

# VICTIMS' RIGHTS IN THE EUROPEAN UNION



## Right to understand and to be understood

All communication with victims (written and spoken) must be simple and easy for them to understand.



## Right to information

Victims have the right to receive information on a range of topics, including on the available support services, on compensation, restorative justice, protection. Victims shall be informed how to report criminal offences and how to access legal advice.



## Right to support services

All victims have the right to victim support services that are free of charge, confidential and acting in the interests of the victims before, during and for an appropriate time after criminal proceedings.

Procedural rights: Victims have a set of rights, such as the right to be heard, the right to legal aid, the right to decision on compensation from the offender.



## Right to protection and to individual assessment

Victims and their family members have the right to be protected from secondary and repeat victimisation, from intimidation and retaliation. The purpose of the individual assessment is to identify whether victims have specific protection needs and to determine whether and to what extent they would benefit from special measures in the course of criminal proceedings. The dignity of victims must be protected when they are testifying.



## Rights of victims' family members

Many of the rights that apply to victims also apply to their family members, such as the right to access support services, the right to protection and the right to privacy.

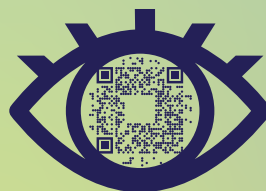
## AIMS OF THE CAMPAIGN

The 'Keep your eyes open' campaign aims to create an environment where victims of crime feel safe, protected and supported. Launched by the European Commission, the campaign's goal is to ensure that victims understand their rights and that they feel empowered to use them and to seek justice. The campaign also aims to guarantee that victims are treated in a respectful, sensitive, tailored, professional and non-discriminatory manner, that their voices are heard and that they know where they can seek support.

## We can help you

Visit our support page:

<https://victims-rights.campaign.europa.eu/en/organisations#>



Scan the code to give or get help.

[europa.eu/eyes-open](https://europa.eu/eyes-open)

National helpline: 116 006



**I WILL  
KEEP  
MY EYES  
OPEN**



to see and recognise  
the victims of  
violence, and help  
them use their rights.

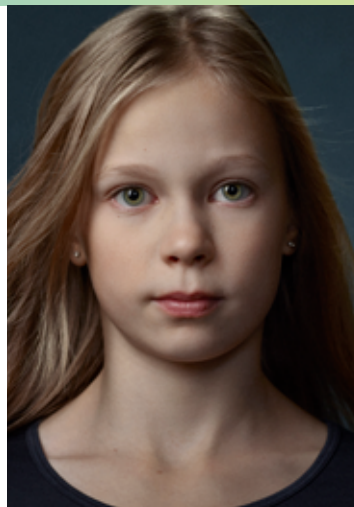
#EyesOpen

## KEEP YOUR EYES OPEN TO THE VICTIMS OF CRIME.



### VIOLENCE AGAINST CHILDREN

Violence against children includes all forms of harm, such as physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse against children. It can take many forms and can be perpetrated by anyone, including those close to the child or in a position of authority (e.g., parents, relatives, educational staff or caregivers).



### GENDER-BASED VIOLENCE

Gender-based violence is violence directed against a person because of that person's gender or violence that affects persons of a particular gender disproportionately. It can include violence against women or domestic violence against anyone living in the same domestic unit.

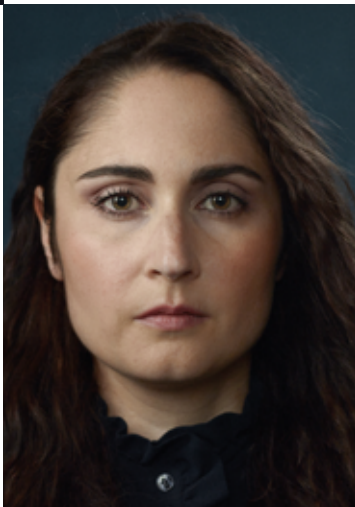


### LGBTIQ-PHOBIA

An anti-LGBTIQ hate crime is a criminal offence that is motivated by hostility or prejudice towards people who are LGBTIQ (or are perceived to be). LGBTIQ refers to people who are lesbian, gay, bisexual, trans, intersex or queer.

### XENOPHOBIA

A xenophobic hate crime is a criminal offence that is motivated by a bias, hostility or prejudice towards people due to their actual or perceived descent, national or ethnic origin. In general, xenophobia is an attitude, prejudice or behaviour that rejects, excludes and often vilifies a person or a group, based on the perception that they are outsiders or foreigners to the community, society or national identity.



### VIOLENCE AGAINST A PERSON

Violence against a person can include harassment, assault, robbery and homicide.



## Help is available – know your rights

**Every year, millions of people become victims of crime. Crime can affect any one of us. That is why it is important that we know our rights. It is crucial to know where we can turn for help for ourselves or for our loved ones.**

Victims of crime in the EU have a set of rights that they can access in any EU Member State. These rights ensure that victims can seek the support, protection and justice they need.

The European Commission is launching this campaign to ensure that the victims of crime, their friends and family are aware of the help that is available to them – advice and support services, shelters (including children and family houses), helplines, emotional and psychological support, medical counselling, trauma support and counselling, and other services.