Guidance & Information Guide for Victims of Trafficking

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A.S.P.I.D.D.A.:
Developmental Partnership to Promote Equal Rights for Trafficked Persons

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Trafficking in human beings, as it is known worldwide, is an activity based on the exploitation of people by other people and it constitutes a violation of fundamental human rights. Individuals, but mainly organized networks, use various means, such as threats, violence, coercion, deceit, deprivation of freedom and others, to take advantage of the vulnerable position of their victims, in order to obtain financial or other benefits. This exploitation takes various forms, most frequent of which are: exploitation in the sex industry, working under conditions of slavery and the removal of human organs.

Greece is mainly a destination country for victims of trafficking and its legislation foresees specific measures for combating trafficking in human beings and for protecting victims. The Greek State, Non-Governmental Organizations and other agencies undertake various activities, trying to help victims of trafficking to get over the experience of exploitation and abuse that they have gone through and to reintegrate them in the society and the labor market, in such a way as to ensure respect of their dignity and their fundamental human rights.

To effectively provide support and guidance to victims of trafficking, it is necessary to inform them, in a language they can understand, on their rights according to the current legal framework, as well as on the services available for them to use in order to cover their needs. To meet this aim, and taking into consideration that the majority of trafficking victims in Greece are foreign women, the present Guide was prepared and translated in languages spoken by most of the victims.

This Guide is addressed mainly to women victims of trafficking. For this reason, it is written in plain language, so that the basic rights of a trafficking victim in Greece are understandable and clear. However, it can also be used by professionals or by executives of agencies who are active in the field of trafficking and offer services to victims of trafficking, since the information contained in this Guide may contribute to the more effective protection and support of the victims.

In view of the fact that this Guide may be of use to professionals too, apart from the information addressed directly to victims of trafficking (Part A), it was considered important to also refer to the basic provisions of the Greek anti-trafficking legislation (Part B). Moreover, at the end of this Guide, information is given on competent agencies involved in the provision of support services to victims of trafficking (Annex).

This Guide is a product of the Project “ASPIDDA: Combating Exploitation – Creating Perspective”, implemented in the framework of the Community Initiative EQUAL. The realization of this Project has been undertaken by the Developmental Partnership to Promote Equal Rights for Trafficked Persons “A.S.P.I.D.D.A.” and it is financed by the European Social Fund and the Ministry of Employment and Social Protection. Executives of 4 partners of “ASPIDDA” cooperated in order to prepare this Guide:
The contents of this Guide may not cover in detail all the issues concerning an individual case of a trafficking victim, but we believe that the instructions and information contained therein cover at least the basic issues that victims of trafficking need to know, in order to be able to exercise the rights granted to them by the Greek legislation and to take advantage of the measures and services foreseen for their protection and support.

Daniel Esdras,
President of the Developmental Partnership “ASPIDDA”
Chief of IOM’s Mission in Greece
Are you a victim of trafficking in human beings?

Maybe this Guide fell in your hands just when you needed it, when you were asking yourself what you can and what you must do in order to feel free, to stop being afraid or feeling lonely. You may be reading these lines just when you were wondering who could help you, if there is actually someone who can.

All over the world, millions of girls like you become, somehow, objects of exploitation by networks of traffickers which become rich illegally. All over the world, there are millions of girls who have lived exactly the same difficult situations like you. Each one of them has her own story; she suffers her loneliness and her anguish, wondering how she will manage to gain back her freedom. All of them have one common characteristic: they did not choose to become slaves; they did not choose to sell their dignity and their free will.

Recently, an increasing number of countries have begun to realize that they must try to solve the problem of trafficking in human beings. Greece, the country in which you are now, has adopted a relevant law since 2002. Certainly, it is very crucial for our society and for every society, that police authorities manage to catch networks that kidnap, transport or take advantage of juvenile girls or women. However, it is equally important for all of us, that someone looks after these victims, the many women who found themselves in the same difficult spot like you. This law, which we shall try to present below in simple terms, enabled our country to really make important steps to this direction.

We do not want to wear you out with legal terms that are difficult to understand. We neither want to include in this Guide useless information, nor make profound analyses. We only want to share with you certain basic information concerning trafficking in human beings, because we believe that in this case too, information is a powerful weapon in your hands that will prompt you and will give you the courage to escape the awful memories of the past. Because – although you will find around you many people, all of us, who are always ready to help you – if you are well informed, you will also be able to help yourself. And this is extremely important!

So, do you know what is trafficking in women? Do you wonder if this is your case? Trafficking in women can be achieved in various different ways. Do you believe that it is not necessary for you to know them? If you had this Guide in your hands a few years ago, it would be more difficult for a network to deceive you and to take advantage of you. The weapon of illegal networks is the use of physical and psychological violence. Awareness, information and sensitization are your weapons, and the weapons of all of us to combat trafficking in human beings.
The Greek anti-trafficking legislation defines the ways in which trafficking in human beings takes place, as well as those who are criminally prosecuted for this offence. This is very important, since we know well that most networks count upon the lack of information of girls like you, whom they convince to be afraid of the police and the law, either because they were forced to travel with forged, incomplete or no traveling documents at all, either because they had initially agreed to engage themselves in prostitution without knowing, however, the conditions under which they would do it, or for a variety of other reasons. Furthermore, in many cases, illegal networks try to convince you that the traffickers are not in any danger because of their high connections in the police and other agencies of the government.

Therefore, it is important for you to know that the authorities and the law of this country are always on your side, with you, not against you. On the other hand, the Greek anti-trafficking law states that anyone who detains, transports, induces, delivers or collects a girl like you, with or without profit, intending to take advantage of her sexually, is punished. Therefore, you now understand what is written above: that those who should be afraid and should hide from the police and from justice, are all those who manage to deceive young women in various ways and convert them to victims of exploitation, in order to gain huge profits. Nobody is going to accuse you because you came to our country illegally, or because you engaged in prostitution illegally. On the contrary, you will find all of us on your side: the police, justice and us, the sensitive citizens and agencies, who will try to help you close as quickly as possible this difficult chapter of your life.

Further to the list of trafficking ways, the Greek law proceeds to the definition of the means used towards this purpose. Among the cases described, you may find a fragment of your own personal story, indicating how you were forced to submit to the people who exploited you. But do not believe that this element of coercion exists only when violence is used by the members of these networks. The legislator is very careful and accurately elaborates this point. The threat of use of violence, or infliction of punishment like undernourishment, confinement and deprivation or destruction of your traveling documents, are very usual practices and you may have experienced one of them too. Even in these cases, the Greek State recognizes that you are not responsible for your acts, but somebody else has forced you to follow his orders.

However, in order for you to understand better the will of our country to stand by you through its official authorities, the police and the courts, it is important to know the following: according to the law, even in the case that a network of trafficking extracts the consent of a girl for sexual exploitation, using different means, like promises, various tempting gifts or even money, this woman can still be identified as a victim of human trafficking, since the vulnerable position in which she was found is acknowledged.

Therefore, you understand that the Greek State, through its legislation, acknowledges formally and essentially that this difficult and unpleasant experience that you have lived, was not a result of your own choice, even if initially and under certain circumstances, you had consented. Taking this into account, you may
overcome more easily your fears and guilts, you may realize that you were simply a victim of a criminal network and you may in turn, contribute to this collective effort so that other women will not live your own traumatic experience. This can be achieved in two ways: by the arrest and punishment of the members of these illegal networks, but also by the awareness and sensitization of all our fellowmen.
A1. TESTIMONIES AND LEGAL PROCEDURES

What you must know about the preliminary inquiry and interrogation procedures

Once you are in the police station, either arrested by the police because you did not have legal papers (for residence in the country), or because the police raided the house or the bar where people were taking advantage of you and also arrested the offenders (the persons who exploited you), the policemen will ask you certain questions. You have the right to remain silent. Yet, if you do not give them information (in other words if you do not testify), about what the offenders did to you, the police will never know that you are a victim of trafficking and the rights prescribed in the law will not be acknowledged in your case.

If you decide to testify, you must know that:

• In this procedure you are a witness, not the defendant
• If you are not ready to give information, you can request a “reflection period”, in other words time to decide if you will provide information (see below more detailed information about this issue)
• Your testimony is important at this stage:
  (a) as evidence for the punishment of the offenders
  (b) in order to discover more evidence proving that the offenders did whatever you have said, so your testimony will be supported and more evidence against them will be accumulated
  (c) as evidence in order to find offenders who have not been found yet by the police

For this reason, if you wish the punishment of the offenders, it is important to note the following:

1st: You have the right to have an interpreter during your testimony. If you know some Greek, but you are not sure that you understand all the questions or that everything you say is absolutely correct, insist to be provided with an interpreter. If, with the little Greek that you know, you understand that the interpreter, either does not know well your language, or does not translate correctly, ask for another one. If you meet in the police station another girl who is in the same situation like you, knows better Greek than you and she proposes to translate what you are saying, or if the policemen propose it to you, insist that an interpreter is brought.

2nd: When you are giving information to the police, you must remember that only you have lived everything that the offenders did to you. Therefore, only you know the entire truth. The police and later on
the court, do not know the facts, so you must tell them everything from the beginning and not only some fragments of the story that you consider important. In addition, since they do not know your story, often they do not make the right questions, so you must give them all the facts.

3rd: Report only the facts that you are sure about. You can report facts that you are not sure about, but you must declare your uncertainty. If later on you decide to go to court, the judges and the lawyers defending the offenders will have read your first testimony. If you change it then, because in your first testimony you mentioned something you were not certain about and now you have changed your mind, you may give the impression that you are lying. On the other hand, the police may use a minor detail that you remembered in order to find the offenders or to discover an important piece of evidence.

When the police completes its investigation, it will send the entire case file to the public prosecutor. The public prosecutor is a kind of judge who, based on the previous investigation of the police, will gather all evidence in order to decide whether the offenders must be brought to trial and for which offence. The public prosecutor does not take testimonies himself, but he assigns this task to an examiner.

The examiner will take again the testimonies of the defendants. At this stage, there is no trial yet. Possibly, he may ask you to give a new testimony. This does not mean at all that he does not believe you and he is asking you again the same things that you have already told the police. The testimony given to the examiner is more important for the court and it must be thorough, in other words it must relate the whole story from the very beginning. While the testimony to the police is important in order to find evidence and discover the offenders, the testimony to the examiner is important for the public prosecutor so that he can decide whether the offenders will be brought to trial. It is possible that you will not be asked to speak to the examiner. This does not mean that your testimony is not considered important. It means that probably other girls who have been subjected to the same abuse like you, have already testified and the examiner considers that your testimony to the police is enough. Everything mentioned above regarding the testimony to the police applies to the testimony to the examiner.

The procedure of civil lawsuit

As a trafficking victim you have the right to file a petition for civil lawsuit. In plain words, this means that:

(a) You may have your own lawyer who can cross examine the defendants.
(b) You are not a simple witness, but a part of the process. In other words, you can see all the documents and all the testimonies related to the case.
(c) You can file a claim for damages from the offenders on the basis of their actions against you. You can file a petition for civil lawsuit until the beginning of the trial.
The victim’s identification by the public prosecutor

As we explained above, in order for you to enjoy all the above-mentioned rights, the person responsible to decide if you are a victim of trafficking in human beings is the public prosecutor. If you have come to Greece legally (with passport, visa etc, depending on your country of origin), then the public prosecutor identifies you with his final conclusion. The public prosecutor’s findings will mention which offences have been committed by the offenders and against whom. If his findings mention that the offenders have committed the crime of trafficking against you, this means that the public prosecutor identifies you as a victim.

If you have come illegally to our country (with a forged passport, or without the visa required, or if you initially came with a visa that has expired), then the police will issue against you a decision of deportation (in other words, a decision to return to your country because you were found to be in Greece illegally). This does not mean that you will be expelled from the country. Since the public prosecutor considers it necessary for you to remain in Greece for the trial, he may order the suspension of the deportation. This document of deportation suspension also constitutes a victim identification.

Based on the deportation suspension, you may obtain a residence permit in Greece (information on this permit is given below). Even if you want to return to your country (repatriation) it is important that a deportation suspension is ordered and that you return to your country without being deported. Even if a deportation suspension is ordered and a residence permit is issued, it does not mean that later you cannot decide to return to or simply visit your country. If you have no traveling documents at all, you can ask the embassy or the consulate of your country to issue a temporary document and then travel to your country to obtain a new passport.

What is the reflection period?

From the moment that you are in touch with the police (either because they found you, or because you contacted them), something that is very important for you to know, is that you have the right to ask representatives of Greek justice and specifically the public prosecutor, to give you a certain period of time in order for you to consider if you wish to cooperate with the authorities and facilitate the task of the arrest and indictment to trial of the people who exploited you.

This period of time is called “reflection period“ and you can use it to assure yourself about the correctness of your next moves. Nobody forces you to give information concerning the individuals who were involved in your being trafficked and sexually exploitation and especially, you must not worry that a certain punishment will be imposed on you if you do not cooperate with the authorities. The purpose of this procedure is to allow you to calm down and to think more clearly what you really want to do and to do it freely, without being influenced by the traumatic experiences of the threatening presence of the offenders.
According to the law, the reflection period cannot be longer than one month, unless you are under 18 years old. In this case, it is possible for the reflection period to be extended for one more month.

If you do not have legal documents for your residence in Greece and a decision for your deportation has been issued, this decision will not be executed in case you have been granted a reflection period; this suspension applies until you reach your final decision.

During the reflection period, but also in the following stages, you must not feel alone. The police and the public prosecutor’s authorities will ensure your protection and safety. Also, if you do not have any money, the State is obliged to provide you with adequate living conditions. In case you exercise your right to request a reflection period, it is most essential to seek the assistance of Non-Governmental Organizations, which involve themselves in cases like yours and try to assist victims of trafficking. Furthermore, the Greek State ensures your medical and pharmaceutical care, free of charge, in case you need it.

If you decide to use the reflection period, you must not feel insecure if you finally decide not to cooperate with the authorities and help their activities. Be sure that the Greek authorities are bound by the law to ensure your safety and protection and to provide you with all the necessary assistance you might need. For example, they can provide you with translation and interpretation services, if you do not know the Greek language, or if you cannot express yourself easily and exactly because you know only a little Greek. In addition, they can provide you with the necessary legal assistance.

Finally, some important issues that you must know about the reflection period are the following:

1st: During the reflection period you cannot be granted a residence permit. This permit is granted only in case you decide to cooperate with the authorities and help them arrest the people who took advantage of you.

2nd: The reflection period will cease to exist and you must be deported in case it is discovered by the police or the public prosecutor that you have reestablished your relations with the people who took advantage of you, or in case this is considered necessary for reasons of public order and safety.

3rd: During the reflection period, you have the same rights with identified victims (except for the grant of a residence permit). Also, during the reflection period you can request medical and pharmaceutical care, psychological support and accommodation (see the next part).
What happens in case you are not identified as a trafficking victim

In order for the Greek State to decide if you are a victim of trafficking and offer you the protection foreseen in such cases, you must give information to the police and to the examiner, otherwise nobody will know that you are a victim. If you do not wish to declare that you are a victim of trafficking, then you must know the following:

- If you have come to Greece legally and your residence here is legal, no other consequences are foreseen for you (unless you have committed an offence).

- If you have not come to Greece legally or if your residence here is illegal, then you will be deported (in other words, you will be obliged to return to your country) due to your illegal entry and residence in Greece. Also, in this case, your name will be included in the list of undesirable persons and you will not be able to return to Greece for several years.

- If you had a passport when you came to Greece, but you were not granted an entry visa, then you will be asked to pay a fine during your exit from the country. If you do not have any money, you will sign a declaration stating that you did not pay that fine and you will receive a copy of this declaration. If later on you wish to return to Greece, you must pay that fine at the point of entry and specifically at the passport control. That fine is also valid in case you do not have a passport and the Embassy of your country in Greece grants you a temporary traveling document to enable you to return to your country.

All the above may happen even if the public prosecutor does not order a suspension of deportation, in other words, if he is not convinced that you are a victim of trafficking in human beings and does not officially identify you as such.
Fundamental Victim’s Rights during the Reflection Period and after Identification

Right of accommodation in a Shelter

One of the measures foreseen in Greece for the protection and support of trafficking victims who do not have enough financial means, is the operation of shelters for their accommodation. These shelters are either run by the State or by Non Governmental Organizations. In both cases they may accommodate you if:

(a) you have already been identified by the public prosecutor as a victim of trafficking, or
(b) you have been granted a reflection period (and for its entire duration, in other words for 1 month if you are above 18 years old or for 2 months if you are under 18) in order to decide if you will testify in a trial against your traffickers; this is necessary so that you can be identified as a trafficking victim and be able to stay in the country under this status.

As soon as you are identified as a trafficking victim by the public prosecutor, but also during the reflection period, you have the right to request accommodation in one of the shelters that exist in Greece. The police are obliged to inform you that you have this right and to provide you with correct and thorough information concerning the services that may be offered to you. Also, if you decide to exercise this right, the police must organize your safe transport to the location of the shelter, in cooperation with the agency that will accommodate you.

Can a girl who has neither been identified by the public prosecutor as a victim of trafficking nor has she been granted a reflection period, be accommodated in a shelter?

State shelters do not accept victims who do not belong to either one of the above two categories. In other words, even if you are a victim of trafficking, they cannot offer you accommodation if you have not contacted the appropriate authorities (like the police) in order to inform them about your case.

The shelters run by Non-Governmental Organizations can offer you temporary accommodation for a few days, if they decide, after their contact with you, that you are a victim of trafficking. However, even in this case, you will be offered accommodation on condition that you will accept to contact the appropriate authorities in order to inform them about your case. If you express the wish not to contact the authorities and your residence in Greece is illegal, then you must return to your country.
Which services are offered in the shelters?

Services provided in each shelter depend on the scope of its operation and on the personnel or the means that it possesses, but also on your own needs and demands. Except for accommodation, you will be offered psychological and social support, medical care and legal assistance. Some shelters offer Greek language lessons or train you in a certain field, so as to make it easier for you to find a job and be integrated in the local society.

Some basic things that you must know about your accommodation

As soon as you arrive at the shelter, its personnel will inform you about its operation rules that must be adhered to by the individuals who are or will be accommodated in it. The adherence to specific rules is very important and for this reason, the personnel must brief you in a language that you understand, if you do not speak Greek. The briefing may be done orally, in the presence of an interpreter or by the supply of printed material in your own language.

When you have been briefed about the shelter’s operation rules, you will be asked to sign a relative document stating that you accept them. The shelter’s rules may be considered strict in some cases, but they must be adhered to for the safety and uneventful stay, not only yours but also of the other victims staying there. Therefore, it is important that you accept them by signing the relevant document, so that the shelter’s personnel may help you and cooperate with you in the best possible way, in order to meet your needs. The rules of operation may differ from shelter to shelter, but in all of them certain basic things apply and we mention them below, since you must know them.

During the first days of your stay in the shelter, certain precautionary medical tests are carried out in public hospitals; these tests are necessary in order to find out if you have any health problem that must be treated medically.

Also, during the initial period of your stay in the shelter, for security reasons, your going-outs may be limited only to scheduled visits to services and agencies (such as hospitals and the police) and you will always be escorted by the shelter’s personnel. This is done because you will need a certain period of time until you are able to adjust to the shelter’s environment, to recover your strength and to think calmly about what you want to do, especially if you have been granted a reflection period. The first days are important for the personnel too, since they must check your needs and cooperate with you in order to help you in the best possible way.

It is important to know that the use of alcohol, drugs, mobile phone and sharp instruments is prohibited in the shelter, during the entire time of your stay. For that reason, your personal belongings are checked when you are admitted in the shelter. If items like the above mentioned are found in your luggage, they are surrendered to the personnel, which in turn is obliged to return them to you on the day of your departure from the shelter.
If during your stay, your request for accommodation is changed for any reason and you decide to leave the shelter, you must inform the personnel in time, so that it makes the necessary arrangements for your safe departure. Also, you will have to sign a document where you will declare in writing that you are leaving because you want it (voluntary departure).

Also, in case you wish to leave before the necessary legal documents have been issued, you must do so after informing the police and public prosecutor’s authorities.

**Your rights during your accommodation in the shelter**

During your stay in the shelter, the following rights must be respected. In particular the personnel must:

- Inform you in a language that you understand, about your obligations and rights, as well as about every issue that concerns you
- Maintain confidential, records and information that concern you
- Offer you services on which you have agreed too
- Treat you with dignity and respect
- Treat your cultural differences with sensitivity
- Respect your personal belongings
- Allow you to express your disagreements concerning services offered to you or activities made on your behalf
- Allow you to see documents of your personal file

Also, during your accommodation in the shelter, you will be able to contact your relatives in your country in order to inform them that you are in a safe place.

In case you feel that your rights are violated or you are dissatisfied by the services offered to you or by the way you are treated, you have the right to request a meeting with the shelter’s Manager to express your complaints.

**The right to medical and pharmaceutical care**

During the reflection period, but also after you are identified as a victim of trafficking, if you are uninsured and you do not have enough financial means, you are entitled to free of charge medical and pharmaceutical care and hospital treatment in any Service of the National Health System (public hospitals and health services). This right is granted to you until the trial of your traffickers is completed and a final verdict is issued.

In order to have medical and pharmaceutical care free of charge, first you must obtain a relevant certificate by the appropriate Police Headquarters that was involved in your case and carried out the preliminary inquiry.

If you are accommodated in a shelter, it will undertake to send you to public hospitals and health services, which must cooperate with it in order to offer you
the treatment that you need or carry out any medical tests that are considered necessary for you.

**Right to education and training**

If you are a minor (up to 18 years old), you have the possibility to register in a public school where reception classes or tutorial sections or intercultural educational programs are taking place.

If you are up to 23 years old, it is possible to register in a school of Technical and Professional Education (TEE) or in educational programs carried out by the Manpower Employment Organization (OAED) of the country. In fact, your registration can take place even if the maximum number of persons that can be registered in a TEE school or can be included in an OAED program, is completed. Also, it is not necessary to observe the formal procedures foreseen for other individuals. What is required, however, from you is to have the necessary qualifications (e.g. certain basic knowledge) in order to be able to register in the school or follow an educational program.

Except for the above, the public agency “Epangelmatiki Katartisi S.A.” (“Vocational Training S.A.”), which plans training programs, is organizing special programs for victims of trafficking who have completed the 15th year of their age.

Ask the shelter’s personnel to inform you about all the above and about the possibilities you have to educate yourself or to participate in a training program; also, this personnel can contact the appropriate educational and training services. However, you can contact directly the appropriate services, with the help and guidance of the shelter that accommodates you or with the help of a Non-Governmental Organization that offers information and guidance services to victims of trafficking.

In the Guide’s Annex there are details for communication with agencies and organizations from which you can receive more information.

**Your right to return to your country (repatriation)**

If during the reflection period you decide that you do not want to cooperate with the authorities and consequently you must be deported, then the State, in cooperation with the International Organization for Migration (IOM) will ensure your safe return to your country. This procedure is called “repatriation”. If you finally decide to return to your country, you have the right to be repatriated even if you had been granted a residence permit in Greece.

In case your passport is not in your possession (either because it remained in the hands of your traffickers, or because it was retained by the police as an element of the brief), the necessary contacts with the Consulate or the Embassy of your country in Greece must be made in order to issue a temporary passport. When
you obtain your temporary passport, IOM will arrange your return to your country safely and without any financial charge to you.

In case you are a minor, the appropriate Public Prosecutor for Minors must consent to your repatriation.

The International Organization for Migration (IOM) and the Non Governmental Organizations can help you with the procedures concerning your repatriation. Specifically:

(a) The International Organization for Migration can cover your travel expenses.
(b) The International Organization for Migration, in collaboration with Non Governmental Organizations can help you arrange your flights and issue your ticket.
(c) IOM and NGOs can also help you in the process required for the issuance of your traveling documents (passport) and they can escort you to the airport or to the place from where you will leave the country.
(d) IOM and NGOs can arrange your contact with IOM Missions and other Organizations that will help you in your country.
(e) They can even help you in special cases, as for example, if you must travel while being wounded, or if you need to be escorted during your trip.

It is important to know that repatriation is different from deportation in the following way:

✓ In the case of deportation it may be necessary for you to be held in a police station until the day of deportation, while in the case of repatriation you will be accommodated in a shelter until the day you leave the country.

✓ In the case of deportation the police authorities will transport you till the borders of your country and then they will cease to look after you, while in the case of repatriation you are escorted safely till your town and from there, IOM office in cooperation with local Non Governmental Organizations will offer you support and assistance so as to facilitate your social reintegration.
The right to request residence and work permit in Greece (it applies only to identified victims and not to persons in reflection period)

If you have been identified by the public prosecutor as a victim of trafficking, on condition that you have agreed previously to cooperate with the authorities, you have the right to remain in the country in order to assist the legal-judicial procedure for as long as it lasts and until the court issues a final verdict concerning your case. For this reason, you are granted a residence permit as victim of trafficking, which has duration of one year, but may be renewed after its expiration, for one more year, until all the legal and judicial procedures of your case have been completed.

A residence permit in Greece can be granted for other reasons too, such as work, studies, family reunion etc., under certain conditions foreseen by the Greek law. In your case, you are granted initially a residence permit so that all the legal and judicial procedures related to your case are completed. And since your assistance is very important, your residence permit is granted more easily than in other cases of foreigners. More specifically, you do not need to have a passport or to pay a fee to the State (a certain sum of money) that is foreseen for the issue of residence permits for other reasons.

Who grants or renewal the residence permit and by which procedure

The residence permit is granted and renewed by the Ministry of Interior, Public Administration and Decentralization and, specifically, by the Ministry’s Directorate for Aliens and Migration. In order to grant or renew this permit, a relevant application must be submitted to the Directorate for Aliens, together with a number of supporting documents. The submission of the application must be made by you, personally, or by an authorized lawyer or by the public prosecutor who identified you as a victim of trafficking.

The procedure foreseen in order to be granted the residence permit includes the following steps:

- Filling in of the relevant application in duplicate (2 copies). This application can be obtained from the Municipality of the region where you live.

- Submission of the application to the Directorate for Aliens and Migration of the Ministry of Interior, together with all the necessary documents, which are the following:
  1. 3 colour photos
  2. Certified photocopy of a valid passport (if you do not have a passport, see below what is foreseen in this case for the issue of the permit)
  3. Order of the Public Prosecutor’s authority, in other words an identification decision of the public prosecutor
The submission of the application must be made:

- by you, personally, or,
- by the competent Public Prosecutor (in other words, the one who identified you as a victim)
- Or by an authorized lawyer (in this case, your Authorization to the lawyer is submitted as the fourth supporting document of the application)

Upon submission of the application and all the necessary supporting documents, you are granted a temporary certificate that is valid till the residence permit document is issued. The regular residence permit document is issued after approximately one month and it is valid for one year, as mentioned above. This document can be collected by you, personally, or by a lawyer authorized for this purpose by you.

The procedure foreseen for the renewal of the residence permit is similar to the one for the issuance of the original permit. The only difference is that in the case of the renewal, except for the supporting documents mentioned above, a fourth supporting document is also submitted:

- A certified photocopy of your current residence permit

In case an application is submitted for renewal of the residence permit, that application must be submitted before the expiration of the valid permit.

**What happens if you do not have a Passport to submit in order to be granted a residence permit**

As mentioned above, the Passport is one of the supporting documents required in order to issue or renew a residence permit. However, it is possible that you do not have a passport, since it may have been retained by the traffickers.

If you do not have a Passport to submit together with your application for the issuance of a residence permit, the Embassy or the Consulate of your country in Greece provides you with a temporary passport. You can travel to your country with this temporary passport in order to obtain a regular Passport and when this is given to you, you can return to Greece once more and submit it together with your application for residence and work permit.

The trip to your country in order to obtain a new Passport and your safe return to Greece and to the shelter that probably accommodates you, are made with the assistance of the International Organization for Migration, in cooperation with other appropriate agencies.

Except for the above mentioned procedure, it is possible that the Embassy or the Consulate of your country in Greece may carry out all the necessary steps so that a regular passport will be sent to you and thus, it will not be necessary for you to travel to your country. This depends on the Embassy or the Consulate of each
country. In such a case and until you receive your regular passport, you will be given a document that will be valid temporarily as a residence permit.

**Which other basic right is granted to you by the residence permit**

The residence permit that is granted to you as a victim of trafficking, not only allows you to stay in Greece, but it also ensures your access to the labor market. In other words, it is valid as a work permit too, helping your integration in the local society, where you can work legally until the trial of the individuals accused for your trafficking is completed. When you try to find a house and work, you may ask the assistance of a Non Governmental Organization or the shelter that accommodates you. Also, you can contact the services of the Manpower Employment Organisation (OAED) in order to receive information concerning the existing programs for support of people who are facing difficulties in finding a job.

In case you find a job in Greece, you must follow certain procedures so as to work legally, with all the rights and obligations involved. Specifically, you must do the following:

- Make sure that the appropriate Tax Office will provide you with a Taxpayer’s Identification Number (AFM)
- Register in the Social Security Institute (IKA) which will issue your Health Care Booklet

You can receive detailed information about the above procedures from the shelter’s personnel, but also from the citizens’ service departments of the Tax Office and IKA.

In case you cannot find work, it is possible for you to be enlisted in a vocational training program or a program of subsidy of an employer to offer you a job. For one of those two alternatives to happen, you must fulfill certain prerequisites and also, such programs must be available by the appropriate agencies.

**Cases when the residence permit is not renewed or it is revoked**

The residence permit granted to you each time, is not renewed (if it has expired) or it is revoked (if it is still valid), in one of the following cases:

- **(a)** If you reestablish actively and willingly your relations with the presumed offenders of the acts that you have denounced.
- **(b)** If the competent authority considers that your cooperation with it or your complaint is fraudulent or excessive.
- **(c)** When you stop cooperating with the authorities.
- **(d)** If the relevant procedure is interrupted by initiative of the competent public prosecutor’s authority or judicial authority.
- **(e)** When an irrevocable verdict has been issued by the court, with which all
the legal and judicial procedures related to your case are completed and therefore, there is no reason for you to remain anymore in the country.

Possibility of grant of a residence permit for another reason

If what is mentioned in point (e) above happens, in other words if all legal and judicial procedures have been completed and an irrevocable verdict has been issued by the court concerning your case, but you wish to continue living in Greece, then you must request a residence permit of another type (in other words, not as a trafficking victim, but for another reason). This must be done within one month from the date of completion of the relevant procedure and the issue of the irrevocable court verdict.

In case you request a residence permit of another type and depending on the reason you declare that you wish to stay in the country, the same conditions and supporting documents foreseen for all other foreigners, will also apply to you. For example, you will pay the fee foreseen for the issuance of a residence permit in the country, which did not apply when your permit was granted to you as trafficking victim.

A residence permit for another reason is granted by decision of the Secretary General of the Region to which your residence belongs. You must submit the application and all the supporting documents required, to the appropriate Service of the Municipality or the Community of your place of residence. The employees of this Service will inform you about the supporting documents that you must submit. If you submit all the required supporting documents, you will be granted a temporary permit, which you will keep until the final one is given to you.
A note concerning all the above mentioned procedures

You must know that the procedures described above such as, for example, the issuance of a temporary passport, but also the grant of a residence permit, need a certain time in order to be completed, since the documents required must be gathered, they must be processed by the appropriate services and the certificates must be issued. In addition, the cooperation of many agencies and services is required and this makes the whole process difficult and time consuming.

Children Victims of Trafficking

The Greek State foresees measures of increased protection to minor trafficking victims (up to 18 years old). Except for what is foreseen above, in case you are not escorted in Greece by your parents, or by any other relative, the Greek State will try to find your family. Also, it will carry out all the necessary actions in order to ensure you legal representation during all the time that your case is being examined, but also within the scope of the legal procedure.

The Public Prosecutor for Minors is the competent officer for cases of minors and he is responsible for your protection.
How Can Non Governmental Organizations Help You

Non-Governmental Organizations involved in cases of trafficking in human beings and in the support of victims, can considerably help you in all the situations described above. These Organizations work with very experienced personnel and they have helped many girls who have been victims of exploitation.

Some Organizations that exist in Greece run shelters for the accommodation of victims and can offer you various supporting services. Others may not have the possibility to accommodate you, but they may offer you other services, such as:

- Medical and pharmaceutical care and assistance in order to cope with health problems
- Psychological and social help
- Support during the legal and judicial procedures, until they are completed
- Information on what is foreseen by the Greek anti-trafficking legislation and on your rights, depending on the stage of your case (in other words if you are in a reflection period or if you have already been identified as a victim of trafficking)
- Assistance in order to return safely to your country, if that is what you wish (repatriation)
- Greek language lessons that will help you both in your everyday communication and later in trying to find a job
- Training in order to acquire qualifications (e.g. learning how to use computers) that will assist you in finding a job
- Assistance in finding a home and work, if you decide to stay in Greece and you have been given a residence and work permit

If you have not yet contacted a Non-Governmental Organization, ask the police to bring you in touch with one of these Organizations that operate in Greece, which will:

(a) inform you in detail about the procedures described above and explain to you at which stage exactly you are

(b) inform you through a lawyer, about your legal rights and about the problems that you may encounter and help you make your own decisions

(c) offer you psychological support and guidance in specific issues that worry you
(d) offer you accommodation in a safe shelter, if you have such a need

Certain Non-Governmental Organizations may provide you with a lawyer for the procedure of civil lawsuit.

In the last pages of this Guide, we mention some Non-Governmental Organizations in Greece that you can contact for further information and guidance.
Until 2002, Greek legislation against trafficking in human beings was inadequate and old fashioned and did not allow to effectively counter this phenomenon, in the way it had recently evolved. Also, it was not in conformity with the relative international and European legislation to combat trafficking in human beings and provide assistance and protection to victims.

The review of the legislation began in 2002. In 2004, the National Action Plan for Combating Trafficking in Human Beings was adopted; it contains the basic principles for effectively dealing with this phenomenon, protecting the victims, as well as establishing close cooperation among competent governmental and non governmental agencies.


Law 3064/2002, revised articles 8 (h), 73 p. 1, 338, 339 p. 1, 340, 344 (a), 348 p. 3, 349, 350, 351, 353 p. 2, and added articles 323A, 348A, 351A in the Greek Penal Code. This law penalizes all the forms of trafficking in human beings; it defines the sentences that are imposed to the offenders and the cases that may lead to the increase of the sentence (aggravating circumstances).

P.D. 233/2003 was issued in order to regulate matters relating to the protection of and assistance to victims of human trafficking. Its provisions refer to the measures of protection and assistance enacted by the Greek State in order to support persons who have been officially identified as victims of trafficking in human beings (identified victims).

Finally, recently, the Greek Parliament adopted Law 3386/2005 that refers generally to the entry, residence and social integration of foreigners who live in Greek territory. In articles 46-52 of this law, reference is made to the right of victims of trafficking in human beings to obtain a residence permit and a work permit in Greece, as well as to the possibility of granting a reasonable period of time so that the victims can decide whether to cooperate with the Greek prosecuting authorities for the punishment of the offenders (reflection period).

According to the existing laws, the Public Prosecutor of the Court of First Instance is competent for the identification of the victim’s status; he identifies the victim and at the same time he prosecutes the persons
alleged to be the offenders. To proceed with the identification, as well as for the prosecution, the public prosecutor is based on evidence collected by the police, during the process of preliminary inquiry. Also, during this procedure, the Public Prosecutor may suspend any other penal charge that had been brought against the victim (e.g. for violation of regulations of the legislation concerning migration).

The victims, during the reflection period, which lasts one month from the moment that they have been found by the Authorities, must decide whether they want to cooperate with the Authorities in order to prosecute the persons who took advantage of them. If they decide such an action, they are given the choice either (a) to remain in Greece where they will be granted protection as foreseen by the law and also they will have the possibility to work, or (b) to be repatriated.

The identified victim, who has expressed the desire to remain in Greece and to cooperate with Greek Judicial Authorities, has access to all measures of assistance and protection that have been enacted by the Greek State. These measures include housing, medical and pharmaceutical care, psychological support, legal counseling and assistance, as well as the repatriation of the victims who wish to return in their countries of origin. The above measures of protection and assistance are offered by State agencies, as well as by non governmental and international organizations. The above mentioned protection is also granted to potential victims during the reflection period.

**Briefly, the most basic points of the legislation in force, are the following:**

- The Greek Law penalizes all forms of trafficking in human beings, in other words trafficking in women, men and children for sexual exploitation, work exploitation, removal of body organs and use in armed clashes.

- Trafficking in human beings is punished as a felony. The offenders are punished by a jail sentence up to ten years and a fine. In case of aggravating circumstances (child victim, abuse of authority, heavy bodily harm or death of the victim, exercise of the criminal activity as a profession), the offenders are punished by imprisonment of at least ten years and the fines imposed may reach up to 100,000 euros.

- The Greek Legislation foresees an imprisonment sentence of at least six months for persons who consciously use victims’ services.

- In cases of minor victims of trafficking in human beings, increased protection is foreseen.

- Potential victims of trafficking in human beings (victims that have not yet been officially identified by the public prosecutor), are granted a reflection period of one month, so that they can decide if they wish to cooperate with the Greek police and judicial authorities in the prosecution of their traffickers. During that time, potential victims have access to all measures of support.
and protection provided for identified victims (except for the right of grant of residence and work permit).

- Identified victims who declare that they wish to cooperate with Greek authorities in the prosecution of the offenders, have the right to be granted a **residence permit** in Greece. This permit has a duration of one year and is renewable for as long as the penal procedure lasts. Also, it stands for a work permit and it is granted to victims without them having to pay the required fee to the State. When the above mentioned permit cannot be renewed (because the penal procedure has been completed), victims may request a residence permit for a different reason (work, marriage etc.), according to the law.
Information on Agencies and Organizations offering services to Victims Of Trafficking
Help Lines

✓ 197 (for calls from Athens) and 210197 (for calls from other cities of Greece)
Helpline of the National Center of Social Solidarity (EKKA). It operates on a 24-hour basis and offers counseling, information and urgent assistance to persons in need.

✓ 1056
Help line of the NGO “THE SMILE OF THE CHILD”, that operates on a 24-hour basis, 365 days a year. It receives complaints by people who are not afraid to tell their name, as well as anonymous complaints concerning cases of abuse, exploitation or disappearance of children; also, the staff answering this line offers advice to children and parents.

✓ 800 111 4400 (for calls from fixed phones) & 210 7786800 (for calls from mobile phones)
Urgent help line of the European Women’s Network.
Anti-trafficking Police Units all over Greece. These Units aim at combating trafficking in human beings. You can contact them to ask for help:

- Social Security Direction, Tel.: 210-6977778 & 210-6977785
- ATTICA Security Division / Vice Squad: Tel.: 210-6476921 & 210-6476224
- ATTICA Security Division / Anti-trafficking Department Tel.: 210-6436451
- THESSALONICA Security Division / Vice Squad, Tel.: 2310-388366
- THESSALONICA Security Division / Anti-trafficking Team Tel.: 2310-388364 & 2310-388365
- ARCADIA Security Division / Tripolis police station, Tel.: 2710-230557
- ACHAIA Security Division / Patras Security Special Branch, Tel.: 2610-695150 (Ext: 5151)
- CRETE Security Division / Herakleion Security Special Branch Tel.: 2810-247815
- IOANNINA Security Division / Ioannina Security Special Branch Tel.: 26510-65991
- CORFU Security Division / Corfu Security Special Branch, Tel.: 26610-38953
- KOZANI Security Division / Kozani police station Tel.: 24610-54435, 24610-54430 & 24610-23454
- CYCLADIC ISLANDS (SYROS) Security Division / Ermoupolis police station Tel.: 22810-96108
- LARISSA Security Division / Larissa Security Special Branch Tel.: 2410-683180
- LESVOS Security Division / Mytilene police station, Tel.: 22510-47976
- RODOPI Security Division / Komotini police station, Tel.: 25310-83231
- SERRES Security Division / Serres Security Special Branch Tel.: 23210-90806
- FTHIOTIDA Security Division / Lamia police station, Tel.: 22310-56863
Agencies Running Shelters

The agencies mentioned below offer temporary accommodation in a shelter, but also other services, such as medical and pharmaceutical care, information, psychological and social support and others.

✔ NATIONAL CENTER OF SOCIAL SOLIDARITY (EKKA) of the Ministry of Health and Social Solidarity, Help line 197 and 210-6497759, 210-6497778

✔ NGO SOLIDARITY (Non Governmental Organization of the Greek Church), Athens, Tel.: 210-8610727

✔ REHABILITATION CENTER FOR VICTIMS OF TORTURE AND OTHER FORMS OF ABUSE (C.R.T.V.), Thessalonica, Tel.: 2310-555378

✔ RESEARCH AND SUPPORT CENTER FOR VICTIMS OF MALTREATMENT AND SOCIAL EXCLUSION (C.V.M.E.), Ioannina, Tel.: 26510-78810

✔ KLIMAKA, Athens, Tel.: 210-3417160, 210-3417161, 210-3417162, 210-3417163

✔ THE SMILE OF THE CHILD (for children and teenagers), Help line 1056

✔ MUNICIPALITY OF ATHENS, Tel.: 210-5244657
Agencies & Non Governmental Organizations Offering Information, Guidance And Other Services

**NGO SOLIDARITY**
Address: Kolokinthous and Leonidou 34, Athens
Tel.: 210-5203031, Fax: 210-5203941
E-mail: athens@solidarity.gr, Website: www.solidarity.gr
(see also information about Shelters)

**ARSIS – SOCIAL ORGANIZATION FOR THE SUPPORT OF YOUTH**
Athens Office: Derigny 26 & 3rd of September, Tel./Fax: 210-8259880, E-mail: info@arsis.gr
Offices in other cities of Greece:
- Thessalonica: Ptolemeon 35 & Syngrou, Tel./Fax: 2310-526150 & 2310-552813, E-mail: infothes@arsis.gr
- Volos: A. Gazi 91 & Rodou, Tel./Fax: 24210-23110, E-mail: infovol@arsis.gr
- Larissa: Skoufa 27, Tel./Fax: 2410-253277, E-mail: infolar@arsis.gr
- Karditsa: Iezekiel 57, Tel./Fax: 24410-80500, E-mail: infokard@arsis.gr

ARSIS carries out information and sensitization campaigns in order to prevent and combat trafficking in human beings and it cooperates with other agencies to offer protection and support services to victims of trafficking.

**ACT UP**
Nikitara 8-10, Athens, Tel.: 210-3305500,
E-mail: info@actup.gr, Website: www.actup.gr
ACT UP carries out information and sensitization activities in order to prevent and combat trafficking in human beings and it offers medical help to victims of trafficking.

**GENERAL SECRETARIAT For EQUALITY**
- Consultation Center of Athens for Women, victims of violence:
  Nikis 11, Syndagma, Tel.: 210-3317305 & 210-3317306, Fax: 210-3315787
  E-mail: isotita4@otenet.gr

- Consultation Center of Piraeus for Women, victims of violence:
  Alkiviadou 76, Piraeus, Tel.: 210-4112091 & 210-4129386, Fax: 210-4129101,
  E-mail: isal76pi@otenet.gr
MUNICIPALITY OF ATHENS / Equality Division
Sofocleous 70, Tel.: 210-5244657
It offers information and support to women who are victims of violence.

INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM) – Greek Mission
Dodekanisou 6, Alimos, Tel.: 210-9919040
Fax: 210-9910914, E-mail: iomathens@iom.int
IOM cooperates with the competent State authorities and undertakes the safe repatriation of trafficking victims to their country of origin.

EUROPEAN WOMEN’S NETWORK
Estias 25, Ambelokipi, Tel.: 210-7703043
Fax: 210-7786886, E-mail: enow@otenet.gr
This Network carries out programs combating violence against women and children and cooperates with various agencies for the prevention of trafficking in human beings and the provision of information and support to victims of trafficking.

INTERNATIONAL COMPANY FOR FAMILY SUPPORT (DESO)
EKAKV – Building 8, Palea Pendeli, 210-8103496, E-mail: maret@mail.gr
DESO is involved in the fight against violence inside the family and possesses shelters for abused women and children.

GREEK HELSINKI MONITOR (E.P.S.E.)
P. O. Box 60820, P.C. 15304, Glika Nera, Tel.: 210-3472259, Fax: 210-6018760
E-mail: office@greekhelsinki.gr, Website: www.greekhelsinki.gr
It offers legal counseling and support services.

HELLENIC RED CROSS
• Social Service for individuals and families
  Tel.: 210-3633153, 210-3610683, 210-3613574
• Multi-functional Center of Social Support and Integration of Refugees
  Tel.: 210-5140440
The above mentioned services of the Hellenic Red Cross (EES) offer urgent humanitarian assistance and psychological and social support also to victims of trafficking.

GREEK COUNCIL FOR REFUGEES
Headquarters: Solomou 25, Exarchia, Tel.: 210-3802508, Website: www.gcr.gr
It offers legal counseling services and support to victims of trafficking.
RESEARCH CENTER FOR GENDER EQUALITY (KETHI)
Information and Consultation Centers for Women
- ATHENS: Charilaou Trikoupi 51 and Valtetsiou
  Tel.: 210-3898000, Fax: 210-3898079, E-mail: kethi@kethi.gr
- THESSALONICA: Syngrou 30, Tel.: 2310-517959 & 2310-523511
  Fax: 2310-524071, E-mail: thkethi@otenet.gr
- PATRA: Kanakari 101Β, Tel.: 2610-620059, Fax: 2610-620803
  E-mail: kethipat@otenet.gr
- HERAKLEION (Crete): 1866 No. 105, Tel.: 2810-341387 & 2810-343778,
  Fax: 2810-343778, E-mail: kethiira@otenet.gr
- VOLOS: Analipseos 170, Tel.: 24210-78218 till 9, Fax: 24210-78218
  E-mail: kethivol@otenet.gr

REHABILITATION CENTER FOR VICTIMS OF TORTURE AND
OTHER FORMS OF ABUSE (C.R.T.V.)
Address: Morgenthau 9, Thessalonica
Tel. / Fax: 2310-555378, E-mail: crtv@hol.gr
(see also information about Shelters)

RESEARCH AND SUPPORT CENTER FOR VICTIMS OF
MALTREATMENT AND SOCIAL EXCLUSION (C.V.M.E.)
Address: G. Papandreou 2, Ioannina, Tel.: 26510-78810, Fax: 26510-72378
E-mail: cvme@ioa.forthnet.gr, Website: www.cvme.gr
(see also information about Shelters)

KLIMAKA
Evmolpidon 30-32, Gazi, Athens, Tel.: 210-3417160 till 3, Fax: 210-3417164,
Email: central@klimaka.org.gr, Website: www.klimaka.org.gr
(see also information about Shelters)

Human Rights Defense Centre (KEPAD)
Lebessi 3 Makriyiani, Athens 11742, Tel.: 210 - 9210977, Fax: 210 - 9246056
E-mail: info@kepad.gr, Website: www.kepad.gr
KEPAD, in cooperation with Non Governmental Organizations in 12 countries of
South Eastern and Eastern Europe, offers legal counseling services, guidance and
support.

NEA ZOI
Vilara 7, Athens, Tel.: 210-5203852 & 210-5200561, E-mail: nea.zoi@iteams.org
It offers psychological, social and legal support to victims of trafficking. Also, it
possesses a shelter for the accommodation of trafficking victims.
PR.A.K.S.I.S – Development, Social Support and Medical Cooperation Programs
Stournari 57, 210-5205200, Fax: 210-5205201, E-mail: info@praksis.gr
It offers health services, psychological and social assistance and legal support to victims of trafficking.

THE SMILE OF THE CHILD
Stournari 16, Athens, Tel.: 210-3306140, Fax: 210-3843038,
E-mail: info@hamogelo.gr, Website: www.hamogelo.gr
(see also information about Shelters)
Other Useful Contacts

MINISTRY OF JUSTICE
Public Prosecutor of the Court of First Instance of Athens: 210-8827657
Public Prosecutor of the Court of First Instance of Piraeus: 210-4582040 and 210-4520473
Public Prosecutor of Athens for Minors: 210-8827993 and 210-8839029

MINISTRY OF INTERIOR, PUBLIC ADMINISTRATION AND DECENTRALIZATION (YPESDDA)
Directorate for Aliens and Migration: Service responsible for the issuance and renewal of residence permits for trafficking victims.
Evangelistrias 2, Athens, Tel.: 210-3316640 and 210-3214503

Greek Ombudsman
Chadziyiani Mexi 5 Athens, Tel.: 210-7289600, Fax: 210-7292129
Complaints concerning cases where violations of citizens’ rights by public services and agencies are discovered, are brought to the Ombudsman.

MINISTRY OF EMPLOYMENT AND SOCIAL PROTECTION
Office of Employment / Department of Support of People Working Abroad & of the Employment of Foreigners in Greece
Pireos 40 Athens, Tel.: 210-5295147

MANPOWER EMPLOYMENT ORGANIZATION (O.A.E.D.) / Service for Special Social Groups, Tel.: 210-9989192, 210-9989185
You can contact the Centers for the Promotion of Employment (KPA) and specifically the KPA of the area where you live, in order to obtain information about existing OAED programs.

BODY OF LABOR INSPECTORS (SEPE)
Stadiou 29, Athens
Tel.: 210-3702401, 210-3702330, E-mail: ypersepe@otenet.gr
This agency controls the application of labor legislation and examines cases of violation of employee’s rights, as well as cases of illegal employment or work under slavery conditions. In order to contact a Labor Inspector, you must get in touch with the SEPE Service of the area in which you work. You can call one of the above phone numbers of SEPE headquarters in Athens and request the phone number of the Service based in your area.
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