

Why are victim support services important to people in the EU?

Victim support services are vital to enable victims of crime to have effective access to justice and to ensure that they can claim their rights



The Victims' Directive (2012/29/EU), sets out minimum standards on the rights, support and protection of victims of crime.

Article 47 of the EU Charter of Fundamental Rights entitles all victims to the right to effective access to justice.

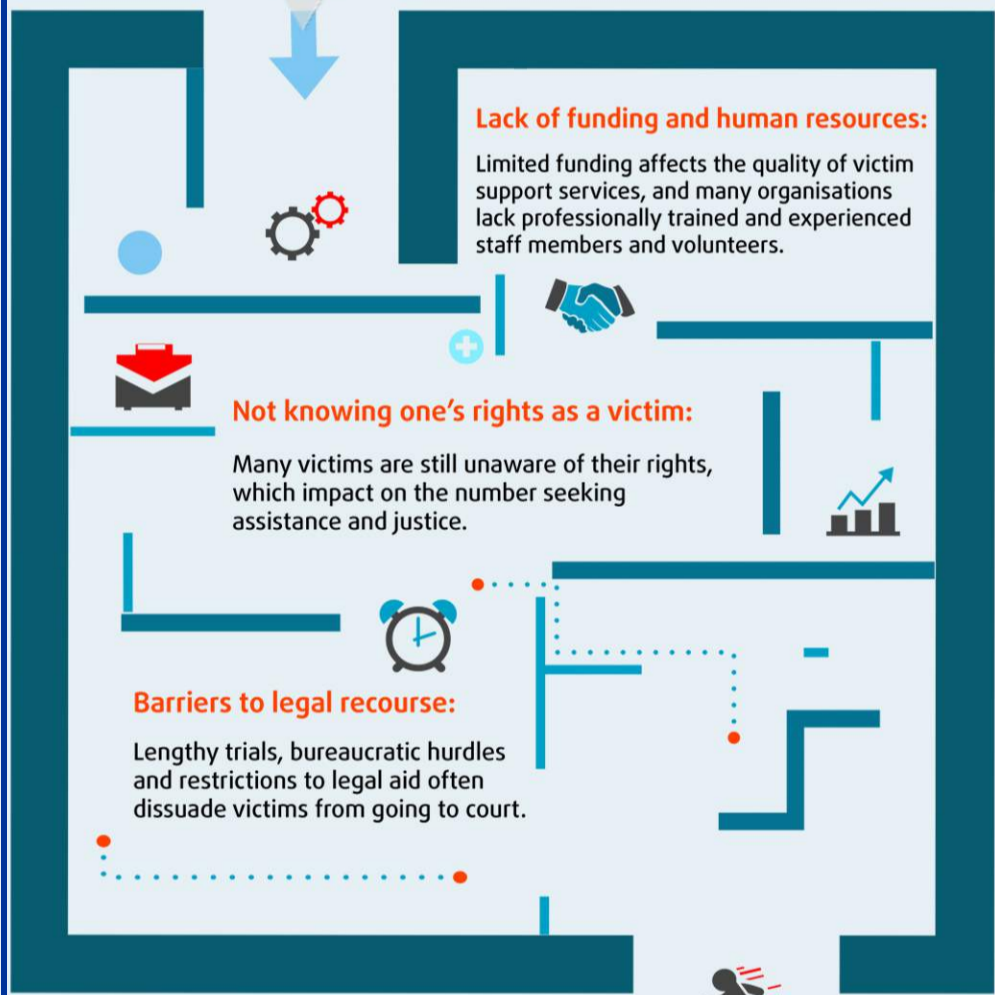
Yet, many victims do not report crimes – this is a serious obstacle to them accessing justice.

Evidence from recent FRA surveys shows ...



Why is this so?

For victims, accessing justice can become a maze of complications due to...



In line with the Victims' Directive, FRA's report **Victims of crime in the EU: the extent and nature of support for victims** recommends ...

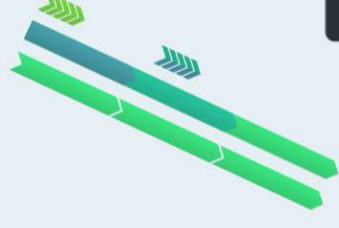


- Creating free support services for all victims independent of whether they report to police
- Improving access to information for victims on their rights and available support
- Targeted support services for vulnerable groups, specialised training for police and legal practitioners

...it also points out promising practices...

The website **infovictims.com** gives advice to victims in Austria, Czech Republic and Portugal, along with links to support services in their local area.

A Swedish app enables victims to find services to support them, based on the geo-location of the victim and the type of crime they experienced.



Have you been the victim of a crime? These organisations could help put victims in touch with relevant support services:



Victims of crime in the EU: the extent and nature of support for victims, the full report is available in English. A summary of the report is available in English, French and German (all EU language version to follow).

