

# Q & A

## to Understand Victims

### Q What is the difference between a marital quarrel and domestic violence?

**A** Domestic violence is not simply a marital quarrel. It is an infringement of human rights in which one side tries to control the other by using various forms of violence. Although an abuser may try to use the excuse that it is only a marital quarrel, violence and threats are not forgivable under any circumstances.

### Q Why don't you escape?

**A** Victims of DV are deeply wounded physically and emotionally from the physical and mental violence of the abuser. After much repeated violence, victims may lack the strength to resist domestic violence. If the abuser repeatedly says, "It's your fault..." the victim may come to think, "It's because I have my faults" and may develop the habit of self-blaming, which makes it difficult to decide to escape from the abuse. In addition, a victim may decide to return to the abuser due to concerns about life after escaping, thinking that things will work out as long as they can bear with the situation.

### Q What influence does DV have on children?

**A** In families where DV occurs, violence against children may also be taking place. DV in a family with children (including direct exposure) is also considered to be emotional abuse. DV disrupts the fundamental safety and peace of mind that are essential for a child's growth. DV is also reported to have various adverse effects on the child both physically and mentally.

## List of Consultation Centers

Consultations are free of charge, and all matters are kept strictly confidential. Please ask for help instead of struggling alone.

### ■ Setagaya City Consultation Centers

→ **Setagaya City DV Consultation Line**  0570-074740  
Monday through Friday (Closed on national holidays and during the year-end/New Year holidays), 8:30 a.m. to 5 p.m.

→ **Child and Family Support Division, Public Health & Welfare Centers of Your Local District Administration Office**  
Monday through Friday, (Closed on national holidays and during the year-end/New Year holidays), 8:30 a.m. to 5 p.m.  
Child and Family Support Division, Setagaya Public Health and Welfare Center  
Tel: 03-5432-2915  
Child and Family Support Division, Kitazawa Public Health and Welfare Center  
Tel: 03-6804-7525  
Child and Family Support Division, Tamagawa Public Health and Welfare Center  
Tel: 03-3702-1189  
Child and Family Support Division, Kinuta Public Health and Welfare Center  
Tel: 03-3482-1344  
Child and Family Support Division, Karasuyama Public Health and Welfare Center  
Tel: 03-3326-6155

→ **Setagaya Gender Equality Center "Ra pu ra su" DV (and other problems) Consultation for Women** **Tel: 03-6804-0815**  
Tuesdays and Thursdays, 12 noon to 4 p.m. and 5 to 8 p.m.; Wednesdays, Saturdays, and Sundays, 10 a.m. to 1 p.m. and 2 to 4 p.m.  
(Closed from December 28 through January 4)  
Note: Consultations via the LINE app are also available.



Please scan the code to add a friend.

→ **Setagaya Gender Equality Center "Ra pu ra su" Consultation for Men** **Tel: 03-6805-2120**  
Wednesdays and Saturdays, 6 to 9 p.m.  
(Closed from December 28 through January 4)  
Note: Consultations via the LINE app are also available.



Please scan the code to add a friend.

### ■ Tokyo Metropolitan Consultation Centers

→ **Tokyo Women's Plaza**  
• General Consultation, Tel: 03-5467-2455; DV Hotline, Tel: 03-5467-1721  
Daily (except during the year-end/New Year holidays), 9 a.m. to 9 p.m.  
• Consultation for Men, Tel: 03-3400-5313  
Mondays, Wednesdays and Thursdays (except on national holidays and during the year-end/New Year holidays), 4 to 8 p.m., Saturdays, 1 to 5 p.m.  
• LINE Consultation "Support LINE @Tokyo" is also available  
(Please read the website for more information.)

→ **Tokyo Consulting Center for Women** **Tel: 03-5261-3110**  
Monday through Friday, 9 a.m. to 9 p.m.  
Saturdays, Sundays, national holidays and during the year-end/New Year's holidays (December 29 to January 3), 9 a.m. to 5 p.m.

### ■ Tokyo Metropolitan Police Department Consultation Service

→ **Tokyo Metropolitan Police Department General Advisory Center**  
#9110 or Tel: 03-3501-0110

### ■ Night & Emergency Numbers

→ **Police Department (in the case of an incident)** **Dial: 110**

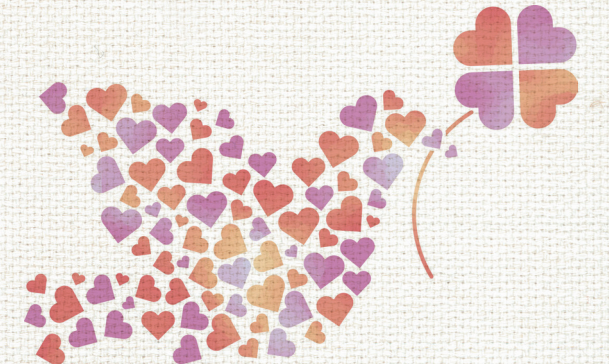
Published by the Human Rights and Gender Equality Division,  
Civic and Cultural Affairs Policy Department  
Publication Date: August, 2025



## Is This Domestic Violence (DV)?

Are You Struggling All Alone?

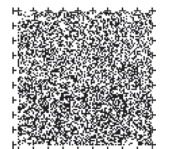
The Act on the Prevention of Spousal Violence and the Protection of Victims can help you.



City of Setagaya



The purple ribbon is a symbol of the campaign to eliminate violence against women.



This mark is an access code for audio for people with visual impairments.

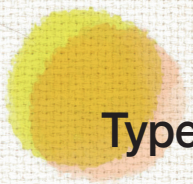




# DV

## What Is Domestic Violence?

Domestic violence (DV) is the violent abuse inflicted on you by someone close to you, such as your spouse or intimate partner, or someone with whom you had this type of relationship. DV includes not only physical abuse, such as hitting and kicking, but also abusive behavior such as shouting, neglect, and restricting activities with friends and acquaintances.



### Types of DV

#### Physical Abuse

Behavior such as hitting, kicking, pulling hair, strangling, and throwing things.

#### Mental Abuse

Behavior such as shouting, neglect, belittling the victim in front of people, or breaking things that are of value to the victim.

#### Sexual Abuse

Behavior such as forcing the victim to view pornographic videos or magazines they do not want to see, forcing sexual activities, or not supporting the use of birth control.

#### Financial Abuse

Behavior such as providing the victim with inadequate financial support for everyday living or preventing the victim from working.

#### Digital Abuse

Behavior such as slandering the victim on the Internet or monitoring the victim by mobile phone.

Note: DV is not restricted to heterosexual couples, but also applies to same-sex couples as well.

### If a Victim Consults You about DV

It takes courage for a victim to ask someone for advice. If someone consults you, listen to them carefully and reassure them by saying, "It's not your fault." And please advise them to contact a specialized consultation center for help.



## To Protect DV Victims

### ◆ The Act on the Prevention of Spousal Violence and the Protection of Victims

This law is designed to prevent spousal violence and protect victims through a system of reporting, consultation, protection and self-reliant support for those suffering from spousal violence.

### ◆ Establishment of the Setagaya City DV Consultation Center

Setagaya City established the Setagaya City DV Consultation Center in December 2018 to provide comprehensive support for spousal violence victims.

#### Examples of Support

- Takes reports related to DV victims
- Issues certificates of DV victim consultation
- Has a dedicated phone line for DV consultations
- Provide information on the use of the protection order system and offers support for using the system

For more information on the DV Consultation Center, please call the Human Rights and Gender Equality Division.

Consultation services related to DV are provided through the Setagaya City DV consultation line, etc.

### ◆ Act on Support for Women with Difficult Problems enacted

In accordance with the enactment of this law, Setagaya City formulated basic policies in March 2025, indicating the direction of future city support for women. Details are available on the Setagaya City website.

