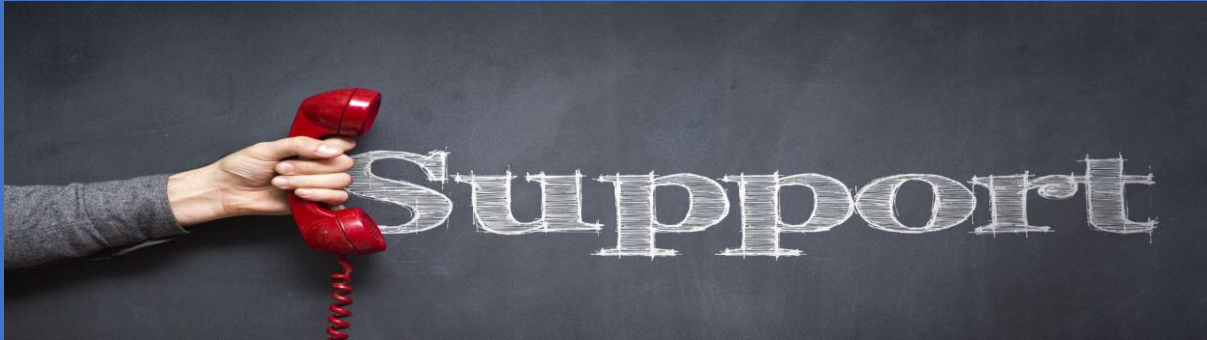




INTRODUCING VICTIM CONTACT CONTRACTS FOR ALL VICTIMS REPORTING A CRIME TO OUR POLICE SERVICE AS WE BELIEVE:

# EVERY CONTACT COUNTS



Police Officers aim to ensure that every contact counts with victims of crime by being helpful, polite, approachable, professional, proud to provide a good service, positive about the Police Force, take personal responsibility, provide regular informative updates and treat victims as they would want their family or friends to be treated.

The Police take all crime seriously and you can expect to be treated with sensitivity and respect by them. After you have spoken to the Police, the investigating officer will decide whether you need to provide a statement or be spoken to further about what you have seen.

## **What can you expect from us?**

If you are a victim of crime, we promise to:

- treat you with fairness, dignity and respect
- give you clear and relevant information about your case with agreed timescales
- keep you informed about progress on your case and
- tell you if we aren't able to take the case forward for any reason

**You may receive a telephone call from us once the investigation has been concluded. The call will seek to understand how satisfied you are with the service we provided.**

**Specifically we will ask:**

- What was the initial contact from the Police like?
- How satisfied were you with the action we took?
- Did we keep you updated about your case?
- How do you feel about your treatment overall?

*'Public Service is at the core of all we do, protecting and serving our community and delivering a safe and secure environment for all.'*