



An Garda Síochána

Victim Information

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Victim rights

When you are a victim of crime you are entitled to:

- information,
- support, and
- protection.

These services are provided by State criminal justice organisations (see 'Other help' on page 25).

Who is a victim of crime?

Victims of crime have suffered harm as a result of that crime and this harm can be:

- physical,
- mental,
- emotional,
- economic.

A family member whose loved one has died owing to a criminal offence is a victim of crime.

Family members include a spouse or a partner who has been living with a victim in a joint household.

Siblings, dependants and immediate relatives are also considered family members. This means that they too are entitled to information, support and protection.

Reporting a crime

Will I have to give evidence?

- As a victim of crime you have a very important role in the criminal justice system. You may have to give evidence in court.
- You may be asked to give evidence in a bail hearing. A bail hearing is where the person who committed the crime against you is seeking to remain free until their court hearing.
- You may also be asked if you would like to tell the court details about how the crime has affected you. This is called a Victim Impact Statement and the court usually hears it before sentence is passed.
- The State prosecutes people who carry out crime. You do not need to hire your own solicitor for a criminal case.

How do I report a crime?

- Call **999/112** in an emergency.
- Phone your local Garda Station or call into your local station in person.

Sometimes, it may be easier to contact the Garda Station and make an appointment to attend.

If you don't speak English

If needed, 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.

What will the Garda ask me when I report a crime?

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

- Provide us with 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 so we can update you about how the investigation is progressing.
- Update us with any new information. You may notice further losses or damage after you first report the offence.
- Let us know if you suffer further effects from an injury caused by the crime.

- Let us know if your contact details change.
- Tell us if you consent to being referred to victim support services.

What can I expect following my report?

- We will investigate your complaint.
- We will give you the name, phone number and station of the investigating Garda and a special number – the PULSE incident number – which records your report.
- All victims of crime will receive a follow-up contact from either the investigating Garda, Garda Victim Service Office or Family Liaison Officer, as appropriate depending on the circumstances of the crime.
- We will write to acknowledge the formal complaint you made to the Gardaí. This document will include basic information about the criminal offence you reported. We can provide this document in your spoken language if you so wish.
- Depending on the type of crime, we may give you this information in person rather than in writing.
- Your local Garda Victim Service Office, the investigating Garda or Family Liaison Officer, as appropriate depending on the nature of the crime, will contact you to tell you about significant developments in the investigation of your complaint.

Can I bring someone with me when I report a crime?

Yes. As a victim you can be accompanied by a person of your choice to support you when you:

- report a crime;
- make a formal statement;
- are doing further interviews with the Gardaí.

You can also bring a legal representative – a solicitor – with you.

However, in some circumstances a member of An Garda Síochána can ask you to choose a different person to accompany you, including a legal representative.

A member of An Garda Síochána may stop someone accompanying you if it:

- is contrary to your best interests;
- would prejudice any investigation or criminal proceedings.

This does not prevent you from choosing another person to accompany you, provided the investigating Garda is satisfied that they are suitable.

Where can I get an overview of the investigative process?

For a full overview of the process, please see our [Frequently Asked Questions \(FAQ\) section](#).

Protection of victims

As a victim, with your co-operation we will assess your needs. We will identify any issues in relation to your safety. We will also assess your vulnerability to:

- retaliation (where you may be at risk from persons as a result of your report to us);
- intimidation (when other persons try to influence you);
- re-victimisation (when you are caused added distress as a result of the investigation of your crime and your experience in court).

Garda Victim Service Office

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

- the investigating Garda,
- Garda Victim Service Office,
- Family Liaison Officer.

You can get a full list of Garda Victim Service Office locations and contacts from page 29.

Child victims (under 18 years)

We treat all children who come in contact with us with dignity.

We recognise that children who are victims will always require special consideration in relation to their needs. We can provide specially trained interviewers to interview children at places where the child feels more comfortable.

Where necessary, we will refer a child to Tusla – the Child and Family Agency – in line with **Children First: National Guidance for the Protection and Welfare of Children**.

Specific needs

If you have any form of disability, we will take your specific needs or requirements into account. Please let us know if you have any particular need or what support we could use to help you.

Sexual offences

We will show special sensitivity in relation to sexual offences. If you request it, we can provide a Garda of the same gender where possible. When possible, we will arrange for you to be treated or examined by a doctor of the same gender. However, there may be times when this is not possible.

We will give you details about support organisations for victims of sexual offences.

Bereaved families

If you are the family of a murder victim or victim of other unlawful killing, we will assign a Garda Family Liaison Officer to you. They will be responsible for liaising with you during the investigation.

They will give you timely and accurate information on the progress of the Garda investigation. They will also give you contact details of victim support organisations that can support you.

Victims of domestic abuse

In cases of domestic abuse, we can arrest spouses or partners to protect you and your family when the law permits. We will tell you what protection measures you can apply for in the courts.

If you or someone you know is suffering from domestic, sexual or gender-based violence, there are government-supported national and local services.

For a full list of these services, please visit www.cosc.ie.

Racist incidents

If you are a victim of a racist incident, we will advise you of the services of the Garda Diversity Officer in your area.

Lesbian, Gay, Bisexual and Transgender communities

If you are a victim of a homophobic incident, we will advise you of the services of the Garda Diversity Officers within An Garda Síochána.

Your case

How do I keep up to date about my case?

During the investigation of your complaint, you can ask the Garda investigating your case to provide details of significant developments in the investigation.

You can ask them for these details at any time during the investigation or after any criminal proceedings relating to your case.

You can also change (amend) any request for information at any time.

If you ask us to keep you up to date with the case, subject to legislation, the following is the type of information we can provide to you:

Information about you

We can send you a copy of your statement if you wish.

Information about the arrest and charge of person accused

We can give you information about:

- the arrest and charging of a person;
- the type of offence with which they were charged.

We can give you information about the release on bail of a person or their remand in custody. This information can include the conditions of their bail (their temporary release while they wait for their trial).

Release or escape from custody

We can, if you wish, tell you about the release or escape from custody of the offender when they are in Garda custody or on remand (in prison awaiting trial).

You can also receive the details of a convicted offender's:

- temporary release or escape from custody;
- death, if serving a term of imprisonment.

Office of the Director of Public Prosecutions

The role of the Director of Public Prosecutions (DPP) is to decide whether to prosecute people for committing crimes and what the charges should be. Once the prosecution starts, the Office of the DPP is in charge of the prosecution case. If you wish to comment on the service of the Office of the DPP during the criminal proceedings of your case, contact:

Director of Public Prosecutions

Infirmity Road

Dublin 7

Phone +353 (0)1 858 8500

Website www.dppireland.ie

If the case is not going to proceed

If it has been decided not to proceed with or to discontinue an investigation, we can give you a summary of the reasons why.

If a decision is made not to prosecute, we can tell you how to get a summary of the reasons. If you require, we can tell you how to get this decision reviewed.

The trial (prosecution)

If a person is charged, we can, if you wish, tell you the date of the trial and where it will be held.

If a person is convicted, we can, if you wish, tell you the date and place of the sentencing or any appeal.

Special arrangements

If we identify any concerns, special arrangements can be made to make sure that you feel as comfortable as possible during the court case. These could include:

- allowing you to enter and exit a court building through a route not open to the public;
- excluding the public from the court;
- giving evidence through a live television link or behind a screen.

We will advise you about your personal security or how to protect your property.

Court expenses

If you have been asked to be a witness in court, you can reclaim your expenses.

If a case in which you are involved goes to court, An Garda Síochána pays certain witness expenses. This is the cost to you of coming to court to give evidence.

These expenses may include the cost of:

- travelling;
- meals;

- accommodation in some cases.

The Garda Superintendent (District Officer) in the area where the case is being prosecuted will pay your expenses. The contact details for each Garda Station are available [here](#).

The Garda dealing with your case can arrange to have your expenses paid. They may ask you for receipts for your expenses. In some cases, you may be able to get paid expenses before the case so that you can travel to court.

Legal aid

In certain circumstances, as a victim of a sexual offence or domestic abuse you may be entitled to free legal aid. This allows you to have someone represent you in court. You may also be entitled to free legal advice if you have been, for example, a victim of human trafficking.

For further information, see the Legal Aid Board website at www.legalaidboard.ie.

Prison liaison service

If a person is in custody and has been convicted of committing a crime against you, you may ask the Irish Prison Service for information about significant developments in their sentence.

You can do this if you have registered to receive such information. For more details on how to register, see www.irishprisons.ie.

Compensation

Compensation from Tribunal

The Criminal Injuries Compensation Tribunal considers applications from people who suffer a personal injury or death as a result of a crime of violence.

The Tribunal may award compensation based on any out-of-pocket expenses, including loss of earnings, experienced by the victim, provided you can show receipts or other evidence.

The incident in which the injury was caused must have been reported to the Gardaí without delay. There is a three-month time limit for making a claim, but this can be extended in exceptional circumstances.

If the victim has died as a result of the incident, the Tribunal may award compensation to the dependants of the victim.

There is no time limit for cases involving a death.

Compensation from offender

After an offender's conviction, a court may also order that you are paid compensation as part of the offender's sentence.

You can get more information from:

Criminal Injuries Compensation Scheme

7–11 Montague Court

Montague Street

Dublin 2

Tel : 01 - 476 8670

Email criminalinjuries@justice.ie

Other help

We can help you if you have any difficulties which might affect your ability to tell your story or to understand what we tell you. This could be due to:

- your personal circumstances;
- a learning disability;
- shock.

Interpreters

We can provide appropriate interpreters. They are independent individuals who are not employed by An Garda Síochána.

Access to victim support services

There are a large number of victim support services (see list from page 36). If you consent, a member of An Garda Síochána will arrange for you to be referred to an appropriate victim support service.

Crimes committed outside Ireland

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

Visitors to Ireland

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 (ITAS).

ITAS provides a free nationwide service offering immediate support and help to visitors who experience crime or other traumatic events while visiting Ireland.

Phone +353 (0)1 666 9354
Website www.itas.ie

Restorative Justice Services

Restorative Justice is where a meeting takes place between a victim, an offender and an independent person who is skilled at managing meetings. At the meeting the victim can tell their story so that the offender can address the real consequences of the crime – and repair as much of the damage as possible. 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 (meeting) where you could express your views and have them considered. Further information is available at www.probation.ie.

Unhappy with the service you received?

If you are unhappy with our service or have any questions, suggestions or feedback on your treatment by members of An Garda Síochána, please contact your local Garda Superintendent. Their contact details are available [here](#).

Or you can contact your local Garda Victim Service Office.

You may also complain to the Garda Síochána Ombudsman Commission

150 Abbey Street Upper

Dublin 1

LoCall 1890 600 800

Phone (01) 871 6727

Garda Victim Service Offices nationwide

| Garda Division | Address | Phone | Email |
|------------------|-----------------------------|-------------|--|
| Cavan / Monaghan | Ballyconnell, Co. Cavan | 049-9525807 | cavanmonaghan.victimservice@garda.ie |
| Clare | Ennis, Co. Clare | 065-6848194 | Clare.VictimService@garda.ie |
| Cork City | Anglesea Street, Cork | 021-4548524 | CorkCity.VictimService@garda.ie |
| Cork North | Mitchelstown, Co. Cork | 025-86786 | CorkNorth.VictimService@garda.ie |

| Garda Division | Address | Phone | Email |
|-----------------------------|------------------------------|--------------|--|
| Cork West | Bandon, Co. Cork | 023-8852295 | CorkWest.VictimService@garda.ie |
| DMR East | Dún Laoghaire, Co. Dublin | 01-6665063 | DMREast.VictimService@garda.ie |
| DMR North Central | Store Street, Dublin 1 | 01-6668108 | DMRNorthCentral.VictimService@garda.ie |
| DMR North | Ballymun, Dublin 9 | 01-6664463 | DMRNorth.VictimService@garda.ie |
| DMR South Central | Pearse Street, Dublin 2 | 01-6669350 | DMRSouthCentral.VictimService@garda.ie |
| DMR South | Crumlin, Dublin 12 | 01-6666263 | DMRSouth.VictimService@garda.ie |
| DMR West | Finglas, Dublin 11 | 01-6667563 | DMRWest.VictimService@garda.ie |
| Donegal | Glenties, Co. Donegal | 074-9551085 | Donegal.VictimService@garda.ie |
| Galway | Gort, Co. Galway | 091-636495 | Gaillimh.VictimService@garda.ie |
| Kerry | Castleisland, Co. Kerry | 066-7163303 | Kerry.VictimService@garda.ie |
| Kildare | Naas, Co. Kildare | 045-884395 | Kildare.VictimService@garda.ie |
| Kilkenny / Carlow | Kilkenny, Co. Kilkenny | 056-7775090 | KilkennyCarlow.VictimService@garda.ie |
| Laois/ Offaly | Portlaoise, Co. Laois | 057-8674195 | LaoisOffaly.VictimService@garda.ie |
| Limerick | Henry Street, Limerick | 061-212496 | Limerick.VictimService@garda.ie |
| Louth | Dunleer, Co. Louth | 041-6862388 | Louth.VictimService@garda.ie |
| Mayo | Swinford, Co. Mayo | 094-9253139 | Mayo.VictimService@garda.ie |
| Meath | Navan, Co. Meath | 046-9036194 | Meath.VictimService@garda.ie |
| Roscommon / Longford | Convent Road, Roscommon | 090-6638389 | RoscommonLongford.VictimService@garda.ie |
| Sligo / Leitrim | Carrick-on-Shannon | 071-9650517 | SligoLeitrim.VictimService@garda.ie |
| Tipperary | Templemore, Co. Tipperary | 0504-32636 | Tipperary.VictimService@garda.ie |
| Waterford | Waterford, Co. Waterford | 051-305395 | Waterford.VictimService@garda.ie |
| Westmeath | Delvin, Co. Westmeath | 044-9668102 | WestMeath.VictimService@garda.ie |
| Wexford | Wexford, Co. Wexford | 053-9165297 | Wexford.VictimService@garda.ie |
| Wicklow | Bray, Co. Wicklow | 01-6665360 | Wicklow.VictimService@garda.ie |

Useful websites

As a victim of crime, you have the right to receive support services, free of charge. Below is a list of some resources available for victims of crime. If you are not sure what support service is the right one for you, you can phone your local Garda Victim Service Office or the National Crime Victims Helpline at 116 006 for more information.

AdVIC – advocates for victims of homicide

AdVIC campaigns for greater rights for victims of homicide and their families. It brings together families bereaved by homicide and provides free professional counselling.

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| Website | www.advic.ie |
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| Phone | 1800 852 000 |
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AnyMan – support service for men

AnyMan provides support services and information for men who have experienced or are experiencing domestic violence.

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| Website | www.anyman.ie |
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|--------------|---------------|
| Phone | (01) 554 3811 |
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CARI – services for children and adolescents

CARI provides support services to children and adolescents affected by the issue of sexual abuse. It also provides support for other family members and carers.

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| Website | www.cari.ie |
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| Phone | 1890 924 567 |
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Crime Victims Helpline

The Crime Victims Helpline is a listening and support service for victims of crime in Ireland.

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| Website | www.crimevictimshelpline.ie |
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|--------------|---------|
| Phone | 116 006 |
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Dublin Rape Crisis Centre

Dublin Rape Crisis Centre offers a range of support services to women and men who are affected by rape, sexual assault, sexual harassment or childhood sexual abuse.

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| Website | www.drcc.ie |
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| Phone | 1800 77 8888 |
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Missing Persons Helpline

The Missing Persons Helpline provides support to families and individuals who have a relative, friend or colleague who is missing.

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| Website | www.missingpersons.ie |
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| Phone | 1890 442 552 |
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One In Four

One In Four helps adults who have experienced childhood sexual abuse, their families, and those who have engaged in sexually harmful behaviour.

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| Website | www.oneinfour.ie |
|----------------|--|

| | |
|--------------|---------------|
| Phone | (01) 66 24070 |
|--------------|---------------|

Rape Crisis Network Ireland

Rape Crisis Network is the representative, umbrella body for all member Rape Crisis Centres, who provide free advice, counselling and support for survivors of sexual abuse.

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| Website | www.rapecrisishelp.ie |
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| | |
|--------------|---------------|
| Phone | (01) 865 6954 |
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Ruhama

Ruhama provides support to victims of prostitution and organised sex trafficking.

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| Website | www.ruhama.ie |
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| Phone | (01) 836 0292 |
|--------------|---------------|

Support after Homicide

Support after Homicide provides emotional support and practical information to people whose lives have been affected by homicide.

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| Website | www.supportafterhomicide.ie |
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|--------------|--------------|
| Phone | 087 983 7322 |
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Women's Aid

Women's Aid provides support services and information for women who have experienced or are experiencing domestic abuse.

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| Website | www.womensaid.ie |
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| 24hr Helpline | 1800 341 900 |
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Other useful websites

| | |
|--------------|--|
| Garda | www.garda.ie |
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| Courts Service | www.courts.ie |
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| Tusla | www.tusla.ie |
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| Other useful websites | | |
|-----------------------|---------|--|
| Health Executive | Service | www.hse.ie |

Back page

Crime Victims Helpline
Telephone 116006
CrimeVictimsHelpline.ie

An Garda Síochána

For information on victim rights, reporting a crime, free victim support services details, etc., visit
www.garda.ie

An Garda Síochána Headquarters
Phoenix Park, Dublin 8, D08 HN3X
Tel: +353 1 666 0000