



EMBASSY OF THE UNITED STATES

ZAGREB ♦ CROATIA

Help for U.S. Citizen Victims of Crime Overseas

The State Department is committed to assisting U.S. citizens who become victims of crime while abroad. We help in two ways:

OVERSEAS: Consular officers, agents, and staff work with crime victims and help them navigate the local police and medical systems.

IN THE UNITED STATES: Our office of Overseas Citizens Services will stay in touch with family members in the United States, and help provide U.S.-based resources for the victim when possible.

If you are the victim of a crime in Croatia:

- Contact the U.S. Embassy in Zagreb at +385-1-661-2345 or +385-1-661-2400 (after hours): Consular officers are available for emergency assistance 24 hours/day, 7 days/week. To contact the Department of State in the U.S. call 1-888-407-4747 (from the U.S. or Canada) or (202) 501-4444 (from overseas).
- Contact the local police to report the incident and get immediate help (Call 112 or 114 for emergency assistance). Request a copy of the police report.

We can help:

- Replace a stolen passport
- Contact family, friends, or employers
- Obtain appropriate medical care (List of English-speaking doctors in Croatia)
- Address emergency needs that arise as a result of the crime
- Explain the local criminal justice process
- Obtain information about your case
- Connect you to local and U.S.-based resources to assist victims of crime
- Obtain information about any local and U.S. victim compensation programs available
- Provide a list of local lawyers who speak English

We cannot:

- Investigate crimes
- Provide legal advice or represent you in court
- Serve as official interpreters or translators
- Pay legal, medical, or other fees for you

Legal aspects of the victim of crime and their rights under the Croatian law:

As per provisions of Article 43 of the Criminal Procedure Act the victim of a crime has the following rights:

1. Right to effective psychological and other professional assistance and support of the body, organization, or institution specializing in victims of crime in accordance with the law,
2. Right to participate in the criminal proceeding as an injured party,
3. Right to be advised by the state attorney as to activities undertaken based on the victim's complaint (Article 206.a) and the right to complain with the higher state attorney (Article 206.b),
4. Other rights governed by the law.

In accordance with special regulations, the victim of a crime that carries a prison sentence of five years or more, if he/she suffers severe psychophysical injuries or severe consequences, is entitled to professional counseling paid for by the state, prior to providing testimony as a part of the criminal proceeding and also during the submission of the application for compensation.

Children Victims of Crime (under 18 years of age)

A child victim of a crime, in addition to the rights described above in Article 43 and other legal provisions, also has the right to:

1. A paid legal representative,
2. Being accompanied by a person of confidence during all activities,
3. Confidentiality of personal information,
4. Exclusion of the general public.

The court, state attorney, investigators, and police must treat a child victim of crime with particular consideration given to the child's age, personality, and other circumstances as to avoid injury and damage to the upbringing and development of the child. The best interest of the child shall be the primary focus of the competent bodies when dealing with a child.

Victims of Crime Compensation Provisions

A victim of a crime with elements of violence intentionally committed on Croatian territory after July 1, 2013 has the right to claim financial compensation:

- If he/she is a Croatian citizen, or a citizen of the European Union or resides on its territory,
- If he/she suffered a serious personal injury or serious deterioration of health as a result of the offense
- If the offense is reported or recorded at the police or state attorney's office within six months from the date of the offense, whether the offender is known or not
- If a written application is submitted on the official form and the required documents are enclosed (the form is available at every police station, state attorney's office, municipal and county court office, and in electronic form on the official websites of the Ministry of Justice, Ministry of Interior, the State Attorney's Office, and municipal and county courts.

More information on local compensation provisions are found [here](#).

Local Victim of Crime Assistance Resources

Phone No.	Organization	Hours
116 006	National call center for victims of crime and misdemeanor	Work days 08:00-20:00
116 000	National missing children reporting line Center for missing or abused children	24/7
116 111	Children help line	Work days 09:00 -20:00
0800 0800	Parents help line	Work days 09:00 -20:00
0800 77 99	Trafficking in humans help line	Work days 10:00 -18:00
0800 55 44	Female victims of crime counseling Autonomous female house Zagreb	Work days 11:00 -17:00
0800 655 222	SOS number for women and children victims of violence Female help now	24/7
0800 200 144	Pro bono legal assistance to women victims of domestic violence B.a.B.e.	Work days 09:00 -15:00
01 6119 444	Center for victims of sexual abuse Women's room (Ženska soba)	Work days 10:00 -17:00

Croatian Ministry of Justice maintains comprehensive information about numerous nongovernment organizations and government institutions in the Republic of Croatia assist victims in dealing with psychological, emotional, social and practical losses, providing emotional, psychological and/or practical help, protection, counseling and information. They can be found depending upon the county by clicking on the link below:

[City of Zagreb and Zagreb County](#)

[Bjelovar-Bilogora County](#)

[Brod-Posavina County](#)

[Dubrovnik-Neretva County](#)

[Istria County](#)

[Karlovac County](#)

[Koprivnica-Križevci County](#)

[Krapina-Zagorje County](#)

[Lika-Senj County](#)

[Međimurje County](#)

[Osijek-Baranja County](#)

[Požega-Slavonija County](#)

[Primorje-Goranska County](#)

[Sisak-Moslavina County](#)

[Split-Dalmatia County](#)

[Šibenik- Knin County](#)

[Varaždin County](#)

[Virovitica-Podravina County](#)

[Vukovar-Srijem County](#)

[Zadar County](#)

Following is a list of some of the resources found in the City of Zagreb. For a comprehensive list, please click the link above.

AUTONOMOUS WOMEN'S HOUSE ZAGREB – WOMEN AGAINST VIOLENCE OVER WOMEN (AUTONOMNA ŽENSKA KUĆA ZAGREB - ŽENE PROTIV NASILJA NAD ŽENAMA)

Free legal and psychological counseling; a shelter for women who are victims of abuse and their children.

Toll free phone: 0800 55 44

Address: pp 19, Zagreb

e-mail: azkz@zamir.net

Web: www.azkz.net

Opening hours: weekdays from 11:00 to 17:00 hours

B.a.B.e. – BE ACTIVE, BE EMANCIPATED (B.a.B.e. – BUDI AKTIVNA. BUDI EMANCIPIRAN)

Counseling center for the prevention and suppression of all forms of violent behavior in the family. Free legal assistance through the SOS phone and free personal legal advice and psychological counseling by appointment by telephone.

Toll free phone: 0800 200 144

Phone: 01 4611 351; 01 4633 666

Address: Selska 112a, Zagreb

E-mail: babe@babe.hr

Web: www.babe.hr

Opening hours: weekdays from 9:00 to 15:00 hours (counseling 17:00 hours)

CRISIS CENTER AND SUICIDE PREVENTION UNIVERSITY HOSPITAL REBRO (CENTAR ZA KRIZNA STANJA I PREVENCIJU SUICIDA KBC REBRO)

It operates within the Clinic for Psychiatry of Clinical Hospital Center.

Address: Kišpatičeva 12, Zagreb

Phone: 01 2376 335

Opening hours: 24/7

DUGA ZAGREB – HOME FOR CHILDREN AND ADULTS – VICTIMS OF DOMESTIC VIOLENCE (DUGA ZAGREB - DOM ZA DJECU I ODRASLE – ŽRTVE OBITELJSKOG NASILJA)

Free legal, social and psychological counseling for children and adult victims of domestic violence; accommodation for victims of domestic violence at a secret address; psychosocial treatment of perpetrators of domestic violence.

Toll free phone: 0800 88 98; Phone: 01 3831 770 (8-21h)

Address counseling: Nin 10, Sesvete (House of Communal Health)

Address: pp 133, Zagreb

E-mail: mirna-zona@zagreb.hr; info@duga-zagreb.hr

Web: www.duga-zagreb.hr

Opening hours: Mon, Wed, Fri from 16:30 to 19:00 hours (phone 8:00-21:00h)

NATIONAL CALL CENTRE FOR VICTIMS OF CRIMINAL OFFENSES AND MISDEMEANORS (NACIONALNI POZIVNI CENTAR ZA ŽRTVE KAZNENIH DJELA I PREKRŠAJA)

Association for support of victims and witnesses

Toll free number: 116006

Provides information on the rights, emotional support, practical information and referrals to the appropriate institutions and organizations providing help and support to victims.

Opening hours: weekdays from 8:00 to 20:00 hours

Web: www.pzs.h

BLUE PHONE (PLAVI TELEFON)

Telephone help line: psychological help for children, teens and adults. Counseling office "Open Doors": individual counseling and family/partner counseling.

Phone: 01 48 33 888 (9-21)

Address: Ilica 36, Zagreb

E-mail: plavi-telefon@zg.t-com.hr

Web: www.plavi-telefon.hr

Opening hours: weekdays 9:00-21:00 hours

ZAGREB PRIDE

Combating discrimination and hate crimes based on sexual orientation, gender identity and expression; legal and psycho-social support; legal representation for LGBT people, life partnership, LGBT refugees and asylum/ asylum in Croatia.

Phone: 4580 01 65 60

E-mail: info@zagreb-pride.net

Web: www.zagreb-pride.net, www.zivotnpartnerstvo.com

WOMEN'S ROOM – CENTER FOR SEXUAL RIGHTS (ŽENSKA SOBA - CENTAR ZA SEKSUALNA PRAVA)

CENTER FOR VICTIMS OF SEXUAL VIOLENCE

Free and anonymous help and support for victims of sexual violence provided by a professional team (psychological counseling, psychotherapy, legal advice).

Phone: 01 6119 444

Address: Maksimirska 51a, Zagreb

E-mail: savjetovaliste@zenskasoba.hr; zenska.soba@zenskasoba.hr

Web: www.zenskasoba.hr; www.sigurnomjesto.hr

Opening hours: weekdays from 10:00 to 17:00 hours

FEMALE HELP NOW - SOS LINE FOR WOMEN AND CHILDREN VICTIMS OF DOMESTIC VIOLENCE (ŽENSKA POMOĆ SADA - SOS TELEFON ZA ŽENE I DJECU ŽRTVE OBITELJSKOG NASILJA)

Free protection, assistance and support to women and children victims of violence. SOS line (24/7); - psychological counseling, legal and social; reception center - providing accommodation at a secret address.

Toll free help line: 0800 655 222 (24/7); Counseling: 01 46 55 222

Address: pp 992, Zagreb

E-mail: zenskapomocsada@gmail.com

Web: www.zenskapomocsada.hr