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JUSTICE

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Dear representatives of victim support organizations,

I would like to thank you for the joint statement of 11 April 2023 by Victim Support Europe and 40 victim support organisations calling on the European Commission, the Council and the Parliament to make the European 116 006 Helpline for Victims of Crime a requirement in all EU States.

As you know, the European Commission attaches great importance to the rights, support and protection of victims of crime. The 116 006 helpline provides, through trained professionals, initial information and care for all victims who request it anonymously and confidentially, in social, legal and psychological matters, before, during and after seeking redress. The helpline is an important tool in ensuring that victims can rely on their rights in the EU.

I have already highlighted the importance of this tool in [the joint statement](#), which I made on 22 February 2022 on the occasion of the European Day for Victims of Crime, together with the French Minister of Justice, Eric Dupond-Moretti. In our statement we have highlighted the success of the 116 006 helpline since its creation by a Commission Decision in 2009 and its progressive implementation in currently 13 EU Member States. We have also called on the 13 remaining Member States to introduce and promote this number.

The Commission is currently working on the revision of the Victims' Rights Directive and aims to propose legislative amendments before summer. One of the identified shortcomings is related to victims' insufficient access to information. In order to respond to this shortcoming, the Commission is assessing the option of making the 116 006 helpline mandatory in all EU Member States.

The European Commission Coordinator for Victims' Rights and her team are available to provide you with more detailed explanations.

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I thank you for your continued engagement and cooperation in strengthening victims' rights.

Yours faithfully,

(e-signed)

Didier REYNDERS