

5 SEEK SPECIALISED LEGAL INFORMATION AND KNOW YOUR RIGHTS

To receive care and advice from the S.A.V.G. 24 hour service you do not need to press charges against your partner. You will be informed of your rights and of the legal process that will begin should you decide to press charges:

- By pressing charges, you are alerting the authorities to the abuse suffered, both physical and psychological, allowing them to take protective measures for you and your children and meaning that the attacker faces the legal consequences for their actions.
- In any case, you will be advised on the possibility of applying for a Protection Order, through which the court can enforce civil terms (custody of any children, assignment of the property etc.), penal terms (preventing the attacker from approaching or communicating with the victim) and social terms (free legal aid for cases of domestic violence, access to income/ job-seeker's allowance etc.)

If you are being psychologically or physically attacked by your partner, contact care services and seek information and specialised support.

If you know a woman who is being attacked in this way, provide her with access to these services, accompanying her if necessary.

USEFUL RESOURCES

IF YOU REQUIRE INFORMATION, SOCIAL, PSYCHOLOGICAL OR LEGAL SUPPORT, YOU CAN CONTACT:

- + **S.A.V.G. 24 Hour service** . Servicio de Atención a Mujeres Víctimas de Violencia de Género (Support Service for Women Victims of Gender-based Violence).
 - Telephone free on: **(+34) 900 222 100**, indicating that you would like to speak with the S.A.V.G. 24 Hour service technical team
 - Fax: (+34) 914 062 076
 - E-mail: savg24h@madrid.es

IF YOU REQUIRE PROTECTION YOU CAN CALL OR GO TO:

- + **EMERGENCY SERVICES** (**112** for Spain)
- + **U.A.P.M.** Office for the Assistance and Protection of Women, Children and the Elderly within the Local Police.
 - Paseo de la Chopera, 4 • 28045 Madrid
 - Free phone **(+34) 900 222 100**

IF YOU WOULD LIKE TO PRESS CHARGES YOU CAN GO TO:

- + Any police station
- + Juzgados de Guardia e Instrucción (Duty Magistrate's Court) in Plaza de Castilla

Depósito legal M-36132-2016

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MACHISTAS

WHAT
TO DO
IF YOU ARE
SUFFERING
VIOLENCE



FROM YOUR
PARTNER
OR EX-PARTNER



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1 IDENTIFY THE VIOLENCE

Seek help if:

- He controls your comings and goings, the way you look, your spending...
- He is jealous and possessive...
- He doesn't want you to work, study or maintain friendships and family relationships...
- He controls your calls, messages and contacts on your phone and on social media...
- He uses modern technology devices to harass you, embarrass you or divulge personal information, photos or videos without your permission...
- He insults you, talks down to you, humiliates you or threatens you...
- He damages your belongings or objects that hold sentimental value for you or he attacks your pets...
- He pushes you, slaps you or hits you...
- You have conceded to having sexual relations with him through fear or to avoid problems...
- Your children have witnessed attacks or have been direct victims of the violence

2 IF YOU HAVE BEEN ATTACKED AND REQUIRE MEDICAL ATTENTION, SEEK IT

- Go to your nearest hospital or health centre. If you not able to go, call the Emergency Services number (112 in Spain).
- Ask for a copy of the medical report, as you will need it as proof of the attack.

3 ASK FOR INFORMATION AND SPECIALISED MEDICAL ATTENTION

Call (+34) 900 222 100 (free from Spain) to contact:

- **Servicio de Atención a mujeres víctimas de Violencia de Género (Support Service for Women Victims of Gender-based Violence, herein referred to as S.A.V.G.) - 24 hour service**, where you will receive specialised social, psychological, and legal support and where they will help you to come up with a safety plan for potential risk situations (as part of this plan, they will assess whether you require protected accommodation and if required they will arrange that immediately). This service is available 24 hours a day, 365 days a year and you are not required to press charges to receive care.
- **Office for the Assistance and Protection of Women, Children and the Elderly within the Local Police (U.A.P.M.).**

All calls to (+34) 900 222 100, in Spain, are initially received by the U.A.P.M. If you are calling to speak with the S.A.V.G. 24 hour line tell the operator (you will not need to give out any personal details) and they will direct your call.

If you have any vision, hearing or mobility difficulties, or any other disability, let them know by phone, fax or email so that the care you receive is adapted to your needs.

If you are a foreign citizen, from outside of Spain, with any unusual administrative circumstances, you also have the right to receive information and specialised care.

4 LEAVE YOUR HOME IF YOUR SAFETY IS AT RISK

If you need to leave your home because you, or your children are in danger, go to the S.A.V.G. 24 Hour service and/ or to any police station.

If it is an emergency and you require assistance leaving your home, call the **Emergency Services (112 in Spain) or the local police U.A.P.M.**

Whenever possible, try to take the following documentation with you as well as your personal belongings and those of your children:

- National Identity Card (DNI), Passport, Work/ Residence Permit
- Health card
- Family Record (Libro de familia)
- Documents from your bank
- Academic qualifications/ certificates
- Copies of keys to the house and car
- Personal belongings (clothes, valuable objects...)
- Medical notes and medication

Tell family members, friends, people at work/ in your children's schools etc. that you are being abused. That way, they will be able to respond to your circumstances appropriately.