

Reporting Garda's Name:

Shoulder Number _____

Station _____

Unit _____

Crime Reported _____

Local Garda Victim Service Office (GVSO), Phone Number & Email

PULSE Incident Number (if available)

Garda Síochána
Victim Information
Leaflet

Victim Rights

When you are a victim of crime you are entitled to receive information, support and protection from all State Agencies in the Criminal Justice System.

What do I need to do?

Whenever you report a crime to An Garda Síochána, whether you are a victim or a witness, we will ask you to:

- Provide as much information as you can about the offence;
- Tell us if you have any concerns about your (or your family's) safety, so we can give you appropriate advice;
- Provide your contact details. This will allow us to update you with the progress of the investigation;
- Update us with any other changes - you may have noticed further losses or damage since you first reported the offence, or you may be suffering further effects from an injury caused by the crime or if your contact details have changed.

For a comprehensive look at the process why not check out our FAQ section @

www.garda.ie

If you are a victim of a crime we will:

- **respond to your report by** investigating your complaint;
- **give you the name, telephone number and station** of the investigating Garda **and the PULSE incident number** - this is a number given to your incident so that we can quickly find the details of your case;
- **inform** you, upon request, about criminal proceedings as a result of your complaint and that you can receive information of any decision not to proceed with or to end an investigation or to prosecute the offender. This will include the time and place of the trial and the nature of the charges against the offender;
- **inform** you, upon request, about criminal proceedings as a result of your complaint and that you can receive information on any final judgment in a trial and information enabling you to know about the state of the criminal proceedings, unless if, in exceptional cases, the proper handling

of the case may be adversely affected by such notification;

- **offer you the opportunity** to be notified, without unnecessary delay, when the person remanded in custody, prosecuted or sentenced for criminal offences is released from or has escaped detention;
- **tell you, in writing, about the Crime Victims Helpline** and the other services available for victims of crime or a traumatic incident. You can access a wide range of support services through this helpline. The helpline is run by volunteers and it is independent of An Garda Síochána, the free phone telephone number is **116 006**.

We will show special sensitivity in relation to sexual offences:

- If you request it, we will provide a Garda of the same gender as far as practicable;
- A doctor of the same gender will be used but there may be occasions when this may not be always possible;
- We will give you details about any support organisations for victims of sexual offences.

Child Victims - All children who come into contact with members of An Garda Síochána will be treated with dignity, regardless of the nature of that contact. Where necessary you will be referred to TUSLA in accordance with 'Children First: National Guidance for the Protection and Welfare of Children'.

Families of murder victims or victims of other unlawful killing - A Garda Family Liaison Officer (FLO) will be assigned to you with the responsibility of liaison during the investigation. The Garda FLO will provide the timely and accurate information on the progress of the Garda investigation. They will also provide contact details of victim support organisations which are available to support you.

Victims of domestic abuse - In cases of domestic abuse we have a pro-arrest policy, where a power of arrest exists to protect spouses or partners and your family. We will advise you about what protection measures you can apply for from the courts as well as about and victim support services.

Protection - If you, or others close to you, are harassed or threatened in any way during an investigation or court appearance, you should contact Gardaí immediately.

Older people - If you are an older person who has been a victim of crime we will continue to take all reasonable steps to protect and reassure you. We will also offer you advice about home security and your safety in the community.

Specific Needs - If you have any form of disability we will take your specific needs or requirements into account. Please let any Garda know if there is any particular need or support that you consider necessary to assist An Garda Síochána in delivering a policing service to you.

Lesbian, gay, bisexual and transgender communities - Where appropriate we will also advise you of the services of the Gay Liaison Officers within An Garda Síochána.

Racist incidents - If you are a victim of a racist incident we will advise you of the services of the Garda Ethnic Liaison Officer in your area.

Don't Speak English? – We have a translation service for you:

Interpreters engaged by An Garda Síochána are not employees but independent individuals.

We will provide a translation service so that you will receive the same quality of service as far as possible as any victim of crime.

The Commission for the Support of Victims of Crime (www.csvc.ie) supports organisations that provide a number of services to victims of crime. These organisations support victims of domestic abuse, sexual violence, human trafficking, as well as tourist victims of crime, child victims, families of victims who are killed and victims of general crime. The services of these organisations include:

- accompanying the victim to court;
- giving information;

- giving access to helplines; and
- offering emotional support and counselling.

As well as the dedicated help of voluntary organisations, victims of crime need a range of facilities and support from State agencies in the criminal justice area. A big concern for victims is being kept informed about the progress of crime investigations, prosecution procedures, court processes, decisions and issues about prison and probation.

If you are a visitor to Ireland, and you are the victim of a crime, you can report this at any Garda station. We will take your statement immediately and with your consent, refer you to the services of the Irish Tourist Assistance Service.

Irish Tourist Assistance Service telephone number: 1890 365 700 or check out their website at www.itas.ie for more information.

If you report a crime to us that occurred outside Ireland we will forward the report without delay to the appropriate authority in the country where the crime occurred.

Garda Victim Service Office

Each Divisional Garda Victim Service Office, (GVSO), is open from 9.00am and 5.00pm Monday to Friday. All victims of crime will receive a follow-up contact from either the investigating member, GVSO or FLO as appropriate depending on the circumstances of the crime.

Want to know more about your case?

If you opt into the process, the first point of contact in all cases will be the investigating Garda. However, victims of crime may contact the Garda Victims Service Office dealing with their case.

Can I be accompanied by another person?

If you wish you can bring another person of your choice and a legal representative when you are making your report to An Garda Síochána. The only time that this cannot happen is where it is contrary to your own best interests, or it could hinder criminal proceedings.

Legal Advice

The Legal Aid Board gives legal aid and advice in civil cases to persons who cannot afford to pay. Most of their work is in the area of family law and domestic violence. They deliver their services through a network of full-time and part-time law centres throughout the country. These centres are staffed by their solicitors. They also contract private solicitors to provide services for them. They have an advice service for victims of rape and other serious sexual assault cases as well as trafficking cases. For more information contact:
Legal Aid Board
Head Office
Quay Street
Cahiriveen
Co. Kerry.
Tel: (066) 947 1000
Website: www.legalaidboard.ie

Asked to be a witness in court? How to get your expenses covered:

If a case in which you are involved in goes to court, An Garda Síochána is responsible for paying witnesses' expenses. This is the cost to you of coming to court to give evidence. These expenses may include the cost of travelling, meals and, in some cases, accommodation. The Garda Superintendent (District Officer) in the area where the case is being prosecuted will pay your expenses.

The Garda dealing with your case can handle this for you. He or she may ask you for receipts for your expenses. In some cases, you may be able to get an advance on expenses before the case so that you can travel to court.

Compensation

The Criminal Injuries Compensation Tribunal considers applications from people who suffer a personal injury or death as a result of a crime of violence. Compensation may be awarded on the basis of any vouched out of pocket expenses, including loss of earnings, experienced by the victim or, if the victim has died as a result of the incident, by the dependents of the victim. The incident in

which the injury was caused must have been reported to the Gardaí without delay.

Further information available at:
Criminal Injuries Compensation Scheme
Second Floor,
7-11 Montague Court,
Montague Street,
Dublin 2

Email: criminalinjuries@justice.ie

Restorative Justice Services

If you are a victim of crime and the offender is under 18 years of age, you could be invited to take part in a family conference where you could express your views and where they could be taken into consideration. For more information please see the Garda Youth Diversion Office page on the garda website www.garda.ie

Not doing our Job?

If you are not satisfied with our service - or if you have any questions, suggestions or feedback on any aspect of your treatment by members of An Garda Síochána please do not hesitate to contact your local Garda Superintendent or Garda Victim Service Office.

If you have a complaint about your service from any member of An Garda Síochána, you can contact:

Garda Síochána Ombudsman Commission
150 Abbey Street Upper, Dublin 1.
LoCall: 1890 600 800
Tel: (01) 871 6727
Fax: (01) 814 7023
Email: info@qsoc.ie
Website: www.gardaombudsman.ie

If you wish to comment on the service of the Office of the Director of Public Prosecutions during the criminal proceedings of your case, contact:

Office of the Director of Public Prosecutions,
Infirmary Road,
Dublin 7.
Tel: +353 (0)1 858 8500
Fax: +353 (0)1 642 7406

Irish Prison Service Victim Liaison Service

If a person is in custody having been convicted of committing a crime against you, you may request information from the Irish Prison Service Victim Liaison Officer in relation to significant developments relating to the person's case, on condition that you register to receive such information. For more details, see www.irishprisons.ie

Useful Websites to be aware of:

Garda Website

www.garda.ie

Victims of Crime Office

www.victimsofcrimeoffice.ie

Crime Victims Helpline

www.crimevictimshelpline.ie

Office of Director of Public Prosecutions

www.dppireland.ie

Irish Statue

www.irishstatutebook.ie

Courts Service

www.courts.ie

Legal Board

www.legalaidboard.ie

Irish Prison Victim Liaison Service

[www.irishprisons.ie/index.php/victim-](http://www.irishprisons.ie/index.php/victim-liason-service/victim-liason-service)

[liason-service/victim-liason-service](http://www.irishprisons.ie/index.php/victim-liason-service/victim-liason-service)

Health Service Executive

www.hse.ie

Tourist Assistance

www.itas.ie

For a full list of all Government Supported National Services and your local services, please visit;

<http://www.csvc.ie/en/csvc/NS/ALL>