



Are you experiencing abuse?

2024-11-22

When abuse occurs and your life or the life of a close relative or partner are at risk, act immediately! Are you experiencing abuse? When abuse occurs and your life or the life of a close relative or partner are at risk, act immediately: call the 24-hour helpline on 112!

- The Police have a duty to respond to a call regarding domestic abuse: to intervene, determine the situation and take appropriate action, including initiating the *Blue Card* procedure.
- If the situation poses a danger to life or health, police officers are required to take action to isolate the perpetrator from the injured person; in addition, they will conduct an investigation.
- If you have suffered bodily injury due to abuse, the ambulance service will provide you with the necessary medical assistance.
- **If you need psychological or legal assistance or temporary shelter, use the support of an institution that is close to where you live.** In the area of Kraków the following facilities are available:
 - **Domestic Abuse Specialized Support Centre (tel. [12 425 81 70](tel:124258170), [606 618 014](tel:606618014) - from 7 a.m. to 7 p.m.),**
 - **Crisis Centre (24-hour hotline: [12 421 92 82](tel:124219282)),**
 - **Municipal Social Welfare Centre in Krakow - [find the nearest center in the search engine](#).**

If you are looking for legal or psychological assistance, you can also call:

- the 24-hour [“Blue Line” advice helpline](#): [22 668 70 00](tel:226687000) and [116 123](tel:116123), any day of the week,
- the 24-hour [Domestic Abuse National Helpline, the “Blue Line”](#): [22 668 12 00](tel:226681200) and 116 123, any day of the week,

Domestic abuse is not only a difficult, but also a complex problem that affects the most intimate sphere in a person's life. Tackling it requires determined action, but also sensitivity and careful diagnosis.

Find out how to report domestic abuse - step by step.

I have experienced abuse

Reporting makes a difference and will enable the relevant services to help you and keep you safe.

Go to the nearest police station and tell a police officer that you are experiencing abuse from a person close to you.

- During the interview you will be asked questions such as who is harming you, what forms of abuse you wish to report, how long the abuse has been going on, and whether children or other people besides you are also experiencing abuse.



- If there are witnesses to the reported situations, state this during the first conversation.
- If you have a medical certificate stating the cause and type of bodily injury, show it to the police officer.
- A police officer will fill in the Blue Card A form with you and give you a copy of the Blue Card B form, which contains detailed legal information on domestic abuse, as well as details of institutions and organizations where you can get help.
- Once you have filled in the Blue Card form, a diagnostic and support group set up by the interdisciplinary team will start to act. The group will include specialists who will take action to help you and a close relative or partner. They will take action to stop the abuse, give you the right help, and will also work with the person who is hurting you.
- If the violent situation you are experiencing is a criminal offence, [you can report the crime](#) or go to the diagnostic and support group for them to take this step.

If you are afraid to go home:

go to family or friends or to domestic abuse support centers . Get support from the Domestic Abuse Specialized Support Centre - tel. [12 425 81 70](tel:124258170) and [606 618 014](tel:606618014) (between 7 a.m. and 7 p.m.) or the [Crisis Centre](#)

REMEMBER! If a violent person is endangering your life or health, the Police are required to take action to apprehend the perpetrator, to order them leave the shared premises, or to issue a restraining order which is valid for fourteen days (this can be extended a court upon the request of the victim of abuse).