/BMI\\_Verfassungsschutz/start.aspx](http://www.bmi.gv.at/cms/BMI_Verfassungsschutz/start.aspx)

## **Belgium:**

*Direction des unités spéciales*, Emergency: 100/101/112  
*Commissariat General aux Refugies et aux Apatrides*, WTC II Boulevard du Roi  
Albert II, 26 A. 1000 Bruxelles, [cgra.info@ibz.fgov.be](mailto:cgra.info@ibz.fgov.be), [www.cgra.be/fr/](http://www.cgra.be/fr/) Tel.:  
02/205 51 11 Fax: 02/205 5115

## **Bulgaria:**

National Council for Crime Prevention, [http://nspp.mvr.bg/Za\\_nas/default.htm](http://nspp.mvr.bg/Za_nas/default.htm),  
02 9827489

## **Croatia:**

State Attorney, Vineyard c. 25 10000 Zagreb, Croatia, [www.dorh.hr](http://www.dorh.hr); Telephone:  
(+385 1) 3712 777 / Fax: (+385 1) 3769 302

## **Cyprus:**

Criminal Investigation Department (C), [dptc@police.gov.cy](mailto:dptc@police.gov.cy)

## **Czech Republic:**

Unit for Combating Organised Crime, PO BOX 41, 156 80 Praha 5 – Zbraslav,  
[uooz.sekretariat@pcr.cz](mailto:uooz.sekretariat@pcr.cz), [www.policie.cz/uooz](http://www.policie.cz/uooz), tel: 974842683 Fax: 974842594

## **Denmark:**

Department of Civil Affairs, Gyldenløvesgade 11, 2. 1600 Copenhagen V,  
[civilstyrelsen@civilstyrelsen.dk](mailto:civilstyrelsen@civilstyrelsen.dk); [www.civilstyrelsen.dk/](http://www.civilstyrelsen.dk/), General: +45 33 92 33  
34 Civil Affairs: +45 33 92 33 34

## **Estonia:**

*Siseministerium* - Estonian Ministry of the Interior, Long 61, 15065 Tallin,



[info@siseministerium.ee](mailto:info@siseministerium.ee); <https://www.siseministerium.ee/>, 612 5008  
Estonian Internal Security Service, Toompuiestee 3. 10142 Tallinn Estonia, 24 h  
contact: (+372) 612 1455; short number 12455. Confidential hotline: (+372) 612  
1500; korrapidaja@kapo.ee / [kapo@kapo.ee](mailto:kapo@kapo.ee),  
<https://www.kapo.ee/eng/contact-information>

**Finland:**

*Åland, the Prosecutor's Office*, Norwegian Ämbetshus Torggatan 16 A PO BOX:  
87, 22101 Mariehamn; [aland.la@om.fi](mailto:aland.la@om.fi); 029 562 6900 (exchange) 029 562 6908  
(direkt Minister's Office) / Fax: 029 562 6911

**France:**

Pôle crimes contre l'humanité, crimes et délits de guerre  
Tribunal de grande instance de Paris, 9/11 rue des Italiens, 75009 Paris  
Tel.: +33 (0)1 44 32 57 33

**Germany:**

*Federal Criminal Police Office*, Bundeskriminalamt. 65173 Wiesbaden,  
[www.bka.de](http://www.bka.de); Tel.: +49 (0)611 - 55 - 0, Fax: +49 (0)611 - 55 - 12141  
Specialised war crimes unit (ZBKV),  
[www.bka.de/nn\\_192960/EN/TheBKA/Tasks/CentralAgency/ZBKV/zbkv\\_node.html?nnn=true](http://www.bka.de/nn_192960/EN/TheBKA/Tasks/CentralAgency/ZBKV/zbkv_node.html?nnn=true)

**Ireland:**

CRIME VICTIMS HELPLINE. [www.crimevictimshelpline.ie](http://www.crimevictimshelpline.ie), 116 006  
*Victims of Crime Office* - 2nd Floor Montague Court. Montague Lane, Dublin 2,  
[vco@justice.ie](mailto:vco@justice.ie); [www.victimsofcrimeoffice.ie](http://www.victimsofcrimeoffice.ie) Tel: +353 1 476 8686 Fax : +353 1  
476 8619

**Italy:**

*Victims of organised crime*, 800 191 000  
*Free information service for those seeking protection or want to apply for  
asylum*, 800 905 570  
*Central Directorate for Anti-Crime* - Central Operational Service, Direzione  
Centrale Anticrimine della Polizia. Via Tuscolana, 1548 00173 Rome Italy,  
[dipps.serviziopoliziascientifica.rm@poliziadistato.it](mailto:dipps.serviziopoliziascientifica.rm@poliziadistato.it)  
[www.interno.gov.it/mininterno/export/sites/default/it/sezioni/ministero/dipartiamenti/dip\\_pubblica\\_sicurezza/direzione\\_centrale\\_anticrimine\\_della\\_polizia\\_di\\_stato/scheda\\_15779.html](http://www.interno.gov.it/mininterno/export/sites/default/it/sezioni/ministero/dipartiamenti/dip_pubblica_sicurezza/direzione_centrale_anticrimine_della_polizia_di_stato/scheda_15779.html)  
*Contacts for Police Investigations*: Tel: +39 06 46543322 Fax: +39 06 46543662  
[www.poliziadistato.it/articolo/966-Investigations/#centrale\\_anticrimine](http://www.poliziadistato.it/articolo/966-Investigations/#centrale_anticrimine),

**Lithuania:**

*Lithuanian Police Anti-Terrorist Operation Team "Aras"*, Tel. (8 5) 271 9103, Fax (8 5) 271 9127 viktoras.grabauskas@policija.lt // [rinktine@aras.policija.lt](mailto:rinktine@aras.policija.lt),

**Luxembourg:**

*La Justice. Grand-Duché de Luxembourg*, Galerie Kons, 24-26, Place de le gare, L-1616 – Luxembourg ; Tél. : 475821-1  
[www.justice.public.lu/fr/annuaire/scas/service-aide-victimes/index.html?mail](http://www.justice.public.lu/fr/annuaire/scas/service-aide-victimes/index.html?mail)

**Malta:**

*Prosecutions Unit*, Police General Headquarters, Pjazza San Kalcidonju, Floriana. FRN 1530, [cmru.police@gov.mt](mailto:cmru.police@gov.mt), [www.police.gov.mt/en-us/contactus.aspx](http://www.police.gov.mt/en-us/contactus.aspx);  
*Police General* HQ 21224001. Crime Stop: 119. Emergency: 112  
*Special Assignment Group (SAG)* <http://www.police.gov.mt/en-us/sag.aspx>  
*The Office of the Refugee Commissioner*, Refugee Commission 37/39 Rue D'Argens Msida, [refugee-commission@gov.mt](mailto:refugee-commission@gov.mt) 2125 5257

**Netherlands:**

*Immigration and Naturalisation Service* Ministry of Security and Justice, Confidential information: [bijzonder.onderzoek.centraal@ind.minvenj.nl](mailto:bijzonder.onderzoek.centraal@ind.minvenj.nl) 088 0430 430 / From abroad: +31 88 0430 430

**Norway:**

Police Immigration Service (PU), Christian Krohg gate 32, Oslo. PO BOX: 8102 Dep, 0032 Oslo, [politiets.utlendingsenhet@politiet.no](mailto:politiets.utlendingsenhet@politiet.no) Tel: 22 34 24 00. Fax: 22 34 24 80  
International Crimes, [https://www.politi.no/tjenester/tips\\_politiet/Tips\\_4.xhtml](https://www.politi.no/tjenester/tips_politiet/Tips_4.xhtml)  
The National Criminal Investigation Service (Kripos), Brynsalléen 6, 0667 Oslo PO Box: 8163 Dep., 0034 Oslo Phone: 23 20 80 00 / Fax: 23 20 88 80  
[kripos@politiet.no](mailto:kripos@politiet.no) [https://www.politi.no/kontakt\\_oss/kontakt\\_kripos/](https://www.politi.no/kontakt_oss/kontakt_kripos/)

**Portugal:**

Ministerio Publico Federal (Ombudsman), SAF South Block 4 Set C - Block B Room 407 - Brasília / DF - CEP 70050-900, [www.pgr.mpf.mp.br/para-o-cidadao/ouvidoria/atuacao](http://www.pgr.mpf.mp.br/para-o-cidadao/ouvidoria/atuacao), [www.pgr.mpf.mp.br/conheca-o-mpf/sobre-a-instituicao/atuacao-na-area-criminal-1](http://www.pgr.mpf.mp.br/conheca-o-mpf/sobre-a-instituicao/atuacao-na-area-criminal-1), (61) 3105-7070

**Romania:**

Ministry of Justice, Apolodor Street, No.17, Sector 5, Bucharest 050741 ,  
[Centralauthority\\_copen@just.ro](mailto:Centralauthority_copen@just.ro) [www.just.ro/](http://www.just.ro/)

**Slovakia:**

Victim Support Slovakia, Sabinovská 9, 821 03 Bratislava,  
<http://www.pomocobetiam.sk/>, Hot line: 0850 111 321

**Spain:**

*Directora General De Apoyo A Víctimas Del Terrorismo*, C/ Amador de los Rios, 8.  
28010 – Madrid Tel.: 915372479 / 915372480. Fax: 915372425  
*Ministry of Justice*, 902 007 214 – 91 837 22 95  
[www.mjusticia.gob.es/cs/Satellite/es/1288774766880/EstructuraOrganica.html](http://www.mjusticia.gob.es/cs/Satellite/es/1288774766880/EstructuraOrganica.html)

**Sweden:**

*National Police - War Crimes Commission*, [rikskriminalpolisen@polisen.se](mailto:rikskriminalpolisen@polisen.se) Calling from abroad: +46 77 114 14 00; [http://polisen.se/Om-polisen/Organisation/Specialkompetenser/Krigsbrottskommissionen/International Public Prosecution Office](http://polisen.se/Om-polisen/Organisation/Specialkompetenser/Krigsbrottskommissionen/International%20Public%20Prosecution%20Office), <http://www.aklagare.se/Sok-aklagare/Internationella-aklagarkammare/> Stockholm: +4610-562 50 00 / Göteborg: +4610-562 70 00 / Malmö: +4610-562 61 62

**Switzerland:**

*Office of the Attorney General*, Taubenstrasse 16, CH-3003 Berne; T +41 31 322 45 79, F +41 31 322 45 07, [www.bundesanwaltschaft.ch/index.html](http://www.bundesanwaltschaft.ch/index.html);  
*Competence Centre for Terrorism and Competence Centre for International Criminal Law*:  
[www.bundesanwaltschaft.ch/bundesanwaltschaft/00033/00064/index.html?lang=en](http://www.bundesanwaltschaft.ch/bundesanwaltschaft/00033/00064/index.html?lang=en)  
*Support for victims of crime*, Biedermann Dieter Federal Office of Justice.  
Bundesrain 20. CH-3003 Bern, T +41 58 462 47 50, F +41 58 462 84 01  
[www.ejpd.admin.ch/content/bj/it/home/dokumentation/medieninformationen/2013/ref\\_2013-02-270.html](http://www.ejpd.admin.ch/content/bj/it/home/dokumentation/medieninformationen/2013/ref_2013-02-270.html)

**United Kingdom:**

Metropolitan Police, In emergencies: 999 / Non-emergencies: 101 / Textphone: 18001 101 / Anti-Terrorist Hotline: 0800 789 321

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