

What to do ?

If you are involved in a road traffic accident...

- Ensure your own and other people's safety at the site of the accident.
- If anyone is injured, call 112 immediately for an ambulance
- If there is material damage, fill out an accident report form
- If there is any disagreement between the parties involved dial 113 for the police.
- Inform your insurance company of any damage

In case of a break-in or burglary...

- Call the police immediately on 113
- Do not touch anything
- Inform your insurance company

In case of assault or injury...

- Call the police immediately on 113
- Preserve your clothing or any valuables damaged in the attack. They will be used as evidence.

If you witness violence...

- Call the police immediately on 113
- Make your presence known, but avoid placing yourself in danger.
- Request assistance from others
- Observe the offender carefully so you can give a description of him/her later.
- Offer assistance to the victim but without compromising either his/her or your own safety.
- Make yourself available to the police for a witness statement

In case of rape...

- Call the police immediately on 113
- Do not wash or take a shower. This is necessary to preserve the evidence.
- preserve your clothing (if possible in a paper bag)

Help offered by police services

'Aktioun Bobby' is a phone helpline for children victims of physical, psychological or sexual abuse.

Tel : 12321

The 'Prévention du crime' unit will give you helpful information on crime prevention and protecting your home from burglary.

Tel : 4997-2330

The Police Self-Defence Club runs classes in self-defence. For further information, please contact the 'Service Communication et Presse'.

Tel : 4997-2023

More information about the support offered by the police can be found on our website:

www. police.lu

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Information and support for victims



The police regret that you have become a victim of crime and aim to give you the best possible support and help.

This leaflet gives information about police and justice procedures in Luxembourg and also about victim support services.

If you have any additional questions, do not hesitate to contact the officer in charge of your case. If he/she is unavailable, contact another member of the unit, or your nearest local police station.

Police procedure when you report a crime

Before making an official report, the police officer dealing with your case will question you about the circumstances of the offence.

Try to provide as much information as possible. This will be extremely helpful in identifying the offender. Once the report is complete the police officer will ask you to sign it.

What happens next?

The officer dealing with your case will carry out any further investigations necessary and then send the completed file to the Public Prosecutor. After examining the file, the Prosecutor will decide whether to pursue the case further.

At the end of this investigation, the file may be passed on to the relevant court for prosecution.

If you have any questions concerning compensation for damages or injury sustained as a result of a crime, you should contact the victim support service or speak to a lawyer.

Reporting an incident

You may be nervous about reporting a crime or afraid that you will not be believed or that your complaint will not be taken seriously.

We nevertheless encourage you to report all incidents to the police as, without your help, they will not be able to identify the suspect, who may possibly carry out further offences.

Please play your part in the prevention of crime.

If you are nervous about coming to the police station, ask a friend or member of your family to accompany you.



**Inform the police force of the offence
and add your contribution
to the prevention of crime**

Reactions of victims

People who have been victims of crime react in different ways.

If you feel that your usual sense of security and normality is affected in the days after being a victim of crime, do not hesitate to contact the victim support services. These provide specialized emotional and psychological support to help you come to terms with what has happened.

Service d'Aide aux victimes

Parquet Général Tel : 47 58 21-627
47 58 21-628

You may also wish to contact a therapist or your local GP.

Additional information concerning victim support services is available on our website:

[www. police.lu](http://www.police.lu)

