

# EU action: RESPECT for Victims

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*"No one will listen to me..."*  
*"I'm confused about what exactly I'm entitled to..."*  
*"I'm not just a statistic!"*

Under the new EU laws, all EU countries would have to ensure that all professionals coming in contact with crime victims are **adequately trained to provide sensitive treatment**.

## What would this mean in practice?

### ▪ Properly trained professionals

Victims of crime are often in vulnerable situations. The people who are in direct contact with them — police, lawyers, judges and other professionals — sometimes treat them with indifference, impatience and insensitivity. Instead, they need to be treated with understanding, kindness and respect by all involved.

### ▪ Clear information on victims' rights

People are rarely adequately informed about their rights, and often no one thinks to explain them to

them. Victims need to know where and how to report a crime, what kind of advice, support and protection they're entitled to and how to get it.

### ▪ Recognition for the needs of families and loved ones

Family members — indirectly affected by the crime — deserve the same respect, consideration, advice and support accorded to the victims themselves.

### ▪ Catering to individual needs

Clearly, a victim of human trafficking has different needs to a victim of petty theft. One might need reassuring about protection, while the other just needs to know if their wallet has been found. There must be basic standards for everyone but special treatment for the cases that need it.

### From this...

*"I was assaulted while on holiday. I went to the police station but they didn't even seem interested. I felt like 'just another tourist'. I couldn't understand what they were saying to me and when I got back home, I never heard from them again. I never found out if they caught my attacker. I am still scared to go out at night."*

### ...to this

*"I was assaulted while on holiday. I went to the police station where an interpreter helped me report the crime. They explained my rights to me and told me how to seek compensation. When I returned home, the police regularly kept me informed about the case and I was able to participate in the trial. I even managed to get compensation for my travel costs to the trial. I am happy I was able to put it all behind me."*