

CRIME VICTIMS' SUPPORT OFFICES OF THE MINISTRY OF THE PRESIDENCY, JUSTICE AND RELATIONS WITH PARLIAMENT

Currently, the Crime Victims' Support Offices of the Ministry of the Presidency, Justice and Relations with Parliament are the following:

Address	Phones
ILLES BALEARS	
Mallorca ✉ victimas.palmademallorca@justicia.es	971 678 611
Vía Alemania, 5 - Edificio de los Juzgados	971 678 612
07003 PALMA DE MALLORCA	971 678 616
Ibiza ✉ victimas.ibiza@justicia.es	971 195 044
C/ Madrid, 15	971 195 020
07800 IBIZA	
Menorca ✉ victimas.mahon@justicia.es	971 368 501
C/ Antoni Juan Alemany, 2	971 356 732
07701 MAHON	
CASTILLA Y LEÓN	
Ávila ✉ victimas.avila@justicia.es	920 359 038
C/ Ramón y Cajal, 1 - Edificio Nuevo de los Juzgados	920 359 105
05001 ÁVILA	
Burgos ✉ victimas.burgos@justicia.es	947 284 440
Avda. Reyes Católicos, 51-53/51 bis - Edificio Nuevo de los Juzgados	947 284 441
09006 BURGOS	
León ✉ victimas.leon@justicia.es	987 895 263
Avda. del Ingeniero Sáenz de Miera, 6, planta baja - Edificio Nueva Oficina Judicial	987 895 175
24009 LEÓN	987 209 106
Palencia ✉ victimas.palencia@justicia.es	979 167 756
Pl. de los Juzgados, 4, planta 1.ª - (Edificio AISS).	979 168 717
34001 PALENCIA	
Ponferrada ✉ victimas.ponferrada@justicia.es	987 451 294
Avda. de las Huertas del Sacramento, 14, planta baja - Edificio de los Juzgados	987 451 272
24402 PONFERRADA (LEÓN)	
Salamanca ✉ victimas.salamanca@justicia.es	923 284 554
Pl. de Colón, 8, planta baja - Edificio Nuevo de los Juzgados	923 284 552
37001 SALAMANCA	
Segovia ✉ victimas.segovia@justicia.es	921 462 462
Avda. Gerardo Diego, 3 - Edificio Nuevo de los Juzgados	921 524 886
40006 SEGOVIA	
Soria ✉ victimas.soria@justicia.es	975 214 930
C/ Aguirre, 3 - Palacio de Justicia	975 234 796
42002 SORIA	
Valladolid ✉ victimas.valladolid@justicia.es	983 413 460
C/ Las Angustias, 40-44, planta baja - Edificio Nuevo de los Juzgados	983 413 259
47003 VALLADOLID	
Zamora ✉ victimas.zamora@justicia.es	980 559 461
C/ San Torcuato, 7, planta baja - Palacio de Justicia	980 534 701
49004 ZAMORA	

CASTILLA - LA MANCHA

Albacete ✉ victimas.albacete@justicia.es	967 247 277
Avda. de La Mancha, 1, 2.ª planta-derecha - Ciudad de la Justicia	967 596 705
02005 ALBACETE	
Ciudad Real ✉ victimas.ciudadreal@justicia.es	926 278 850
C/ de las Eras del Cerrillo, 3, 1.ª planta - Edificio Nuevo de los Juzgados	926 278 849
13071 CIUDAD REAL	
Cuenca ✉ victimas.cuenca@justicia.es	969 247 071
C/ Gerardo Diego, s/n - Edificio Nuevo de los Juzgados	969 247 240
16004 CUENCA	
Guadalajara ✉ victimas.guadalajara@justicia.es	949 209 970
Avda. Mirador del Balconcillo 19, 1.ª planta - Palacio de Justicia	949 392 669
19001 GUADALAJARA	
Toledo ✉ victimas.toledo@justicia.es	925 396 022
C/ Marqués de Mendigorria, 2 - Edificio de los Juzgados	925 396 023
45003 TOLEDO	
EXTREMADURA	
Cáceres ✉ victimas.caceres@justicia.es	927 620 295
Ronda de San Francisco, s/n, 3.ª planta - Edificio de los Juzgados	927 620 289
10002 CÁCERES	
Plasencia ✉ victimas.plasencia@justicia.es	927 427 514
C/ Juez Marino Barbero Santos, 6 - Palacio de Justicia	927 427 425
10600 PLASENCIA (CÁCERES)	
Badajoz ✉ victimas.badajoz@justicia.es	924 260 783
C/ José Caldito Ruiz esq. c/ Esteban Sánchez, 1.ª planta - Palacio de Justicia	924 205 631
06008 BADAJOZ	
Mérida ✉ victimas.merida@justicia.es	924 304 080
Avda. de las Comunidades, 25 - Palacio de Justicia	924 387 526
06800 MÉRIDA (BADAJOZ)	
REGIÓN DE MURCIA	
Murcia ✉ victimas.murcia@justicia.es	968 229 264
Avda. de la Justicia, s/n - Ciudad de la Justicia Fase II	968 229 205
30011 MURCIA	
Cartagena ✉ victimas.cartagena@justicia.es	968 326 131
C/ Ángel Bruna, 21, 2ª planta - Palacio de Justicia	968 326 137
30204 CARTAGENA (MURCIA)	
CIUDAD AUTÓNOMA DE CEUTA	
Ceuta ✉ victimas.ceuta@justicia.es	956 513 295
C/ Manuel Lería y Ortiz de Saracho, s/n, esq. c/ Serrano Orive, s/n - Palacio de Justicia	956 512 160
51001 CEUTA	
CIUDAD AUTÓNOMA DE MELILLA	
Melilla ✉ victimas.melilla@justicia.es	952 698 965
Pl. del Mar, s/n - Edif. V Centenario-Torre norte, 5.ª planta izq.	952 698 956
52004 MELILLA	

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GOBIERNO DE ESPAÑA

MINISTERIO DE LA PRESIDENCIA, JUSTICIA Y RELACIONES CON LAS CORTES

DIRECCIÓN GENERAL PARA EL SERVICIO PÚBLICO DE JUSTICIA



CRIME VICTIMS' SUPPORT OFFICES

WHAT ARE CRIME VICTIMS' SUPPORT OFFICES

Crime Victims' Support Offices are a free public service created by Law 35/1995, of 11 December, on aid and assistance to victims of violent crimes and crimes against sexual freedom and subsequently regulated by Law 4/2015, of 27 April, of the Statute of the Crime Victim and, in particular, by Royal Decree 1109/2015, of 11 December, implementing Law 4/2015, of 27 April on the Statute of the Crime Victim and regulating the Crime Victims' Support Offices, together with the Ministerial Order PJC/1/2024, 2 January, by which this Office is established as an administrative unit within the Ministry.

The Offices under the Ministry of the Presidency, Justice and Relations with Parliament are located in those autonomous communities and autonomous cities with powers not transferred within the scope of the Justice Administration: Castile and Leon, Castile-La Mancha, Extremadura, Region of Murcia, Illes Balears, Ceuta and Melilla.

Crime Victims' Support Offices are staffed by civil servants of the Justice Administration (procedural and administrative managers) and psychology professionals.

WHO CAN BE SUPPORTED BY THESE OFFICES

Crime Victims' Support Offices provide support and assistance to all types of victims of crime, serving people who have been victims, among others, of violent crimes resulting in death, serious injury or damage to physical or mental health, as well as victims of crimes against sexual freedom, whether direct or indirect victims. In any case, the support and assistance in these Offices will never be conditioned on the previous filing of a complaint.

The Offices often provide assistance to victims of gender violence, domestic violence, sexual violence, offences related to road accidents and robbery with violence, among many other crimes.

WHAT DO CRIME VICTIMS' SUPPORT OFFICES OFFER

- Information to victims, direct or indirect, in accessible language about their rights and how to exercise them in order to avoid a lack of protection after the crime.
- Information for victims on the procedure for filing a criminal

complaint, where to file it, guidance on its content and form, as well as its processing in court.

- Information on access to legal aid and assistance in applying for it.
- Information on the state of the proceedings affecting the victims.
- Accompanying the victim throughout the process, to the trial if necessary and/or to the different criminal courts.
- Information on the economic aid that may correspond to them as a consequence of the crime and the procedure for claiming it, as well as support in its processing by the Directorate General for Social Security Regulations.
- Emotional support to victims and therapeutic assistance to victims who need it, throughout the judicial procedure, including psychological intervention in crisis situations and guaranteeing adequate psychological assistance to overcome the traumatic consequences of the crime.
- Assessment and counselling on the needs of the victim and how to prevent and avoid the consequences of primary, repeated and secondary victimisation, intimidation and retaliation.
- Conduct initial intake interviews aimed at detecting and assessing the needs of victims, in the context of their individualised assessment.
- Carrying out follow-up contacts by phone or any other digital support, in all cases deemed necessary and convenient by the office staff.
- Drawing up a psychological support plan for vulnerable victims and in cases where the protection order is applied.
- Information on available specialised services that can assist the victims, in view of their personal circumstances and the nature of the crime to which they may have been subjected.
- Referring the victim, where necessary, to other entities or associations dealing with the care of specific victims, including social resources, as well as monitoring them.
- Collaboration and coordination with the bodies, institutions and services that may be involved in victim assistance: judiciary, public prosecutor's office, law enforcement agencies, social services, health services, associations and non-profit organisations, in particular in cases of vulnerable victims with a high risk of victimisation.
- Assessment of victims in need of special protection measures in order to establish which protection, assistance and support measures should be provided.

WHAT IS THE AIM OF CRIME VICTIMS' SUPPORT OFFICES

- The general legal orientation of the victim to avoid secondary victimization, given that the orientation and legal counselling of the specific case is the responsibility of the person who assumes the legal aid.
- Psychological support to victims.
- Referral to the social resources they need.

HOW DO THE CRIME VICTIMS' SUPPORT OFFICES PERFORM

The model of action of the Offices is implemented through different stages: reception-guidance, information, intervention and follow-up.

The stages involve a general orientation of the victims, specific legal information throughout the criminal proceedings, support in the necessary interventions and follow-up throughout the criminal proceedings, as well as psychological intervention programs for all types of crime victims such as victims of gender violence and domestic violence, among other vulnerable victims.

- Orientation to the victim on existing social resources and facilitating access to them, through referral if appropriate.