

9 Criminal Injuries Compensation Tribunal Victims Charter

What you can expect from the Tribunal

If you are applying for compensation related to a crime, we will deal directly with you. Or, if you wish, we will work with a victim support organisation that is acting for you.

We will:

- give you information to help you complete the application form for compensation;
- deal with you in a polite and professional way;
- send you a written decision on your case;
- pay any compensation due to you as quickly as possible; and
- tell you of your right to appeal a decision of the Tribunal.

You may also be looking for compensation from another member state within the European Union (EU) for an injury that you suffered as a result of a violent crime in that country.

If this is the case, we will:

- advise you about making a claim or you can apply directly through the European Commission's website <http://ec.europa.eu/> (see section on 'Compensation to crime victims');
- get an application form for you;
- translate the application form and your answers if the member state does not accept applications in English; and
- receive correspondence on your claim from the other member state, if you wish, and pass it on to you.

If we do not meet your expectations

You can appeal a first decision of the Tribunal.

If we do not meet your expectations in our services, you can write to:

The Chairman

Criminal Injuries Compensation Tribunal

Second Floor,

7-11 Montague Court,

Montague Street,

Dublin 2.

Tel: (01) 661 0604

Fax: (01) 661 0598

Email: criminalinjuries@justice.ie

Website: www.justice.ie (see the 'other regulatory functions' section, which contains the application form and scheme details)

Role of the Criminal Injuries Compensation Tribunal

The Criminal Injuries Compensation Tribunal runs the compensation scheme for personal injuries that you may have suffered due to a crime. It also runs a separate compensation scheme for prison officers who suffer personal injuries due to a crime. The Minister for Justice and Law Reform appoints the members of the Tribunal.

The compensation scheme for personal injuries that you may have suffered due to a crime allows you to seek payment for expenses and losses that you may suffer as a direct result of a violent crime, or in trying to prevent a crime or in saving someone's life. The scheme also allows for the family of a victim who has died due to a violent crime to receive a payment.

How it works:

- one member of the Tribunal normally decides on each compensation case;
- if you are unhappy with their decision, you can appeal it to three members of the Tribunal, who will not include the member who made the original decision;
- we will hold the appeal hearing in private and in an informal manner – you will not need legal representation;
- the Tribunal will not pay any legal costs you may have due to the Tribunal hearing; and
- we will pay the compensation in a lump sum, although in some cases we will allow for an interim payment.

The EU Directive on Compensation to Crime Victims sets up cooperation between EU member states so that victims can get compensation for crimes committed in another member state. We process claims from other member states. We also help people living in Ireland to send claims to other member states.

Court orders

A court may order an offender to pay compensation to a victim as part of a criminal case.

A victim may take a civil case for compensation against an offender. It is up to the victim and their legal team to take this case. When making an award, the Tribunal has to deduct any money paid to the victim by the offender.

(Edition: June, 2010)