



Support VoC 

Greek National Recommendation Report
In order to contribute to the effective
implementation of the Directive
2012/29/EU

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Family & Childcare Centre – KMOP
National Centre for Social Solidarity – EKKA



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Author of the report and focus group facilitator: **Konstantinos Panagos**

Focus group organisation: **Anna Mamai**

Translation [in English]: **Aikaterini Fytraki**



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Introduction and Research Goals

Directive 2012/29/EU establishing minimum standards on the rights, support and protection of victims of crime (in the following: “The Directive”) was adopted on 25 October 2012 and entered into force on 15 November 2012, with the EU Member States having to implement the provisions into their national laws by 16 November 2015. The Directive should be considered as one of the European Union’s most important pieces of legislation within the last decade, insofar as it set a milestone in the protection of, and to the recognition of rights in regard to, victims of crime. Compared to earlier relevant legal Acts, this Directive both adopts a broad definition of the term “victim” and it is not merely limited to certain types of criminal offences. From that aspect, it includes the whole range of victimization forms, regardless of whether a prosecution has been previously duly initiated, and it also provides for the family members, who are indirect victims of the crime (APAV, 2016).

The Directive seeks to ensure that the victims of crime receive appropriate information, support and protection in the criminal justice procedure. In that respect, it calls on member states to ensure that victims are recognized and treated in a respectful, sensitive, tailored, professional and non-discriminatory manner, in all contacts with victim support or restorative justice services or a competent authority, operating within the context of criminal proceedings. It should be also underlined that the rights set out in the Directive shall apply to victims in a non-discriminatory manner. The Directive is innovatory in that it recognizes victims, and their family members, as holders of an autonomous right to receive support and care services (art. 8). Member states shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. In accordance with these provisions, the referral of victims to victim support services shall be facilitated, by the competent authority that received the complaint and by other relevant entities. The Directive has been transposed into Greek law (Act 4478/2017).

The present report was prepared in the frame of the Project entitled “SupportVoC – Development of a Generic Support Services Model to enhance the Rights of Victims of Crime”. The SupportVoC project is funded by the Justice Programme (2014-2020) of the European Union and it is implemented by a Consortium of six partners consisting of University of Barcelona (UB) – Spain, leader of the project, Family and Childcare Centre (KMOP) – Greece, National Centre for Social Solidarity (EKKA) – Greece, Animus Association Foundation (AAF) – Bulgaria, “Hope For Children” CRC Policy Center (HFC) – Cyprus, and CESIE – Italy. The Project seeks to contribute to the promotion and protection of rights of victims in Bulgaria, Cyprus, Greece and Italy. Through an analysis of the national legal frameworks regarding the rights and protection of victims, as well as an analysis of the Spanish Generic Victim Support System, the project will develop a model adaptable to different national contexts and to be implemented in Greece, Italy, Bulgaria and Cyprus.

The current report was prepared in the frame of the Work Package No 2 (in the following: WP2). Its goals included the review and analyze of the Greek legal framework regarding the

rights and protection of victims and its implementation in practice. Furthermore, the goals of WP2 included the development of recommendations on the effective implementation of the Directive 2012/29/EU (mainly article 8) according to the national context and in alignment with DG Justice Guidance Document related to the transposition and implementation of the Directive. In order to accomplish this, two main activities were planned.

More specifically, Activity 2.1 consisted of a review and analysis of the national legal framework regarding the rights and the protection and support of victims of crime and its application. In particular, the activity aimed at the following goals:

- To review the national legal framework in Greece regarding the rights and protection of victims (“law in books”), and its implementation in practice (“law in action”);
- To address the legal changes introduced by the harmonization of the national law with the Directive 2012/29/EU;
- To suggest proposals on the effective implementation of Directive 2012/29/EU into the Greek legal order and criminal justice system.

Based on the results of the analysis undertaken under Activity 2.1, national researchers had to develop recommendations on the effective implementation of the Directive according to the national context of each country (Activity 2.2).

Methodology – Research Tools

A) Activity 2.1: Desk review and interviews

Based on the research protocol of the WP2, data collection process included both the review of the relevant legislative texts (‘law in books’) and the literature review concerning their application in practice (‘law in action’). The Explanatory Reports of the relevant Legal Acts have been also identified, along with court decisions, scientific papers published in legal journals and reports by public or non-governmental organisations, activated in the field of victim protection and support services. In order to complement and crosscheck the data selected through the desk review, the conduction interviews with twenty professional stakeholders, directly involved in the research field, was deemed necessary as a complementary research tool. Specifically, in the light of the research goals, the data collection was focused on:

- gathering information regarding the development of the legislative policy on victim protection;
- gaining a deeper knowledge on how the relevant legal framework is implemented, based on the experience of the research participants;
- identifying the challenges concerning the effective implementation of the Directive under consideration.

In view of the above, the interviewees were selected among stakeholders in the field of the criminal justice system (namely, policemen, judges, prosecutors, lawyers) and in the field of victim support services. Moreover, professionals by the broader public sector were also selected; the latter take part in the law-making procedure and undertake the monitoring of the implementation of the relevant legal framework. In particular, the empirical research included the participation of six (6) professionals by the criminal justice system (judges, police officers and minors' probation officers) and ten (10) professionals employed by public and non-governmental agencies that provide - inter alia - services to victims of crime. The latter category includes psychologists, social workers, and lawyers. Additionally, four (4) more participants by public sector agencies contributed to the research, who are – directly or indirectly – involved in the field of planning and implementation of social policy measures¹. The interviews took place from the beginning of February until the beginning of April 2018.

Based on the analysis undertaken under Activity 2.1, project teams had to develop recommendations on the effective implementation of the Directive according to the national context of each country (Activity 2.2). In order to support the development of the recommendations and to take into account local needs and stakeholders' opinions, one or two focus groups with selected from relevant stakeholders were organized in each country.

B) Activity 2.1: Focus group methodology

Generally speaking, interviews can be used to explore the views and experiences of individual participants; on the other hand, focus groups use group dynamics and interaction to generate data. Interaction between members of the group (non-verbal communication included) may encourage participants to make connections to various concepts through the discussion that may not occur during interviews (Seymour, 2004). The Greek focus group was carried out on 4 May 2018 at the National Centre of Social Solidarity (EKKA) in Athens with thirteen (13) participants in total. In particular, participants included eleven (11) professionals employed by public and non-governmental agencies that provide - inter alia - services to victims of specific forms of crime. The latter category included psychologists, social workers, and lawyers. Additionally, two (2) more participants by public sector agencies contributed to the group, who are, directly or indirectly, involved in the field of planning and implementation / monitoring of social policy measures (including the implementation of the Directive under consideration).

The focus group discussion lasted for almost two hours; it started with a short presentation of the goals and the provisions of Directive in relation to victim support services by the facilitator. In the beginning of the process, participants were kindly asked to introduce themselves and provide a short description of their job duties. In this frame, they also kindly asked to submit some preliminary thoughts – based on their personal experience – on the position of victims in criminal justice procedure. In the following, the discussion focused on the issue of information gathering from the victims in relation to their rights during the criminal justice process and the

¹ The participation required the prior written informed consent of each interviewee (by signing a relevant form, which described their rights during the research procedure).

services available to them. The group facilitator put the following hypothetical questions (scenarios) to the participants, based on the relevant guide provided by Seymour (2004):

- If a man/woman/child victimized by a violent offence, how easy would it be for him/her to receive information in relation to their rights as victims during the criminal justice proceedings?
- If a man/woman/child victimized by a violent offence, how easy would it be for him/her to identify and access available support services to them?

Group discussion progressed based upon the initial responses of the participants. During the first part of the research process, discussion focused mainly on women – domestic violence victims. Thus, facilitator encouraged participants to consider different forms of victimization (apart from gendered violence). In this frame, participants selected to discuss on house burglary, grab bag and vehicle theft. During the second part of the process, group discussion focused on the article 8 of the Directive 2012/29/EU. Participants expressed their thoughts on the main challenges that should be addressed in practice for the achievement of the goals posed by the Directive in terms of victim support services. Finally, facilitator elicited participants' attitudes towards specific proposals outlined in the Directive and the DG Justice Guidance Document, as well as the proposals of the participants in the frame of the Activity 2.1. In particular, these proposals were mainly included:

- Establishment of generic and specialized victim support services mechanism as a sub-system of the Greek criminal justice system;
- Establishment of victim support services in police departments and Public Prosecution offices;
- Coordination of the existing state and non-governmental organisations through the further enactment of cooperation between themselves in specific sectors and by submitting them to a common monitoring agent.

Findings

A) An overview of the Greek legal framework

The criminal justice system in Greece has been based on the continental legal tradition. The main criminal justice agencies include police, prosecutors, judges, and probation officers. The Code of Criminal Procedure defines the duties of criminal justice agencies and the different stages of the criminal justice process (including criminal investigation, prosecution or the process of pressing charges, and the imposition of penalties by the court). The latter stages mainly include the preliminary examination of any case, the prosecution of the offender, the public hearing (trial) and the implementation of court decision. Public Prosecutors supervise the implementation of the imposed penalties by the penal courts. The decisions of the courts must underlie to the Greek Constitution, the national criminal law and the rule of law

principle. It should be also noted that the presumption of innocence constitutes a fundamental principle in the context of the Greek criminal justice system (Artinopoulou, 2013, p. 1-2).

It is notable that there is no specific definition of “victim” in the Greek Penal Law or the Code of Criminal Procedure. In legal terms, victim should be considered as “a person against whom an illegal and liable action took place and that has suffered damage (personal injury or harm to/loss of property) as a result of an incident that constitutes a crime under national law” (Centre for European Constitutional Law, 2017, p. 7). Generally speaking, the victim of every criminal offense becomes the main witness at any stage of the Greek criminal procedure. More specifically, the decision whether to report or not its victimization to the competent authorities is the determining factor for the prosecution of the offender(s). Being the witness in the framework of the crime investigation, the victim plays a vital part regarding the discovery of the perpetrator’s identity and the facts of the case. Subsequently, the victim becomes the main witness during the hearing that he/she is obliged to attend (Alexiadis, 2004, p. 257-8; Alexiadis, 2006, p. 351)². Victims have the right to raise before the competent criminal court the so called “civil claim” in order to proceed with their civil claims about the harm done to them but also to demand the conviction of the defendant according to the provisions of art. 63 of the Criminal Procedure Code (Apostolidis, 2010; Papadamakis, 2006, p. 156 et seq; Psarouda-Benaki, 1982).

During the previous decade, the Greek legislator introduced innovative regulations, which address the needs of the victims of specific criminal offences (Lambropoulou, 2010, p. 137; Zarafonitou, 2008, p. 70 et seq.). These include the legal framework on domestic violence, human trafficking and state compensation for the victims of violent crimes. For instance, art. 21 of the Act 3500/2006 provides that domestic violence victims have the right to receive moral support and to receive material help from legal entities governed by public law or legal entities governed by private law that operate under the monitoring of the Ministry of Health as well as from the social services of the local authorities. On filing the relevant criminal complaint, victims are not obliged to pay the respective fee (Symeonidou-Kastanidou, 2008, p. 715 et seq.; Symeonidou-Kastanidou, 2011, p. 215 et seq.). Moreover, Law 3811/1999 was introduced into the Greek legal order with the purpose to harmonize national legislation with the Directive 2004/80/EC of 29th April 2004 on compensation for the victims of violent intentional crimes. As stated in the relevant Explanatory Report, in many cases the victims cannot be compensated from the offender because he/she lacks the necessary financial means or his/her identity remains unverified. The decision regarding the compensation is issued by the Hellenic Compensation Authority, which operates within the Ministry of Justice, Transparency and Human Rights.

² For an analytical presentation of victim’s procedural rights in Greek law consider Centre for European Constitutional Law (2017, pp. 7 et seq.).

B) The transposition of the EU Directive in the national legal order

The transposal committee for the Directive was established by the 1366/8.2.2013 decision of the Minister of Justice, Transparency and Human Rights. The draft was put to public consultation on 9-2-2017; finally Law 4478/2017 transported the Directive in the Greek legal order. The law's objectives are addressed in ar. 54. The latter provides that victims -with no discrimination- must be properly informed, supported and protected in order to take part in the criminal procedure. In the case of minors, the primary consideration is about the best interest of the minor victim, which is assessed on an individual basis. The national legislator also preserved the same broad definition of victim, as it is stated in the Directive. In this way, it covers the whole spectrum of victimisation. Moreover, the scope of the Directive includes the relatives of a victim whose death directly resulted from an offence and who have a claim for compensation for mental anguish or were directly dependent financially on him.

In the second chapter, individual rights for the victim are being established, which include the right to be informed and supported. In this context, the right of the victims is enacted to understand -with the help of the police and any other competent authority- the progress of the criminal procedure and to be understood by the carriers of the criminal system. In the art. 57, the right of the victim to receive information -without unjustifiable delay- about the matters described in art. 4 of the Directive (e.g. for the process and the requirements to receive legal aid and the requirements to claim compensation) is established. In art. 58, the right of the victim to receive -upon request- a copy of the filed criminal complaint to the competent authority is established, while special provisions are introduced for foreigners. Art. 59 explicitly stipulates that the victims are entitled to receive information about the criminal procedure set in motion after their submission of a criminal complaint about a punishable act (this right is not awarded to the whole spectrum of victims but only to those who have triggered the mechanism of criminal justice through the submission of a relevant criminal complaint).

Art. 60 provides that at any stage of the criminal procedure, when a victim is called upon to testify but does not speak or sufficiently understand the Greek language, he must be provided without delay with a translator free of charge. If it is necessary, a translator is also used for the victim, who is a civil claimant, in order to communicate with his lawyer at all stages of the criminal procedure. The right to a translator includes the adequate aid to persons with hearing or speech impairment. If the translation is otherwise impossible, a translation of the translation can take place through a third language.

With art. 61 of the Law, art. 8 of the Directive transposed in the Greek legal order. It was thus established that the victim is entitled to have access into free and confidential services of support and care by public agencies and NGO, before, during and, for a reasonable period of time, after the completion of the criminal procedure. This right can be extended to the relatives of the victim depending on their needs and the severity of the harm they suffered. The police or another competent authority in which the criminal complaint of the victim was filed is obliged to inform and refer the victim (upon request) to support and care services. The access to these

services is not dependent upon the lawfully or not submission of the criminal complaint of the offence.

C) Victim support agencies

It is a fact that there are no public or non-governmental agencies offering support to victims in general until today. The existent state or non-governmental organisations provide support services to certain categories of crime victims, such as women and children who have suffered domestic violence and have been human trafficking victims (Artinopoulou, 2012; Papantoleon, 2014, p. 6). The above agencies have signed cooperation protocols in specific fields, without falling under a common monitoring agency, which would guarantee coordination among them³.

To give some examples, the National Centre for Social Solidarity (EKKA) is a legal entity under public law and operates under the surveillance and control of the Ministry of Health and Social Solidarity. Its institutional mission includes, among others, providing services of urgent psychological and social support to children, adolescents, adults, families and vulnerable groups, who fall into emergency situations of social need and crisis. The above objectives are achieved, among others, through the operation of telephonic helplines to submit complaints and to provide support and through the provision of secure housing for women-victims of gender-based violence. In this context, health services are also provided to the victims as well as short-term consultation/healing in order to empower the women. Furthermore, Non-Governmental-Organisations (e.g. “Klimaka”, “DIOTIMA”, “PRAXIS”) have adopted a holistic intervention model for people who are part of vulnerable social groups adopting non-discrimination as their main principle. In this framework, they provide support to the victims of specific criminal offences by offering them temporary shelters. The staff also cares about their psychological, social and legal support. At the same time, they operate helplines for the submission of complaints by anyone regarding incidents of abuse.

³ An effort to coordinate the agencies operating in the specialised field of children’s victimisation was undertaken by a public agency entitled “The Central Scientific Council for the Prevention of and Response to Juvenile Victimization and Juvenile Criminality” (KESATHEA) [Antonopoulou & Pitsela, 2013]. By the Ministerial Decree 49540/2011, issued by the Ministry of Health and Social Solidarity in collaboration with the Ministry of Justice, Transparency and Human Rights the following was decided: a) the establishment of Minor Support Groups in every municipality staffed by social workers with the purpose to coordinate and cooperate in child protection and to prevent and address victimisation and delinquency of minors, b) the establishment of a network titled “ORESTIS”, where the agencies of the above Ministries providing social care, support, solidarity and protection to minors in danger, will be integrated and interconnected. In the same network private agencies are integrated as well. According to the same Ministerial Decree, EKKA was assigned the task to promote the coordination of care actions at national level and to develop a system of electronic interconnection and interactivity of the welfare services (Symeonidou-Kastanidou, 2012, pp. 9-12).

D) Special challenges for the implementation of the Directive

The main issue that arose based on the introductory thoughts submitted by the participants in the focus group discussion related to the phenomenon of secondary victimization of the gendered violence victims due to the slow motion of the criminal justice process. Their grave position is burdened by the mistrust shown by criminal justice agencies regarding the reliability of their testimony, while also police officers and the rest of criminal justice agencies seem impossible to guarantee the protection and safety of women who report their victimization. Focus group participants have also observed the existence of patriarchic social perceptions and stereotypes on domestic violence phenomenon that favor the secondary victimisation and prevent victims from offence allegation. Patriarchy has been a deep-rooted social phenomenon that has been indirectly supported by the media. In this frame, victim support professionals face a serious dilemma: on the other hand, their duties include the provision of information to victims in relation to the legal framework and the possibilities that they have in order to succeed their protection and offenders' charge; on the other hand, they have realized that participation of victims in criminal justice proceedings causes such a serious psychological trauma to them, that it is difficult for them to highly encourage victims to officially report the offence.

According to the desk review conclusions, as well as focus group participants, cases have been reported regarding the direct or indirect discouragement of the victim to file a criminal complaint by the police authorities. This is done by asking for payment of the fee (which is not required for domestic violence offences based on the Act 3500/2006) and/or by giving the warning that similar criminal complaint may be filed by the offender on false accusation. Furthermore, no special courts have been established in Greece in order to judge on domestic violence cases ("Family Courts"). In addition to this, the existing court's departments are not adequately staffed and aided by supporting advisory Services; as a result, it is rather difficult for a judge to adequately cope with the special expectations of a case of family law. Cases have been recorded, of doubting the victim's credibility by the magistrates under the pretense of lack of previous complaints or criminal proceedings while the victim claimed a long-lasting and systematic abuse. Nevertheless, the mental state of a victim of domestic violence can explain the absence of legal actions against the abuser husband or spouse, since the long-lasting and systematic abuse confirms his/her tolerance and indecision to approach the authorities (Zeis, Karpathaki, and Seraphim, 2016, pp. 8 et seq., 18, 20).

In any case, it is common understanding among the participants that the needs of the victims are multileveled. The existing shelters it is not possible to provide services to women with children – boys aged more than thirteen years old and who face serious psychiatric disorders. Furthermore, these structures can contribute to the victims' empowerment for a specific time frame. However, they are not capable to address basic issues that concern the victims, such as their lack of financial independence. Moreover, the legal framework regarding the compensation for victims of violent intentional crimes by the Ministry of Justice has not implemented so far. The enhanced flow of refugees into the Greek territory composes a new landscape that the competent agencies are called upon to manage. The Greek Secretariat of

Gender Equality and the Office of the United Nations High Commissioner for Refugees (UNHCR) have already published special publications written in foreign languages in order to inform refugees in relation to the available victim support services in Greece. However, it is observed the lack of cultural mediators and translators, who could be able to aid the victims to receive the appropriate information in relation to their legal rights in Greece and to communicate with police officers (even in cases that they are aware of their legal rights in Greece).

As regards different forms of offences (such as house burglary and thefts of vehicles), focus group participants recognized the serious consequences that these acts cause to victims. Compared to gendered-violence victims, these victims do not receive support services by public and non-governmental organizations. Based on their personal experience, participants agreed that criminal justice agencies focus mainly on the rights and the protection of the accused person; victims have been placed at a disadvantage compared to the defendant and they are solely responsible to recover the consequences of their victimization. Participants honestly recognized that elements of fair trial have totally be respected (especially due to miscarriage of justice phenomenon). On the other, they mentioned that fair trial principle should not lead to disregard for victims' special needs. For this reason, the transposition of the Directive 2012/29/EU in the Greek legal order has received a significant educational and symbolic dimension; this legal Act points out the necessity for the protection of victims and their needs, while also should be considered as the basis for a generic support system to be established in the near future.

In this frame, EKKA has also proposed the establishment of victim support services in Police Departments and Public Prosecution Offices could promote the goals of the Directive in the Greek criminal justice system. However, some of the focus group participants pointed out that the aforementioned proposal seems unrealistic due the current economic situation of the Greek state. In general, it was mentioned that is impossible for social rights to be promoted in cases that the so-called 'social state' faces serious problems due to lack of resources. Therefore, the establishment of such a system should be considered as a long-term objective. In the meantime, there is necessity for the coordination of the existing state and non-governmental organisations through the enactment of cooperation between themselves in specific sectors. However, submitting the existing victim support services to a common monitoring agent seems to be a difficult task; these are organizations of different legal status (public and governmental), while also public organisations are supervised by various Ministries.

Apart from the above, participants agreed that systematic training of the professionals of the criminal system (policemen, prosecutors, judges) about the provisions of the Directive and the appropriate practices of addressing the victims in a broad sense is absolutely needed. The training is necessary to include self-care practices in order to prevent and address the so-called 'burned-out' of the professionals due to their daily occupation with unpleasant sides of reality.

Conclusions and Future Directions

Up until the transposal of the Directive in the Greek legal order, the Greek victim-focused legislation had only an occasional and partial appearance. The background for this legislation was the obligation to transfer certain European Directives into the internal legal order (Artinopoulou, 2010, pp. 71 et seq.). At a general level, the overall slow pace of administration of justice still remains a basic problem. This fact contributes to the secondary victimisation of the victims. Agencies and infrastructure providing support services to victims focus on specific categories (mainly vulnerable groups and women who have suffered gender-based violence). On the contrary, no services have been created with the aim of addressing a broader spectrum of victims (Artinopoulou, 2012, p. 243; Papantoleon, 2014, p. 6). A long lasting problem from which the competent agencies suffer is understaffing, which was enhanced during the last years due to the financial crisis and the subsequent reduction in State expenditures in the field of social policy. Besides the problems of underfunding, which reasonably affect the quality and the range of the provided support services, it is a fact that said agencies mainly operate in urban centers. Therefore, the problem of access arises for those who live in the province (Artinopoulou, 2010, p. 71 et seq.).

As for the assistance that victims of gender-based violence receive in practice, the Greek State provides for the minimum of the services needed. In any case, it is common understanding that the needs of the victims are multileveled. The existing structures can contribute to the victims' empowerment for a specific time frame. However, they are not capable to address basic issues that concern the victims (such as the lack of their financial independence). In the meantime, the enhanced flow of immigrants into the Greek territory composes a new landscape that the competent agencies are called upon to manage. This fact alone draws attention to the multicultural dimension of victimisation. On this basis, it is observed an inadequate number of cultural mediators and mediators specialised in translation, who could be able to aid the work of professionals of the criminal system and the social welfare system, in general.

It is also a fact that there are no public or non-governmental agencies offering support to the general group of victims. The existent state or non-governmental organisations provide support services to certain categories of crime victims, such as women and children who have suffered domestic violence and have been human trafficking victims (Artinopoulou, 2012; Papantoleon, 2014). However, as Zarafonitou (2014, p. 130) has put it, "the establishment of mechanisms to assist crime victims may contribute to a balance in the attribution of criminal justice. The establishment of such support agencies also seems that it can alleviate the victims' vulnerability, at least on a psychological level, and boost confidence in the penal system [...]. All the above, combined with other measures to enhance confidence of citizens in criminal justice, can lead to a more rational criminal policy".

Based on the desk research, the interviews and the main conclusions of the focus groups, and in order to achieve a satisfying application of the Directive in the Greek reality, it is deemed necessary that the following are implemented:

- Establishment of a generic support system to victims, irrespective of whether they have chosen to file a criminal complaint to the competent authorities and of the progress of the criminal procedure. This proposal should include the establishment of victim support services in police departments and Public Prosecution Offices, which will be staffed with specialised professionals of different specialties and who will be able to aid the victims themselves or/and refer the latter to more specialised agencies based on their needs. This proposal seems not realistic, the socio-economic situation of Greece given. Thus, the establishment of such a generic support system should be considered as an essential long-term goal. In the meantime, there is necessity for the coordination of the existing state and non-governmental organisations through the enactment of cooperation between themselves in specific sectors,
- Taking up legislative initiatives to speed up the duration of the criminal justice process and to dramatically reduce the number of the interviews of the witnesses - victims (such as minors – victims of sexual violence and human trafficking victims). The establishment of specialized courts for domestic violence cases (Family Courts) should be also considered by the Greek state. The aforementioned measures should also include the financial support for vulnerable social groups – victims of criminal offences, in order to face the consequences of victimisation,
- Systematic training of the professionals of the criminal system (policemen, prosecutors, judges) about the provisions of the Directive and the appropriate practices of addressing the victims in a broad sense. The training is necessary to include self-care practices in order to prevent and address burned-out of the professionals due to their daily occupation with unpleasant sides of reality. It is also necessary the provision of training to professionals that come daily in contact with possible (mainly vulnerable) victims, in order to familiarise them with the detection of abuse and the appropriate way to manage it,
- Assessment of the services provided from the victims through conducting empirical research in order to find the strong points of the service system (which must be maintained and enhanced) and to solve the existing problems,
- Taking up more initiatives in the field of social welfare policy, which could result in the prevention of crime and in reversing the social perceptions and stereotypes that favor the secondary victimisation of victims.

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