



CYPRUS POLICE

For a safer community

CRIME VICTIMS

VICTIMS' RIGHTS, SUPPORT
AND PROTECTION

2022

This booklet is issued on the basis of Articles 6 and 8 of the Law that provides for the establishment of minimum standards concerning the rights, support and protection of crime victims (Law 51(I)/2016). You can find the full version of the Law on the Police website: www.police.gov.cy/police/police.nsf/rights_gr/rights_gr?opendocument



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I | GENERAL INFORMATION

(1) Interpretation of terms

Victim means a person who has suffered damages, including bodily, mental or emotional damage or financial loss, which was caused by a criminal act.

Victims are also considered the family members of a person whose death was caused by a criminal act and have suffered damages because of his/her death.

Child means a person under the age of 18.

Victim with special protection needs means a person recognized as a victim with special protection needs following a personal assessment by the Police and other implicated authorities. When the victim is a child, he/she is anyway considered to have special protection needs. These victims benefit from the special protection measures referred to in Chapter VII (3) of this booklet.

(2) Respect

You have the right to be treated with respect and sensitivity, without discrimination, for any reason, including gender, race, colour, language, disability, religion, political or other beliefs, national or social origin, being of a national minority, property, birth or any other status.

II | REPORTING AN OFFENCE

You can submit your complaint at any Police Station. Investigation begins as soon as your complaint is submitted and your written statement is taken.

III | COMMUNICATION WITH THE POLICE AND ESCORT BY A PERSON OF YOUR CHOICE

(1) The right to be understood and understand the information provided

The Police communicates with you in a clear and comprehensible manner, taking into account your personal characteristics, including any disability which may affect your ability to understand or to be understood.

(2) The right to be accompanied by a person of your choice

During your first contact with the Police, you can be accompanied by a person of your choice, unless this is contrary to your interests or detrimental to the progress of the case. In case you are a person with a disability, you can be accompanied by a person of your choice throughout the investigation of your case.

IV | KNOWING YOUR POLICE RIGHTS

(1) The right to know the information of the Police Officer handling your case

You have the right to know the information of the Police Officer handling your case.

(2) The right to interpretation during the first contact with the Police

If you wish to report a crime and you do not understand or do not speak Greek, you can submit your complaint in a language you understand, with the necessary translation and language assistance.

(3) The right to receive information about the progress of your case

Upon your request, you can receive the following information:

- any reasonable decision for non-referral of your case in court
- the time and place of the trial, and the nature of the charges against the offender
- any final court resolution, and
- information regarding the course of the criminal proceedings, unless this is contrary to the proper conduct of the case.

(4) The right to be informed in the case of release or escape of the offender and possible measures of protection

If you wish, you can receive information regarding:

- the release or escape of a person under police custody, accused or sentenced for

an offence that concerns you, and

- any measures decided upon for your protection.

The above information may not be disclosed if there is potential or certain risk of harm to the perpetrator.

V | PROOF OF COMPLAINT

(1) Receipt of proof of complaint

For every official complaint you submit, the Police will give you a receipt with the key information of the offence.

(2) The right to the translation of the proof of complaint

If you do not understand or do not speak Greek you can receive, on request, free translation of the proof of your complaint in a language that you understand. If you are visually impaired, your documents shall be converted in Braille format, free of charge.

VI | PROVISION OF SUPPORT

(1) The right to interpretation and translation

The Police ensures that you are provided with free:

- interpretation, during the investigation of the case, in case you do not understand or do not speak Greek, upon written request, and

- translation of the information obtained during the investigation of the case and which is essential for the exercise of your rights, upon written request.

(2) The right to support by victim support services

If necessary, the Police shall refer you to state or other support and assistance services and shall inform you of the following services:

- State Medical Services
- Mental Health services
- Social Welfare Services
- Educational Psychology Service, in the case of a minor
- Special helpline 1440, for cases of domestic violence victims.
- Non-governmental organizations, depending on the case of victim.

The phones for the above services can be found on the attached annex and on the website of each service.

VII | PROVISION OF PROTECTION

If needed, the Police shall take the necessary measures to ensure your protection, particularly in cases that special protection needs arise. Therefore, the following measures can be taken:

(1) Protection of privacy

Absolute confidentiality and discretion regarding your private life is maintained and any disclosure of your personal

information which may lead to the exposure of your identity, is prohibited.

(2) Protection during the criminal investigation

During the criminal investigation:

- your interview will take place without undue delay, following your complaint to the police,
- the number of your interviews is limited to a minimum and carried out only when it is strictly necessary for the purposes of the criminal investigation,
- you can be accompanied by a person of your choice, unless a reasonable decision to the contrary has been made,
- medical examinations are kept to a minimum and are carried out only when strictly necessary for the purposes of the criminal proceedings.

(3) Protection of victims with special protection needs

In case you are recognised as a victim with special protection needs you have the following at your disposal:

- each interview is conducted in a place especially configured for this purpose,
- each interview is conducted by a professional trained for this purpose,
- each interview is conducted by the same person, unless this conflicts with the administration of justice, and
- in the event that you are a victim of sexual violence, gender violence or violence in close relationships, every interview is conducted by a person of the same sex, if you wish so or provided that it does not affect the course of the investigation of the case.

VIII | COMPENSATION, REIMBURSEMENT OF EXPENSES AND PROPERTY

(1) The right to claim travel expenses as a result of your participation in the criminal procedure

The Republic shall reimburse you for the expenses provided by the Law. For more information regarding the amount, manner and conditions of reimbursement contact the District Police Divisions and the Court Registrar's Office.

(2) The right to compensation

You have the right to compensation by filing a court action against the offender for the offence committed against you. You may contact the Social Welfare Services for more information regarding your right to compensation.

(3) The right to the return of property

Upon the issuance of its resolution, the Court may give instructions for the immediate return of your property, if it was seized during criminal proceedings, unless the seizure is required for the purposes of the criminal proceedings.

IX | RIGHTS OF VICTIMS WHO ARE NOT RESIDENTS OF THE REPUBLIC OF CYPRUS

In the event that you reside in another EU member state and in order to reduce

the difficulties associated with the organisation of the procedure, the Cyprus Police Force will take your statement immediately after the filing of the complaint.

If the offence was committed within the Republic of Cyprus, but your residence is in another EU member state, you can lodge the complaint to the competent authorities of the member state where you reside, provided that you are unable to do so in Cyprus or, in the case of a felony, if you do not wish to do so in Cyprus.

If you lodge a complaint to the Cyprus Police for an offence that was committed in another EU member state and if the Cyprus Police does not have the authority to initiate proceedings, it shall forward the complaint to the competent authority of the member state where the offence was committed.

X | CHILD VICTIMS

If you are a child victim, your best interest is ensured, which is assessed on a case-by-case basis, considering your age, degree of maturity, views, needs and concerns.

You and your parent or guardian, if any, shall be informed of any measures or rights relating to you.

(1) The right to privacy

The Police takes every legal measure to prevent the disclosure of any information that may lead to your exposure.

(2) Special protection needs

The Police:

- ensures that the investigation or the prosecution is not dependent on the lodging of a complaint by you or your representative and that the criminal proceedings may continue even if you withdraw your statement,
- continues the prosecution after you reach adulthood,
- may record your interviews on camera in the framework of the investigation.

During your interviews, you are accompanied by your legal representative or an adult of your choice, unless a reasonable decision has been made to the contrary in respect of that person.

Your interviews are conducted:

- without undue delay, from the moment that the facts have been reported to the police,
- in a place especially configured or adapted for this purpose, if necessary,
- by a professional trained for this purpose or with his/her assistance, if necessary,
- only where this is strictly necessary for the purposes of the criminal investigations/procedures, and their number is limited to the minimum,
- in the case of sexual abuse, the interviews are conducted by professionals trained for this purpose, of the same sex as the child.

XI | PROCEDURE FOR WHEN YOUR RIGHTS ARE NOT BEING RESPECTED

In case you are not satisfied with the services of the members of the Police regarding the above rights, you have the right to submit a complaint to their superiors or/and to the Commissioner for Administration and Human Rights (Ombudsman) and/or the Commissioner for Children's Rights and/or to the Independent Authority for the Investigation of Allegations and Complaints Against the Police, in accordance with the conditions and procedures laid down in the laws governing the operation of the above institutions.

ANNEX

ANNEX

INSTITUTIONS FOR VICTIM SUPPORT

TELEPHONE

+357

First Aid Departments of State Hospitals

Panyprian telephone number 112 / 199 / 1400

Lefkosia 22604011

Lemesos 25801197 / 198

Larnaka 24800370

Pafos 26803145

Paralimni - Ammochostos 23200000

District Welfare Office

Lefkosia 22804600 / 05

Lemesos 25804539

Larnaka 24800260

Pafos 26821600

Ammochostos 23811720

Evrychou 22608400

Educational Psychology Services

Lefkosia 22800806

Lemesos - Pafos 25822850

Larnaka - Ammochostos 24821363

Mental Health Services

Lefkosia

Psychiatric Clinic 22603251 / 22603261 / 22603263

Mental Health Services for Children and Adolescents 22405083 / 22405086

Community Mental Health Center 224022210 / 22305723

Day Center 22313514

Lemesos

Psychiatric Ward of the General Hospital 25801107

Department of Child and Adolescent Psychiatry 25873618

Department of Community Mental Health 25305092

Day Centre 25827162

Larnaka

Mental Health Services 24828768

Mental Health Services for Children and Adolescents 24813164

Community Nursing Service 24828065 / 24828772 / 24818432

Day Centre 24304110 / 24304112

Pafos

General Hospital 26803269

Mental Health Services for Children and Adolescents 26803275

Community Mental Health Service 26803270 / 273

Polis Chrysochous Hospital 26821800

Ammochostos

Outpatient Clinic 23200014

European Helpline for Children and Adolescents	116111
ACCEPT-LOAT Cyprus	99812343
AEQUITAS	25582333
Cyprus Refugee Council	22205959
Cyprus Stop Trafficking	22771063 / 99428952
Future Worlds Center	99673654
Hope for Children CRC Policy Center	22103234
AIDS Support Center	25340305
Movement for Equality, Support and Anti-racism	22878181
Caritas Cyprus Society	22662606
Cyprus Red Cross	22504400
Mediterranean Institute of Gender Studies	22795156
«Stigma» Organisation for Protection of Victims of Sexual Abuse & Exploitation	25109139
Association for the Prevention and Handling of Violence in the Family (SPAVO)	1440 / 22339001
Cyprus Better Internet for Kids Centre	70000116
Cyprus Family Planning Association	1455
Cyprus Youth Board	1410
Wellspring Cyprus (office@wellspringcyprus.com)	

