

Your rights as a victim of an offense



FOREWORD

Being a victim of an offense is a difficult and often painful experience. Yet, our society has paid too little attention to the problems faced by victims. However, significant positive changes have taken place in recent years. Thus, more attention is gradually given to the situation of the victims in the overall criminal procedure.

However, one of the problems victims still face is the search for practical and clear information about their rights and duties and what they can expect from the police, the judiciary and aid services.

In publishing this brochure, the National Forum for a Policy in Favor of Victims¹ intends to contribute to the proper information of victims.

The brochure begins with an overview of the basic rights of the victim. These rights are then detailed through situations described concretely with the various bodies with which the victims are likely to come into contact.

At the end of the brochure you will find an alphabetical list of frequently encountered terms, together with their definition.

It is difficult to be comprehensive in the context of a pamphlet, as the criminal procedure can be vast and complex. For this reason, you will also find at the end of the brochure a list of helpful addresses and phone numbers of services from whom you can request additional information, and an alphabetical index (pages 40–48).

The National Forum for a Policy in Favor of Victims is aware of the need to continuously undertake efforts to ensure that all victims of crime are treated conscientiously. With the publication of this brochure, the National Forum for a Policy in Favor of Victims hopes to at least contribute to the right of victims to be informed clearly and correctly.

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President*

¹ *The National Forum for a Policy in Favor of Victims was established in 1994 by the then Minister of Justice at the request of Parliament. The Forum is made up of representatives from federal, community and other social welfare organizations involved in victim support policy. The National Forum for a Policy in Favor of Victims aims to promote the fundamental rights of victims and translate them into concrete legislation and everyday practice. In 1996, the Forum presented a strategic plan and, two years later, a charter for victims. This booklet is based on these two documents. To find out more about the Forum: <http://www.droitsdesvictimes.just.fgov.be>*

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Introduction

First, you will find in this brochure a brief list of the fundamental rights of victims of crime. These rights will then be further explained for each phase of the criminal proceedings, from filing the complaint with the police until the execution of the sentence. Attention will also be paid to the contacts that the victims may have with the various bodies concerned, in this case police, justice and aid services.

The information contained in this brochure is based on current national and international law as well as on national and international declarations and recommendations.

The victim

Who is a victim?

From a legal point of view, individuals and their relatives who have suffered a material, bodily and/or moral damage as a result of an act punishable under the criminal legislation are considered as victims.

Offenses

Offenses are classified into three categories according to the penalties that may be imposed:

- a **felony** is punishable by imprisonment for a minimum of five years and a fine of at least € 26, to be multiplied by additional decimals² (e.g. murder or rape);
- a **misdemeanor** is punishable by imprisonment for a term of 8 days to 5 years, a work sentence of 46 to 300 hours and/or a fine of at least 26 euros, to be multiplied by the additional decimals (for example, theft, harassment, fraud, assault);

- an **infraction** is punishable by imprisonment for a term of 1 to 7 days, a work sentence of 20 to 45 hours and/or a fine of up to 25 euros, to be multiplied by the additional decimals (for example a traffic offense).

The damage

The damage can be:

- a material and financial damage, such as stolen property, damaged clothing and items, travel costs, hospitalization costs, loss of income;
- a moral damage and psychological consequences of the offense, for example a feeling of insecurity and anxiety or suffering as a result of the loss of a loved one;
- a physical injury and physical consequences, such as disability as a result of bodily harm, but also sleep disorders, headaches, heart problems ...

2. In the system of additional decimals, the fine shall be increased by a legal coefficient which is regularly adjusted to the current value of the money. The amount of the decimals is currently set at 45. The amount of the fine must therefore be multiplied by 5.5 to obtain the amount of the fine actually owed.

The fundamental rights of the victim

The right to respectful and proper treatment

As a victim, you have the right to be treated properly and with respect by the police and judicial authorities, as soon as the crime has been committed, throughout the criminal proceedings and up to the phase of execution of the sentence.

The right to obtain information

As a victim, you have the right to obtain, at the appropriate times, the necessary information concerning, for example, the procedure progress, the procedures for obtaining the assistance of a lawyer and the specialized services that may assist you, such as *victim assistance* services.

The right to provide information

As a victim, you have the right to provide information and be heard in such a way that the damage you have suffered can be taken into account. This means that you can communicate all the information that you consider useful to the appropriate authorities (police, justice, but also, for example, your insurance company).

The right to legal aid and judicial assistance

As a victim, you have the right to obtain legal information and assistance from a lawyer. Considering the high financial costs involved, a first-line legal aid system (a first free legal opinion) and second-line legal aid (full or partially free legal counsel based on income) have been established. The costs of the proceedings are also added to the attorney's fees, for example summons expenses or expert witness fees. In a number of cases, the legal aid system allows for you to be fully or partially exempted from paying these fees (always depending on your income).

The right to reparation

As a victim, you are entitled to compensation for the damage you have sustained as a result of the offense. This damage can be material, physical, moral or emotional.

If you wish to obtain compensation for the damage, it is not enough to file a complaint with the police: you must also file a *claim for damages* or bring an action before the civil court. (see below)

You can also ask for *mediation* at any time.

The right to aid

As a victim, you have the right to receive psychosocial support. *Victim services*, for example, can advise and help you on a psychosocial and legal level and provide you with practical support.

The right to protection and privacy

The police and the judiciary have an obligation to offer you, as a victim, protection in the event of threats or vengeance, among others committed by the perpetrator. This protection must be granted to you from the beginning of the *investigation* and throughout its duration. You also have the right to be protected from any intrusion into your privacy, and in any case directly after the fact.



The course of the procedure

Contact with police

As a victim of an offense, the first official body with which you come into contact is usually the **police**. Every police officer is responsible for taking care of the victims in an appropriate manner, providing them with initial assistance and information. This first care and assistance can be very practical: do what is necessary for medical assistance, inform your family or relatives. In some cases, such as serious victimization or emotional crisis, the police officer can call upon the *Police Victim Assistance Service (PVAS)*. For any psychosocial assistance, the police officer and the *PVAS* may refer you to specialized services, such as *victim services*.

When the police are **called**, they come to the scene. It may, among other things, delimit the scene of the crime and prohibit access to third parties.

When a police officer **comes to your home**, in uniform or in civilian clothes, you are entitled to ask him to show you his service card.

You can also go to the police station yourself to file a **complaint**. It is in your interest to do so as soon as possible after the fact. This will facilitate the *investigation*, as the police will thus have timely and accurate information about the facts (e.g. time and place of the offense, description of potential perpetrator(s)) and damage (e.g. a description of the stolen objects).

In addition, you must also take into account the mechanism of the Statute of limitations. This mechanism, incorporated in the law, establishes that after a specified period³, from the time of the offense, the potential perpetrator(s) can no longer be prosecuted.

Specific situation

For minors who are victims of certain sexual offenses, such as rape, indecent exposure and the exploitation of prostitution, the Statute of limitations only begins when the victim turns 18.

If you do not want to go to the police station, you can always write directly to the *King's Prosecutor* to file a complaint.



Your Rights during the interview

The police will interview you to file your complaint in a *report* (a P.V.)⁴.

The interview must be conducted, as much as possible, in a suitable room offering the necessary privacy.

During the interview, you will have a number of rights which will also apply to any subsequent interview. When you are interviewed in any capacity (for example, as a victim or a witness), the police officer must, before starting the questioning, inform you that:

- you have the right to request that all questions and answers be recorded in the terms you used;
- you have the right to request that a specific inquiry act be conducted or that a specific person be questioned;
- your statements may be used as evidence in court;
- you have the right to obtain a free copy of the transcript of your interview. This copy will be given to you at the end of the interview. If it is not possible at that time, it will be sent to you within 15 days.

3. Except in few cases, the Statute of limitations is usually ten years for a felony, five years for a misdemeanor and six months for an infraction.

4. For certain offenses, and taking into account the nature of the facts and circumstances of the case, the police may register your complaint in a so-called simplified report (PVS). This PVS remains at the police station, pending the possible addition of new elements in the case to continue the investigation.

If you speak a language other than the language of the procedure, the police will use a sworn interpreter, unless the police officer is able to take notes of your statements in your own language, or asks you to write your statement in your own language.

You do not take an oath to be heard by the police.

During the interview, you are advised to give as much information as possible, even if it seems to be of little or no importance. You have always the right to ask the police officer why you are asked a specific question and to refuse to answer certain questions.

During the interview, you can use any document in your possession. You may attach these documents to the minutes of your interview during or after the interview, or may file them at the *public prosecutor's office*.

At the end of the interview, you have the right to review the *minutes* of your interview or request that they be read to you. You will be asked whether you want to correct your statement or add anything. You do not have to sign your statement.

Specific situation

For the interview of minors who are victims or witnesses of specific offenses, such as offenses in matters of morals, the law provides for special provisions:

- they have the right to be accompanied by an adult of their choice. The *King's prosecutor* or the *investigating judge* may, however, oppose it with a motivated decision;
- The *King's prosecutor* or the *investigating judge* may also decide to conduct an audiovisual recording of the interview. This helps to prevent the minor from having to repeat his or her story several times, which is very traumatic. However, there is no guarantee that there will be no additional interviews. Minors over the age of 12 must agree to the making of such recordings, while minors under 12 years of age must only be informed that the interview is being recorded. These interviews take place in an interview room specifically set up.

At the end of the interview, you receive a ***certificate of complaint***. It is important that you retain this certificate as it contains important practical information that will be useful to you during the procedure, such as:

- the number and date of the *minutes*.
- the notice number (the number assigned by the *public prosecutor* to a case);
- the identity of the police officer and the contact information of the police service involved;
- contact details of the competent judicial authorities;
- basic information on the course of the judicial proceedings;
- the possibilities of psychosocial and legal aid and information on specialized services.

Thereafter, you have the option of completing the *P.V.* with other elements.

Police services are still required to exercise the necessary discretion vis-à-vis third parties and the press.

The Investigation

Unless exceptions⁵, the police send all the *P.V.s* to the *King's prosecutor*, who decides what to do next. If he considers it necessary, an ***investigation*** is opened.

Either the *Public Prosecutor's Office* conducts the investigation, it is then called ***information***.

Or the *public prosecutor's office* entrusts the case to an *investigating judge*, in view of stricter investigative measures, such as a search. In this case, we are talking about an ***instruction***.

The police officer in charge of the *investigation* does whatever the public prosecutor considers helpful for the investigation. The victim may ask to be heard by the police officer to file other "exhibits".

During the interview, the victim may make other proposals such as proposing that certain persons be interviewed or a search conducted at a specific location, but the prosecutor must give his or her authorization to the police officer.

During the *investigation*, the police may call you for a *confrontation* with a suspect. The police can protect you as a victim by using a one-way mirror.

Specific situation

If the *investigation* and the establishment of the facts so require, a physical examination may be ordered so that the physician can make the necessary findings (e.g. injuries or signs of sexual abuse).

During this examination, the victim has the right to be assisted by a doctor of his/her choice. The victim has the right to refuse this physical examination, knowing however that this may affect the establishment of the facts.

In cases of sexual offenses, the doctor may use the *sexual assault set* (S.A.S.). This S.A.S. can be defined as a set of instructions as well as instruments to assist the physician in collecting evidence of sexual abuse and to provide the necessary assistance to the victim and his or her family, in the best possible way. The physician will also provide in advance a guide with a more detailed explanation of the physical examination to the person.

In case of death, an *autopsy* may be ordered in the interest of the determination of the truth.

As a relative, you have the right to go to the deceased one last time in order to pay your last respects. If an *autopsy* takes place, the last tribute may be given both before and after, unless prohibited by the magistrate. The term "relative" is not restricted to the family, and relatives under age also have this right.



The phases of the procedure

This chapter informs you about the different phases in the procedure. The next chapter will explain what steps you can take throughout the procedure.

Depending on the results of the *investigation*, the *King's prosecutor* may take different decisions:

The *King's prosecutor* determines that the charges are insufficient or that prosecution is not appropriate

He may then decide to file the case without proceedings. This *filing without proceedings* means that the *King's prosecutor* decides temporarily not to prosecute the suspect. However, if new elements emerge, he/she can always decide to reopen the case.

The *King's prosecutor* determines that the charges are sufficient.

He then has different possibilities:

➤ **The *King's prosecutor* proposes plea bargaining to the suspect**

The *King's prosecutor* may propose to the perpetrator to pay a certain sum of money within a fixed time period. He may make such a proposal when the following conditions are met:

- the perpetrator acknowledges responsibility for the facts;
- the perpetrator provides evidence that the **uncontested** damaged party has been compensated.

If the perpetrator pays this sum of money, the *public action* is extinguished. This means that in the future the perpetrator can no longer be prosecuted and convicted for these offenses.

A *plea bargaining* does not prevent you from claiming in the civil court the compensation of the **disputed** part of the damage that you have suffered.

The acceptance of the *plea bargaining* by the author is assimilated to an irrefutable presumption of guilt.

5. For certain offenses and taking into account the nature of the facts and circumstances of the case, the police may register your complaint in a so-called simplified report (PVS). This PVS remains at the police station, pending the possible addition of new elements in the case to continue the investigation.

➤ **The King's prosecutor proposes criminal mediation**

The *King's prosecutor* may propose a *criminal mediation* when he/she considers it necessary to require imprisonment of less than two years. The criminal mediation will be set up by a justice assistant.

Through an agreement between the perpetrator and the victim, criminal mediation attempts to find a restorative response to material and/or moral harm. It therefore requires the agreement and active participation of all parties. The *King's prosecutor* may also add certain conditions for the perpetrator (medical treatment or therapy, training or community service).

If an agreement on compensation for the damage is found between the perpetrator and the victim, and the perpetrator carries out the additional measure(s), the *public action* is extinguished (in the future, the perpetrator can no longer be prosecuted and convicted for these offenses).

➤ **The King's prosecutor orders a direct summons**

The alleged offender shall be notified of a bailiff's deed citing him directly as defendant before the competent *investigating court*.

A direct summons is only possible before the police court and the criminal court.

➤ **The King's prosecutor determines that strict investigative measures are necessary and requires an investigation**

The continuation of the *investigation* is assigned to an *investigating judge*. When the *investigation* is over, an *investigating court* must decide on the action to be taken, for example a case of dismissal or a reference to the competent court. This is the *Council Chamber*, and, in degree of appeal, the *Indictment Chamber*.

Where a case is to be brought before a court of assize, the case must go through the *indictment chamber*.

The judgment phase

The *King's prosecutor* (after an *information*) or the *investigating judge* (at the end of an *investigation*) may refer the suspect to the ***judge exercising criminal jurisdiction***. The *trial courts* in criminal matters are the police court, the criminal court and the court of assizes.

The normal course of a hearing is as follows: the judge questions the defendant, hears witnesses and any experts and gives the floor to the civil parties. The *Public Prosecutor* then requires the application of the criminal law in the name of society. In so doing, the *Public Prosecutor* may propose a concrete sentence or leave it to the discretion of the court. Sometimes, the prosecution can also ask for acquittal. It is then the defendant counsel who takes the floor, with the possibility for the other parties to respond. The defendant has the last word, and the judge closes the proceedings. The judgment of the case is generally postponed to a later date.



The *judge exercising criminal jurisdiction* may, for example, convict the offender with a sentence and award compensation to the victim.



What steps can you take during the procedure?

In general: you are entitled to legal aid and judicial assistance

First-line legal aid allows you to obtain, during a brief interview, a free first legal opinion (for example, practical information, referral to a service that can help you, or an answer to a simple legal question). Tenure offices are organized in a number of fora (such as the CPAS, *houses of justice*, lay magistrates or various non-profit organizations with a legal service).

If you wish to receive detailed legal advice and judicial assistance or to be represented, you must contact a lawyer. Through **second-line legal aid**⁶, this can be done free of charge, in whole or in part, depending on your income. Second-line legal aid is organized by legal aid offices⁷.

If your financial resources are limited, you can also, under certain conditions, apply through the **judicial assistance** system to be exempted from several costs that the procedure may entail (for example, the bailiff, the consignment fees or the costs of copies of the enforcement record). It is also recommended that you review your insurance policies to see if you are entitled to legal protection.

You can only file a complaint with the police

You will receive from the police a *certificate of complaint* as proof of your complaint. It contains various information, such as the possible course of the procedure, and the steps you can take.

If you do not take any action other than filing a complaint, the *King's prosecutor* will only inform you, in case of prosecution, of the place, date and time of the hearing at the *trial court*.



6. This system replaces the old "pro deo" system

7. Visit www.avocat.be for more information about legal aid

You can file an injured person's statement

What to do

You or your attorney can file an **injured person's** statement at the *King's prosecutor's office*. A standard form is attached to the *certificate of complaint* form, which you can fill in for this purpose.

The injured person's statement states:

- your personal data;
- the fact that caused the damage (place, date, police service, *report* number, suspect, nature of the offense);
- The nature of the damage or the personal interest to be claimed in order to be recognized as an injured person.

There is no fee for the injured person's statement.

Your Rights as an Injured Person

As an injured person, you will be notified:

- of a possible *filing without proceedings* and of its motive;
- the opening of an *investigation*;
- the setting of a hearing date before the *investigating courts* and trial courts.

You may also attach to the file any documents you deem useful.

Warning: Declaring yourself injured is not enough. In order to obtain compensation for the damage incurred you must bring a ***civil action*** (see below).

Civil action before the criminal judge

If you wish to obtain compensation for the damage suffered, you can become a **civil party**. By doing this, you will also benefit from certain specific rights during the investigation and execution of the sentence.

You are strongly advised to consult a lawyer about this. Indeed, the procedures described below are complex and the stakes are high (especially at the financial level). It is therefore essential that you, as a victim, are well informed and advised on this issue.

What to do when no public action has been taken (yet)

If no *public action* has yet been taken (for example, if you have received a notice of *filing without proceedings*), you can bring a *civil action* before the *judge exercising criminal jurisdiction* and take the initiative to start the *public action*.

For infractions and misdemeanors, it is possible to proceed by direct summons. To do this, you will have to summon the author of the facts through a *bailiff*.

As a victim of a misdemeanor or a crime, you may also **sue for criminal damages** with an *investigating judge*.

For this, you must file a complaint accompanied by the lodging of an *application for criminal indemnification* with the *investigating judge* (in person or through your lawyer). To do this, you must deposit a certain amount of money at the *Clerk's office*. It will serve as a provision for legal costs. This money will be returned to you if the suspect is subsequently convicted.

The *investigating judge* will draw up a report of your *claim for criminal indemnification*.

Remember also that you will have to confirm, if necessary, your *claim for criminal indemnification* at the hearing at the *trial court*.

Warning: There can be no direct summons with respect to a minor and the claim for criminal indemnification must be made at the hearing.

How to proceed when a *public action* has already been initiated

If the *public action* has been initiated by the *King's prosecutor*, you can *sue for criminal damages* at each stage of the proceedings: before the *investigating judge*, the *investigating court* or the *trial court*.

Your rights as a plaintiff

As a *plaintiff*, you can not only seek compensation for the damage suffered, but also benefit from a number of rights throughout the criminal proceedings:

During the *investigation*, you may ask the *investigating judge* to consult the enforcement record or carry out a further investigative act.

During the sentence execution phase, you can also exercise a number of rights (see page 28).

Civil proceedings before civil courts

You can bring a *civil action* before the ***civil court*** if, for any reason, you have not intervened in the criminal proceedings. This remains possible even if the *public prosecutor's office* has closed the case.

The *civil court* takes the case by summoning the person who caused the damage, unless all parties are willing to appear voluntarily.

If an insurer intervenes (e.g. after a road accident), it can also be summoned directly. The civil proceedings differ profoundly from criminal proceedings. A *civil action* may also be brought in the civil court (for example, if you have not intervened in the criminal case or if your case has been dismissed).

Before the civil court, you must prove the fault committed. Moreover, if a trial is pending before the criminal court, the civil judge will have to await the closure of this criminal case before deciding. The civil court must also follow the decision taken in the criminal case.

Do not forget that the initiation of proceedings before the civil court also entails costs.

It is also recommended here to seek advice from a lawyer.

The hearing before the criminal court

The court hearings are in principle public. You may, however, request that the hearing be held in camera. The law specifically provides it for victims of certain sexual offenses such as rape or indecent assault. The judge may also order in camera proceedings in the interests of a minor or if the privacy of the parties so requires.

You are strongly advised to consult a lawyer about this. It is important that you as a victim are well informed and advised.

If you are not represented by a lawyer and wish to sue for criminal damages at the hearing, proceed as follows:

- be on time;
- go to the court bailiff and make sure you are in the right room;
- step forward when the president of the court calls the defendant(s) from whom you want to be compensated;
- hand over your file with the necessary documents that establish your damage;
- provide a copy to the defendant's lawyer;
- keep original documents;

- the chair may ask for more information. He/she will acknowledge your claim for compensation.

The matter or its judgement may be postponed to a later date. Take note of this date.

After rendering his/her judgment, the *judge exercising criminal jurisdiction* is required to reserve civil interests. This means that after the criminal judgment, you can still *sue for damages* with a free application, which will serve as *claim for criminal indemnification*. The court which ruled on the *public action* (which pronounced a criminal judgment) must rule on the civil interests.



Appeal: you do not agree with the judgment

You have the option of appealing if the judge refused your compensation claim or you feel that the amount awarded is insufficient.

On the other hand, you cannot appeal against the sentence imposed on the defendant or against his acquittal.

A judgment of the Assize Court is not subject to appeal. It can only be appealed to the Court of Cassation.

The Court of Cassation does not rule on the facts but checks for procedural defects or misapplication or interpretation of the law.

Consult with your lawyer to determine if it is reasonable to appeal.

Decide quickly, as in criminal matters the appeal must be filed in principle within fifteen days at the *clerk's office* of the court that pronounced the judgment. You can get more information at the *Clerk's office*.

The case will be reviewed by a higher court; the place and the date will be communicated to you. The appeal proceedings are almost identical to those set out above. You do not need to *file another claim for indemnification*. In addition, you cannot initially sue for damages in appeal.

The possibility of requesting *mediation* at all stages of the proceedings

By going through this brief description of the procedure, you may feel that you, as a victim or a relative, are confused. Proceedings are ongoing and police and justice services are doing their job. You are confronted with the facts, but also and especially with their consequences. You may have some very concrete and practical questions about the author that you may not be able to answer throughout the court process. Plus, you may also be faced with all kinds of emotions.

The law offers every person involved in criminal proceedings the possibility of soliciting free *mediation*. This can take place at every stage of the proceedings and even at the time of the execution of the sentence. A *mediation* solicited by the victim or perpetrator is not an alternative to judgment. A *mediation* allows the victim and the perpetrator, with the help of a neutral person, to establish a dialogue on the facts and their consequences and to seek opportunities for redress. *Mediation* is free.

A *mediation* allows you and the other party to look for ways to manage the facts and their consequences.

A *mediation* can take place either directly or indirectly. The mediator can talk to the victim and the perpetrator separately and pass on questions and messages from one party to another.

The two parties may also choose to talk to each other. This meeting will obviously be prepared as it should be with each of the parties separately.



The content of these interviews can be very varied and deal with the facts themselves, their causes and their consequences.

What do the parties expect from each other in relation to the past and the future? How are they living through this process? The question of compensation for moral and material damage can also be raised.

Mediation interviews can lead to an agreement on, for example, financial reparation, emotional experience or very concrete questions such as: how are we going to greet each other when we meet on the street?

A *mediation* is confidential and the mediator is bound by professional secrecy. This is also the reason why the parties can decide whether or not to discuss *mediation* with the judge. You may be assisted by a lawyer during *mediation*.

You will find at the end of this brochure the details of the authorized mediation services you can contact.



How to obtain reparation

Your *civil action* was declared well-founded

If the judge sentences the perpetrator for damages and the latter does not pay them of his own free will, you can bring in a *bailiff*. The bailiff may cause the enforcement of the judgment (for example, by seizure of the convicted person's property or income).

Always ask about the costs associated with such a procedure and the possible involvement of your legal protection insurer.

Commission for Financial Assistance to Victims of Intentional Violence and Occasional Rescuers

As a victim, relative, close relative of a missing person or relative of an under-age victim who has suffered significant physical or psychological harm as a direct result of an intentional act of violence, you may, under certain conditions, contact the *Commission for Financial Assistance to Victims of Intentional Violence and Occasional Rescuers*. You can apply for financial assistance with the

commission, even if the author is unknown or is declared irresponsible for his actions.

You must apply with the commission secretary or send the application by registered letter. A pre-printed form can be obtained from the secretary's office.

Warning: The board can grant an aid in equity but does not guarantee a compensation.

The application must be filed within three years. The time-limit shall, as the case may be, be taken from the first decision to take *no further action*, from the decision of the *investigating court*, from the date on which a final decision was taken in criminal matters or from the day from which a decision on civil interests took place after the decision on the *public action*.

You can, under certain conditions, solicit three types of assistance:

- **emergency aid:** This is the financial assistance you can request when any delay in the granting of the aid is likely to cause you significant harm. For example, if, as a result of the offense, you incur important medical costs.
- **main aid:** This is the financial aid that you can claim primarily for the damage suffered. If the perpetrator is known, you must have tried to obtain compensation for your injury, by filing a civil claim, by bringing a civil action or by direct citation, for example.
- **supplementary aid:** This is the financial assistance you can apply for if, after the main aid was granted, the damage gets worse⁸.

8. Further information on the conditions, deadlines and procedure can be found in the brochure 'Financial aid for victims of intentional acts of violence' (available from the Federal Public Service Justice).

What to do if the perpetrator is in prison

When your *civil action* is declared admissible and well-founded, you may in some cases request to be informed and/or be heard when a sentenced person is granted a sentence procedure (specifically prison leave, electronic surveillance or parole).

Otherwise, a procedure before the sentencing judge allows you to be recognized as a victim. The sentencing judge then considers whether you have a direct and legitimate interest.

Under certain conditions, as a victim you are entitled to the following rights:

- the right to **be informed** of decisions concerning the granting of a sentence procedure to the convicted person;
- the right to **formulate** specific **conditions** that could be imposed, in your interest, on the convicted person;
- the right to **be heard** about the specific conditions that may be imposed, in your interest, on the convicted person.

Some examples:

- You may apply to be heard by the Sentence Enforcement Court on the conditions that may be imposed in the event of an electronic surveillance;
- you can also ask to be informed by the Sentence Enforcement Court if probation is granted;
- you can ask to be informed if a prison leave is granted by the minister of Justice.

If you wish to exercise one of these rights, you will have to fill out a victim impact statement, sign it and then file it or send it to the *Clerk's office* of the Sentence Enforcement Court or a *house of justice*⁹. To fill out this document or to obtain further information, you can contact the first-line social reception service of the *house of justice*.

You can always be assisted or represented by your lawyer in the execution phase of the sentence. You can also be assisted by associations approved by the King as *victim services*, for example if you are heard by the Sentence Enforcement Court.

Where can I get help and additional information?

Houses of Justice

In each judicial district, there is a *house of justice*¹⁰. You can apply to its first-line social reception service or to its *victim reception* service.

First-line social services

In the framework of the first-line social services, you can contact a justice assistant who is responsible for welcoming and informing anyone who is faced with justice-related issues or difficulties in specific domains (Including criminal procedure and the rights of victims). You may also be redirected to specialized services when needed.

Victim reception

The victim reception service can, by appointment, provide you with specific information about your legal case.

This service can also offer you the necessary support and assistance throughout the judicial process (from the facts to the execution of the

sentence), for example during the consultation of the file, the hearing at the *Trial court* or the Sentence Enforcement Court, the return of exhibits, etc.

In addition, the *victim reception* service also has the task, depending on the issue, to refer you to specialized services.

Aid services

You can apply directly to the social welfare service for litigants, including a victim assistance service¹¹, the SOS Children team or the nearest shelter, even when no complaints have been filed with the police.

These psychosocial support organizations will take care of you with kindness and respect, whatever your nationality, your social situation, your political or religious convictions, your sexual orientation.

You have the right to request information about the staff of the aid agencies.

9. A blank victim impact statement form can be obtained from houses of justice, the Clerk's office of the Sentencing Court or from the website www.just.fgov.be (click on "Justice from A to Z" under the letter "V").

10. You will find at the end of this brochure the addresses of the houses of justice.

11. At the end of this brochure, you will find the addresses of the Aid Services for the victims.

You are entitled to appropriate psychosocial support:

- You benefit from an escort to enable you to clearly understand and correctly evaluate all the consequences of the offense;
- You receive psychological assistance to help you assimilate the psychological and emotional consequences of victimization;
- You get help as soon as possible after the fact;
- Aid agencies refer you to other specialized services if necessary;
- The assistance offered by the *victim services* and the SOS Children teams is free and without obligation. The victim only contributes financially if he/she is referred to other specialized services or hosted in a shelter.

Aid agencies are independent from the police and the judiciary.

They are accredited and funded by communities or regions.

All employees of aid organizations, including volunteers, are bound by professional secrecy.

You are entitled to privacy and the respect of the confidential nature of the interviews. The information provided cannot be communicated to third parties without your consent.

The proposed assistance can never compromise your privacy.

Your choice of an aid organization is free.

Aid services to litigants including a victim's support service

Victim's Support services can take care of you regardless of the offense, upon request.

However, some services do not take care of victims of traffic accidents or suicide victims.

Provided that you have authorized the police to provide your contact information to *Victim's Support Services*, they will contact you for an interview. This contact takes place as soon as possible after your complaint.

The interviews take place at the *victim's support service* location, in a room guaranteeing the necessary privacy, or at your place, at home, or in the hospital if you are hospitalized.

The *Victim's Support Service* offers not only psychosocial support, but also practical help and legal information to guide you through the world of police and

Justice, insurance and in the area of compensation for damage.

The specially approved *victim's support service* can assist you in the proceedings before the *Commission for financial assistance to victims of intentional acts of violence and occasional rescuers* or if you are heard before the Sentence Enforcement Court.

If you wish, a *victim support service* worker can accompany you to the doctor, the police, the *prosecutor's office* or the court.

You are free to accept or reject the proposed assistance.

SOS Children's Teams

As soon as the SOS Children team is aware of a case of abuse, it invites the persons concerned for an interview. This happens in strict confidentiality. The team makes every effort to ensure that every form of violence ceases, through guidance and advice, and to welcome you and help you as a victim. If the judicial authorities are not yet involved, they will only intervene if there is no other alternative.

Judicial authorities may also refer individuals to a SOS Children's Team. This may be one of the conditions imposed after they intervene.



Reception centers and shelters

If you are unable or unwilling to stay in your dwelling any longer, because of threats, feelings of insecurity or anxiety, you may be welcomed to a place of refuge. You will find temporary shelter as a victim. Shelters are for women only. Their address is secret.

You will, however, be required to contribute to the residence expenses. In order to do so, you can call upon the CPAS.

Reception centers for victims of human trafficking

There are specialized reception centers for victims of human trafficking (Payoke in Antwerp, Pag-Asa in Brussels, and Sürya in Liège)¹². These centers offer administrative and legal support as well as psychosocial support and can also offer a residential center. More information on the escort service and the legal framework can be found on the website www.diversite.be.

Child Focus - help in case of disappearance or sexual abuse of children

If your child has disappeared, has been abducted or has been sexually abused outside the family circle, you can contact Child Focus 24/7, via the toll-free 116000 emergency number.

Child Focus offers complete support:

- You will receive psychosocial support that can help you measure the consequences of disappearance, abduction or sexual abuse.

- You will be supervised in your contacts with the various appropriate services. Child Focus works together with the police, the judiciary and the federal Contact Point "international child abduction" for cases of disappearances and abductions (parental).
- Child Focus also monitors your case with these services.
- The association can actively support the *investigation* by establishing and distributing posters or vignettes in case of disappearance, by providing its toll-free emergency number for witnesses, and its volunteer network.
- In some cases, you may use the financial fund for specific expenses related to disappearance, abduction or sexual abuse. However, Child Focus does not intervene in court costs.

The help provided by Child Focus is completely free.

The center is a private organization of public utility which acts independently from the police and the judicial system.

All employees of the operational team are bound by professional secrecy.

Support groups:

ASBL Parents of Children Victim of Traffic accidents (PEVR)¹³

PEVR was born out of the need for listening, understanding and recognizing the feelings experienced by parents who lost their children in a traffic accident. PEVR is a self-help association whose primary objective is to offer help and support to the families of young traffic victims. To this end, PEVR organizes speech groups, therapeutic week-ends, meetings and assistance by people who have experienced the same tragedy for contacts with insurance companies, the police and the judicial system.

PEVR distributes a newspaper among its members and proposes a website containing a section "Starry skies" and a calendar where a special place is reserved for deceased children. PEVR also endeavors to sensitize the authorities and the judicial system, the police, insurance companies and the medical community to the needs of the families of young traffic victims and to make them take their responsibilities in this area. PEVR intends to draw the attention of so-called 'strong' users and the general public, amongst others through the SAVE action.



12. At the end of this brochure you will find the addresses of the reception centers.

13. You will find at the end of this brochure the PEVR address

Definitions and outline

Explanation of terms commonly used in the text:

Victim reception

Service provided by the judicial authorities to the victims so that they can be treated in a proper and conscientious way throughout the judicial process.

Civil action

Action by which the injured person seeks compensation from the person who caused the damage. There are two possibilities: To *sue for criminal damages* with the criminal court or to bring an action for compensation for the damage suffered in the civil court. The civil judge must, however, await the possible judgment of the *criminal court* before he can settle the case.

Public action

Action initiated by the *public prosecutor's office*, from a claim for criminal indemnification or a direct summons in view of the application of the criminal law.

Victims' Support

Psychosocial or therapeutic assistance. Under the authority of the communities or regions

(Flemish Community, Walloon Region, German-speaking Community and French Community Commission in Brussels). Each community or region can organize victims' support services independently.

Police assistance to victims

Service provided to victims by the police, focusing primarily on the initial care and reception of the victim and on the communication of good basic information to the victim.

Assistance to victims

Includes: *Police assistance to victims*, *reception of victims* and *victims' support*.

Certificate of Complaint

A document you receive when you file a complaint with a police service.

Autopsy

Examination of the body of a deceased by a doctor appointed by the judiciary, a forensic doctor.

Chamber of Indictments

See *investigating court*.

Council Chamber

See *investigating court*.

Filing without proceedings

Decision of the *King's prosecutor* not to initiate (temporarily) prosecution. This decision can be made for reasons of feasibility (lack of evidence, unknown author, for example) or opportunity.

However, it does not affect the right of the victim to *sue for criminal damages*.

The prospective suspect can therefore temporarily no longer be prosecuted by the *prosecution*. Nevertheless, the victim retains the possibility of being *sued for damages*.

Confrontation

During the investigation, you may be asked whether you recognize a suspect as the offender. This confrontation can possibly be done with a one-way mirror, so that the suspect cannot see you.

Inquiry

See *information and investigation*.

Clerk's office

Office in courts and tribunals where the original files of the judicial records are stored.

Bailiff

Person with legal authority to enforce a judgment. For example, the bailiff may intervene when a convicted perpetrator does not voluntarily pay the compensation he was sentenced to pay.

Information

Investigation directed by the *King's prosecutor* for the purpose of investigating the offenses as well as the authors and the evidence and to gather the elements useful to the exercise of the *public action*.

Investigation

Investigation led by the *investigating judge* in order to find the perpetrators of offenses, to gather the evidence. The *investigating judge* may use coercion and order strict investigative measures, such as a search.

When the *investigation* is closed, an *investigating court* decides on the action to be taken.

Commitment

When a suspect is in a state of dementia, in a serious state of mental disability or mental imbalance that makes him incapable of controlling his actions, the judge may decide that the person should be placed, for example, in a Social protection establishment. This is done to protect society from dangerous offenders with mental disorders and to cure them as much as possible.

Investigative Judge

Judge who directs the *investigation*. He also decides whether or not to keep a defendant in pre-trial detention.

Judge exercising criminal jurisdiction

See *trial court*.

Trial court

Court where the judge who decides the merits of the case sits. If the judge considers that the facts are established, the *judge exercising criminal jurisdiction* may convict the perpetrator of a crime and award compensation to the civil party.

In the other case, he acquits the perpetrator. The Police Court, the Criminal Court and the Assize Court are trial courts in criminal matters.

Investigating Court

Court, called *Council Chamber* at the level of the first instance or the *Indictments Chamber* at the level of the Court of Appeal. The investigating court decides, after the *investigation*, how to proceed. Thus, the *council chamber* may decide not to prosecute the defendant or, on the contrary, to send him to the *trial court*. The decisions of the *Council Chamber* may be appealed before the *Indictments Chamber*.

The *investigating court* also decides on the defendant's pre-trial detention.

House of Justice

There is a house of justice in each judicial district. The house of justice fulfills several missions. You can contact it, within the framework of the first-line social service, if you have questions or problems concerning certain specific areas of justice. A justice assistant will welcome you, inform you and, if necessary, refer you to other services. You can also contact the *victim reception* service for specific information about your legal case and receive the necessary support and assistance throughout the legal process.

In addition, judicial houses tasks also consist of social investigations, *criminal mediation*, the guidance of offenders (e.g. persons on parole or under electronic surveillance), the monitoring of independent work sentences and civil missions.

Mediation

The law offers every person involved in criminal proceedings the possibility of soliciting free mediation. This can take place at every stage of the proceedings and even at the time of the execution of the sentence. Mediation solicited by the victim or perpetrator is not an alternative to judgment. Mediation allows the victim and the perpetrator, with the help of a neutral person, to establish a dialogue on the facts and their consequences and to seek opportunities for redress. For further information, you can contact an authorized mediation service or *House of justice*.

Criminal Mediation

Criminal mediation is a measure whereby the *King's prosecutor* proposes to the alleged perpetrator not to prosecute him or her if he/she agrees and complies with one or more measures. The objective of this mediation is to find a restorative response to material or moral damage by means of an agreement between the perpetrator and the victim.

Public prosecutor

See *public prosecutor's office*.

Public prosecutor's office

The *public prosecutor's office* at the correctional court or the police court held by the *King's prosecutor*, assisted by his/her deputies. The *Public Prosecutor's Office* shall be responsible for the normal conduct of the proceedings and for the settlement of criminal proceedings, both in the context of the examination of the case on the merits and of the prior *information and investigation* procedures (For the *investigating courts: Council Chamber and Indictments Chamber*). He/she may decide to waive the prosecution by *filing the case without proceedings*, by proposing a *criminal mediation* between the perpetrator and the victim, or by proposing a *plea bargaining* to the offender. He/she may also decide to prosecute the author before the *judge exercising criminal jurisdiction*. At the hearing, he/she then demands the application of the criminal law, he/she also ensures that the necessary measures are taken for the proper execution of sentences.

General Prosecutor's Office

The *public prosecutor's office* at the level of the Court of Appeal, headed by an *Attorney General*.

Plaintiff

A plaintiff is a person who considers himself or herself to be the victim of an offense for which the *public prosecution* has been initiated seeking to obtain compensation for his or her damage.

Minutes/Report (P.V.)

A document in which the police record all relevant information relating to the offense, and which is usually transmitted to the *public prosecutor's office*.

King's Prosecutor

See *public prosecutor's office*.

Attorney General

See *public prosecutor's office*.

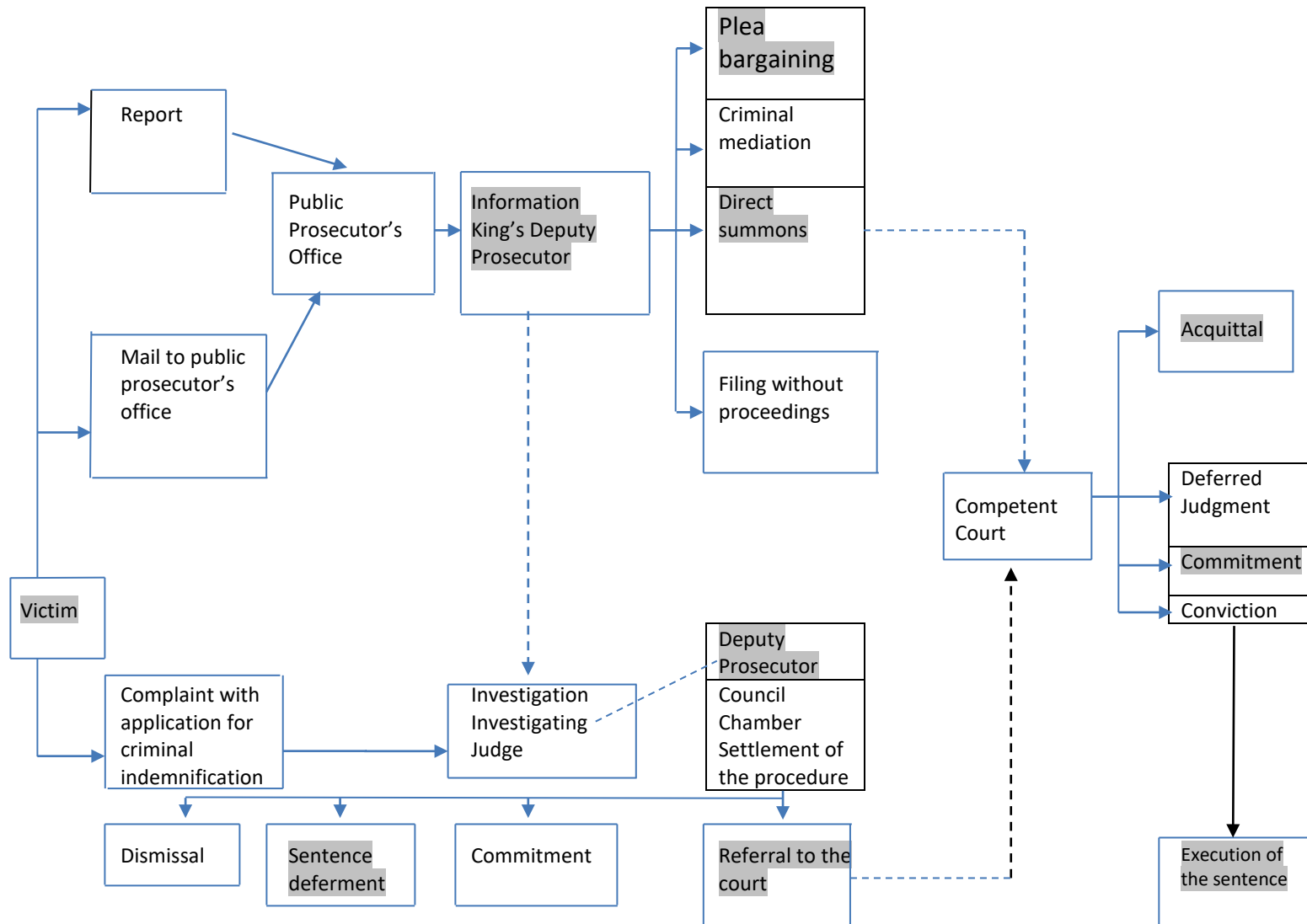
Sexual Assault Set

This set contains a series of instructions as well as tools allowing the physician to collect traces from a victim of sexual offenses (rape or indecent assault). The traces must allow a forensic laboratory to collect evidence, particularly concerning the identity of the perpetrator. The set also contains information for the victim and the police.

Plea bargaining

The *King's prosecutor* may propose to the perpetrator to pay a certain sum of money within a fixed period. He may make this proposal only if the perpetrator acknowledges his guilt and compensates the victim for the damage caused. If the perpetrator pays this amount of money, the *public action* is extinguished (this means that the *King's prosecutor* will no longer be able to bring the case before the criminal court).

Schematic representation of criminal proceedings



Useful addresses and telephone numbers

For requests for information and assistance

Police-related victim services

You can contact the intervening police service or the police station in your neighborhood who will provide you with the necessary information.
www.polfed.be

Victim Reception Services - *Francophone and German-speaking Services*

Arlon

Courthouse – Building D
place Schalbert
6700 ARLON
T: 063 21 44 55

Eupen

Justizhaus
Aachener Strasse 62
4700 EUPEN
T: 087 59 46 00

Marche-en-Famenne

Courthouse – Building D
rue Victor Libert 7A
6900 MARCHÉ-EN-FAMENNE
T: 084 47 02 02

Nivelles

House of Justice
rue des Frères Grislein 21
1400 NIVELLES
T: 067 88 27 60

Brussels

Portalis
rue Quatre Bras 4 (1st floor)
1000 BRUSSELS
T: 02 508 74 05 - 02 519 89 05

Huy

quai d'Arona 4
4500 HUY
T: 085 24 44 11 or 45 47

Mons

House of Justice
chaussée de Binche 101
7000 MONS
T: 065 39 50 20

Tournai

House of Justice
place Reine Astrid
7500 TOURNAI
T: 069 25 31 32

Charleroi

Courthouse
avenue Général Michel
6000 CHARLEROI
T: 071 23 65 89

Liège

Courthouse Annex
rue du Palais 44
4000 LIÈGE
T: 04 220 02 68

Namur

Courthouse
place du Palais de Justice
5000 NAMUR
T: 081 25 17 11

Verviers

Courthouse
rue du Tribunal 4
4800 VERVIERS
T: 087 32 37 83

Dinant

House of Justice
rue de Maibes 5
5500 DINANT
T: 082 21 38 12 ou 38 14

Family

boulevard de la Sauvenière 32
4000 LIÈGE
T: 04 230 51 13

Neufchâteau

rue Saint-Roch 8
6840 NEUFCHÂTEAU
T: 061 27 51 84

Houses of Justice – Francophone and German-speaking Houses of Justice

House of Justice of Arlon

avenue de la Gare 59
6700 ARLON
T.: 063 42 02 80
F: 063 42 02 87
email: maisondejustice.arlon@just.fgov.be

House of Justice of Eupen

Aachenerstrasse 62
4700 EUPEN
T: 087 59 46 00
F: 087 59 46 01
email: justizhaus.eupen@just.fgov.be

House of Justice of Mons

chaussée de Binche 101
7000 MONS
T: 065 39 50 20
F: 065 39 50 54
email: maisondejustice.mons@just.fgov.be

House of Justice of Tournai

place Reine Astrid 7
7500 TOURNAI
T: 069 25 31 10
F: 069 25 31 11
email:
maisondejustice.tournai@just.fgov.be

House of Justice of Brussels

rue de la Régence 63 (4th floor)
1000 BRUSSELS
T.: 02 557 79 11
F: 02 557 76 44
email:
maisondejustice.Brussels@just.fgov.be

House of Justice of Huy

Chaussée de Liège 76
4500 HUY
T: 085 27 82 20
F: 085 27 82 21
email: maisondejustice.huy@just.fgov.be

House of Justice of Namur

boulevard Frère-Orban 5
5000 NAMUR
T: 081 24 09 10
F: 081 24 09 47
email: maisondejustice.namur@just.fgov.be

House of Justice of Verviers

rue Saint Remacle 22
4800 VERVIERS
T: 087 32 44 50
F: 087 32 44 55
email:
maisondejustice.verviers@just.fgov.be

House of Justice of Charleroi

rue Basslé 23-25
6000 CHARLEROI
T: 071 23 04 20
F: 071 23 04 78
email:
maisondejustice.charleroi@just.fgov.be

House of Justice of Liège

boulevard de la Sauvenière 32 box 11
4000 LIEGE
T: 04 232 41 11
F: 04 221 10 22
email: maisondejustice.liège@just.fgov.be

House of Justice of Nivelles

rue des Frères Grislein 21
1400 NIVELLES
T: 067 88 27 60
F: 067 88 27 99
email: maisondejustice.nivelles@just.fgov.be

House of Justice of Dinant

rue de Maibes 5
5500 DINANT
T: 082 21 38 00
F: 082 22 46 70
email: maisondejustice.dinant@just.fgov.be

House of Justice of Marche-En-Famenne

allée du Monument 2
6900 MARCHE-EN-FAMENNE
T: 084 31 00 41
F: 084 31 00 59
email:
maisondejustice.marche@just.fgov.be

House of Justice of Neufchâteau

rue Saint-Roch 8
6840 NEUFCHATEAU
T: 061 27 51 70
F: 061 27 51 79
email:
maisondejustice.neufchateau@just.fgov.be

Second line Legal Aid

www.avocat.be

Arlon Legal Aid Office

Courthouse

Place Schalbert 1

6700 ARLON

T: 063 21 52 76

email: ac.lepage@avocat.be

Permanence every Monday and Wednesday

From 11:00 am to 12:00 pm

Brussels Legal Aid Office

Rue de la Régence 63 - 1st floor

1000 BRUSSELS

T: 02 519 85 59 - 02 508 66 57

F: 02 514 16 53

email: info@bajbxl.be

From September 1st to June 30th: Permanence from Monday to Friday from 8:30 am to 10:00 am and from 1:30 pm to 3:00 pm (close of business: Wednesday and Friday afternoon)

From July 1 to August 31: Permanence only from 8:30 am to 10:00 am

Charleroi Legal Aid Office

Courthouse Boulevard Defontaine 8

6000 CHARLEROI

T: 071 33 40 86

email: baj@barreaudecharleroi.be

Hotline from Monday to Friday from 10:00 am to 12:00 pm except on Wednesday

Dinant Legal Aid Office

Maison de l'Avocat rue En-Rhée 31-33

5500 DINANT

T: 082 22 97 59

email: baj@barreaudedinant.be

Permanence every Friday from 1:30 pm to 3:00 pm

Eupen Legal Aid Office

Aachener Strasse 62

4700 EUPEN

T: 087 59 46 00

email: didier.cremer@pi.be

Permanence every 2nd and 4th Friday of the month at 5:30 pm

Huy Legal Aid Office

Courthouse quay of Arona 4

4500 HUY

T: 085 25 55 88

email: david.lefevre@avocatsdehin.be

Permanence every Tuesday and Friday from 2:00 pm

Liège Legal Aid Office

House of Justice

Boulevard de la Sauvenière 32 box 11

4000 LIÈGE

T: 04 222 10 12

email: baj@barreaudeliege.be

Hotline from Monday to Friday from 10:00 am to 12:00 pm and from 2:00 pm to 4:00 pm

Marche-en-Famenne Legal Aid Office

Rue Victor Libert 7 - 1st floor
6901 MARCHE-EN-FAMENNE
T: 084 21 48 28

email: baj.marche@skynet.be

Hotline every morning from 9 am to 11 am

Mons Legal Aid Office

Court
Street of Human Rights 1
7000 MONS
T: 065 37 97 04

F: 06537 97 05

email: baj@barreaudemons.be

Hotline every Monday, Tuesday and Thursday from 1 to 2:30 pm

Namur Legal Aid Office

Courthouse
Place of the Courthouse
5000 NAMUR
T: 081 25 17 25

email: bajnamur@skynet.be

Hotline every Monday, Tuesday, Thursday and Friday at 11:00 a.m.

Neufchâteau Legal Aid Office

Avenue de la Gare 13
6840 NEUFCHÂTEAU
T: 061 27 83 23

email: c.rion@avocat.be

*Hotline Wednesday from 3:30 to 5:00 pm,
tel.: Every day from 11 am to 2 pm*

Legal Aid Office of Nivelles

Courthouse Place Albert 1er
1400 NIVELLES
T: 067 89 51 90

email: baj@barreaudenivelles.be

*Hotline every Tuesday from 1:30 pm. Registration required from
12:00 to 2:00 pm*

Tournai Legal Aid Office

Courthouse
Place of the Courthouse
7500 TOURNAI
T: 069 87 54 11

email: f.dewasme@scarlet.be

Hotline every Monday at 9:30 am

Verviers Legal Aid Office

Courthouse
Street of Tribunal 4
4800 VERVIERS
T: 087 32 37 93

email: magali.pirard@swing.be

Hotline every Tuesday at 11 am and Friday at 5 pm

Wavre Legal Aid Office

Wavre Town Hall
1300 WAVRE
T: 010 41 49 65

*Hotline every Monday from 2:00 pm. Registration required from 1
pm to 2:30 pm*

Victim Support Services

Francophone Services

> 'Victims' Support' permanence of the social assistance services to litigants

ARLON

Place des Fusillés
Block II B, Suite 401
6700 ARLON
T: 063 60 23 32
email: sasj.arlon@skynet.be

DINANT

Camille Henry Street, 77-79
5500 DINANT
T: 082 22 73 78
email: asj-laique@swing.be

LIEGE I

Rue du Parc 79
4020 LIEGE
T: 04 340 37 90
email: asjliege@skynet.be

NIVELLES

Rue Sainte-Anne 2,
1400 NIVELLES
T: 067 22 03 08
santementale.be/touline

BRUSSELS I

Waterloo Road, 41
1060 BRUSSELS
T: 02 534 28 44
email: autrement@skynet.be

LIEGE II

Rue St Lambert 84,
4040 HERSTAL
T: 04 264 91 82
email: asj.liege2@aigs.be

MONS

Avenue of the Hospital, 54
7000 MONS
T: 065 35 53 96
email: asj.mons@skynet.be

TOURNAI

Rue des Puits water 2-10 box 3
7500 TOURNAI
T: 069 77 73 43
email:
asj.tournai@hotmail.com

BRUSSELS II

Waterloo Highway, 281
1060 BRUSSELS
T: 02 537 66 10
email:
aideauxvictimes@skynet.be

LIBRAMONT

Avenue of Bouillon, 45
6800 LIBRAMONT
T: 061 29 24 95
email: asj-lux@skynet.be

NAMUR

Rue Armée Grouchy 20B,
5000 NAMUR
T: 081 74 08 14
email: namur.asj@busmail.net

VERVIERS

Rue de la Chapelle 69,
4800 VERVIERS
T: 087 33 60 89
email: sasj.verviers@skynet.be

CHARLEROI

Rue Léon Bernus 27,
6000 CHARLEROI
T: 071 27 88 00
email:
espacelibreasbl@hotmail.com

HUY

Rue Rioul 22-24,
4500 HUY
T: 085 21 65 65
www.aideetreclassement.be

MARCHE

Rue Notre Dame de Grace, 13
box 1
6900 MARCHE-EN-FAMENNE
T: 084 44 56 86
email: asjmarche@skynet.be

Mediation Services

To obtain contact information for a mediation service in your area, contact:

Médiante

Avenue Comte de Smet de Nayer 1 box 16

5000 NAMUR

T: 081 22 66 60

F: 081 22 77 60

email: info@mediante.be

W: www.mediante.be

Other specific help instances

Commission for Financial Assistance to Victims of Intentional Violence and Occasional Rescuers

Boulevard de Waterloo 115 - 1000 BRUSSELS

T: 02 542 65 11

Tel Reception

T: 107

W: www.tele-accueil.be

Child Focus

For assistance in the event of the disappearance of a child

T: 116000

Website: www.childfocus.be

Listen to Children

of the French Community

T: 103

The Federation of SOS-Kids Teams

Chaussée de Nivelles, 18 - 1472 VIEUX-GENAPPE

T: +32 067 77 26 47

F: +32 067 77 26 52

email: federation.sos.enfants@skynet.be

W: www.federationsosenfants.be

ASBL Parents of Children victim of Traffic accidents (PEVR)

Rue Léon Theodor 85 - 1090 Brussels

T: 02 427 75 00

F: 02 427 75 01

email: info@pevr.be

W: www.pevr.be

Human Trafficking

ASBL Pag-asa

Rue des Alexiens 16 - 1000 BRUSSELS

T: 02 511 64 64

F: 02 511 58 68

E: pag.asa@skynet.be

A.S.B.L. Surya

Rue hors château 28 - 4000 LIÈGE

T: 04 232 40 30

email: Info@asblsurya.be

Concerning complaints

If you, as a victim, wish to make a complaint about the way you have been treated, the information you have received, the decision taken, you can contact the following addresses:

- **For a police complaint:**
Standing Committee on Police Services
Rue de la Loi 52 - 1040 BRUSSELS
T: 02 286 28 11

- **For a complaint about the working of justice:**
High Council of Justice
Avenue Louise 65 b1 - 1050 BRUSSELS
T: 02 542 16 16

- **For a complaint concerning a magistrate:**
Competent Attorney General

- **For a complaint concerning a lawyer:**
Bar President
Order of the French-speaking and German-speaking bars of Belgium
Avenue de la Toison d'Or 65 - 1060 BRUSSELS
T: 02 648 20 98
F: 02 648 11 67
email: info@avocats.be
Office Hours:
From 9 am to 5:30 pm

In closing

Federal Public Service Justice

Boulevard de Waterloo 115
1000 BRUSSELS
T: 02 542 65 11

Internal Federal Public Service

General Security and Prevention Policy Office
Rue Royale 56
1000 BRUSSELS
T: 02 500 25 15

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National Forum for a Policy in Favor of Victims
Boulevard de Waterloo 115
1000 Brussels
forum.victimes@just.fgov.be
www.droitsdesvictimes.just.fgov.be

É. Resp.: A. Bourlet - Bd de Waterloo 115 -1000 Brussels

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