



**“Hertfordshire is a safe
county but even one victim
is one too many...”**

Information for Victims of Crime in **Hertfordshire**

Your Crime Reference No

Please contact us for more information on 0300 011 5555



— **David Lloyd** —
**Police and Crime
Commissioner**
for Hertfordshire



**HERTFORDSHIRE
CONSTABULARY**

This booklet is designed to give you all the information you might need

Contents

Welcome Messages	4
About this Booklet	5
What Happens Next	6
Your Entitlements under the Victims' Code	8
Support: Beacon, Hertfordshire's Victim Care Centre	10
Stages of the Criminal Justice System	12
Making a Victim Personal Statement	14
Business Impact Statement	15
Young Victims	16
Vulnerable Adults	17
Alternatives to Court	18
The Court Process - Going to Court	19
Victims' Right to Review	21
Compensation and Financial Support	22
Restorative Justice	24
How to Make a Complaint	26

A message from David Lloyd, your Police and Crime Commissioner for Hertfordshire



Being a victim of crime can be a traumatic and sometimes a life changing event. I want you to feel confident in the support you will receive after you have reported a crime to the police.

This booklet is designed to help people affected by crime understand the services accessible to them in Hertfordshire and what you can expect from the police and others whose job it is to help you.

Here in Hertfordshire, a range of local services are available through a dedicated unit called Beacon, Hertfordshire's Victim Care Centre.

Victims of crime have a number of rights and entitlements under the national Code of Practice for Victims' of Crime. These are set out within this booklet.

If you have any comments or questions about the service you receive, in the first instance, please speak to the police officer dealing with your case. If this is not practical, then contact Beacon. You can also record your views using the Victims Voice survey on the Beacon website.

A message from Charlie Hall, your Chief Constable for Hertfordshire



At Hertfordshire Police, we all recognise that being a victim of crime can be a stressful time and we understand that the impact of the crime will differ from person to person. Our officers and staff are able to deal with all aspects of your investigation and will keep you updated with any developments as they arise.

I want you to feel confident that Hertfordshire Police will ensure that you are offered support with both your emotional and practical needs and will provide you with the best possible service at all times.

By working closely with our criminal justice partners we hope to achieve a satisfactory outcome for you and your family. This booklet has been written with you in mind and I hope you find it useful and informative. If you have any questions, please do not hesitate to contact the officer looking after your case.

I want you to feel reassured that you don't have to face this situation on your own; there are teams of staff who are ready to help you every step of the way.

About this Booklet

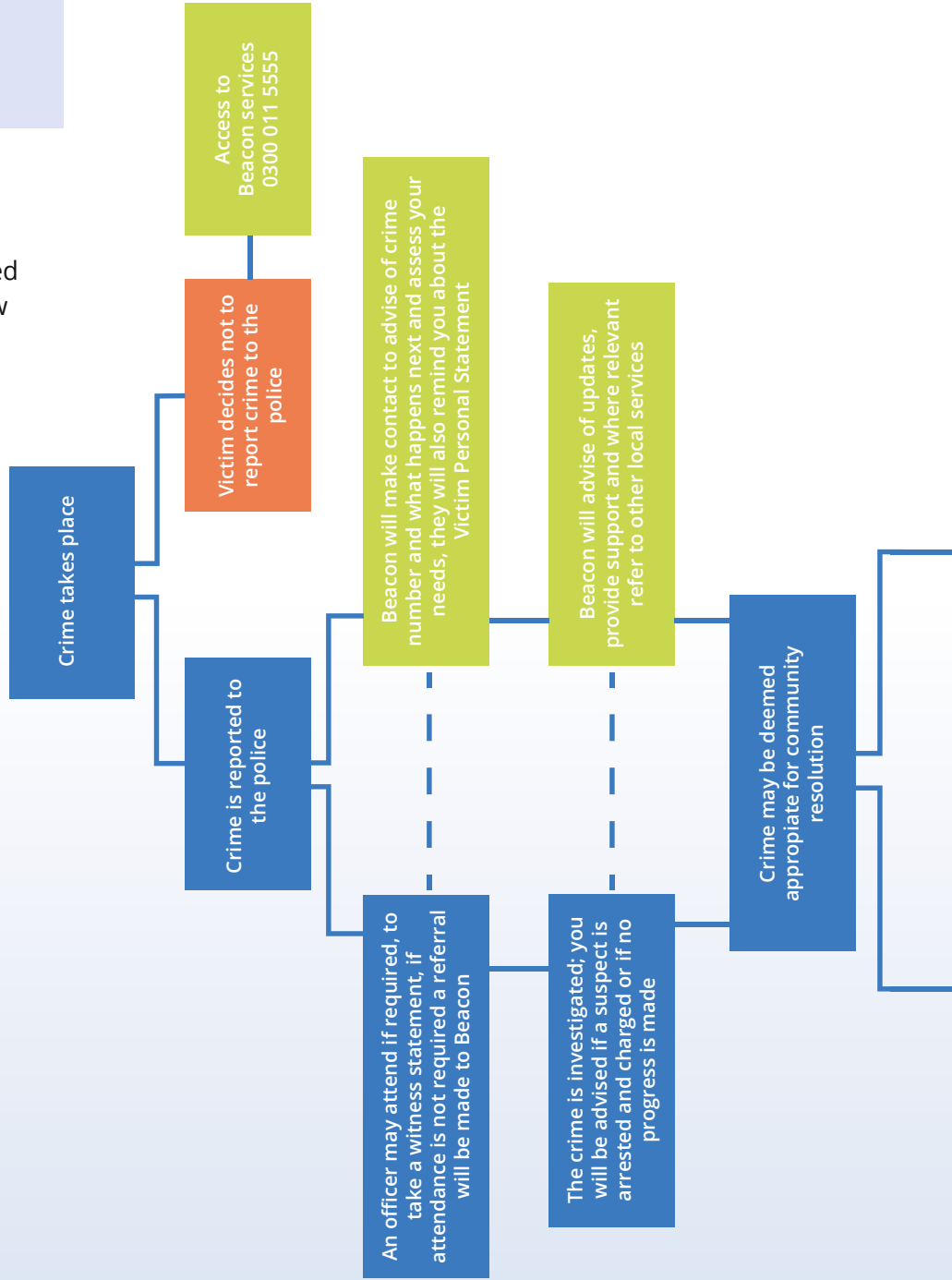
This information booklet is designed to give an understanding of what to expect throughout your journey as a victim of crime. It outlines your rights and the contact and support you can expect to receive from agencies within the Criminal Justice System.

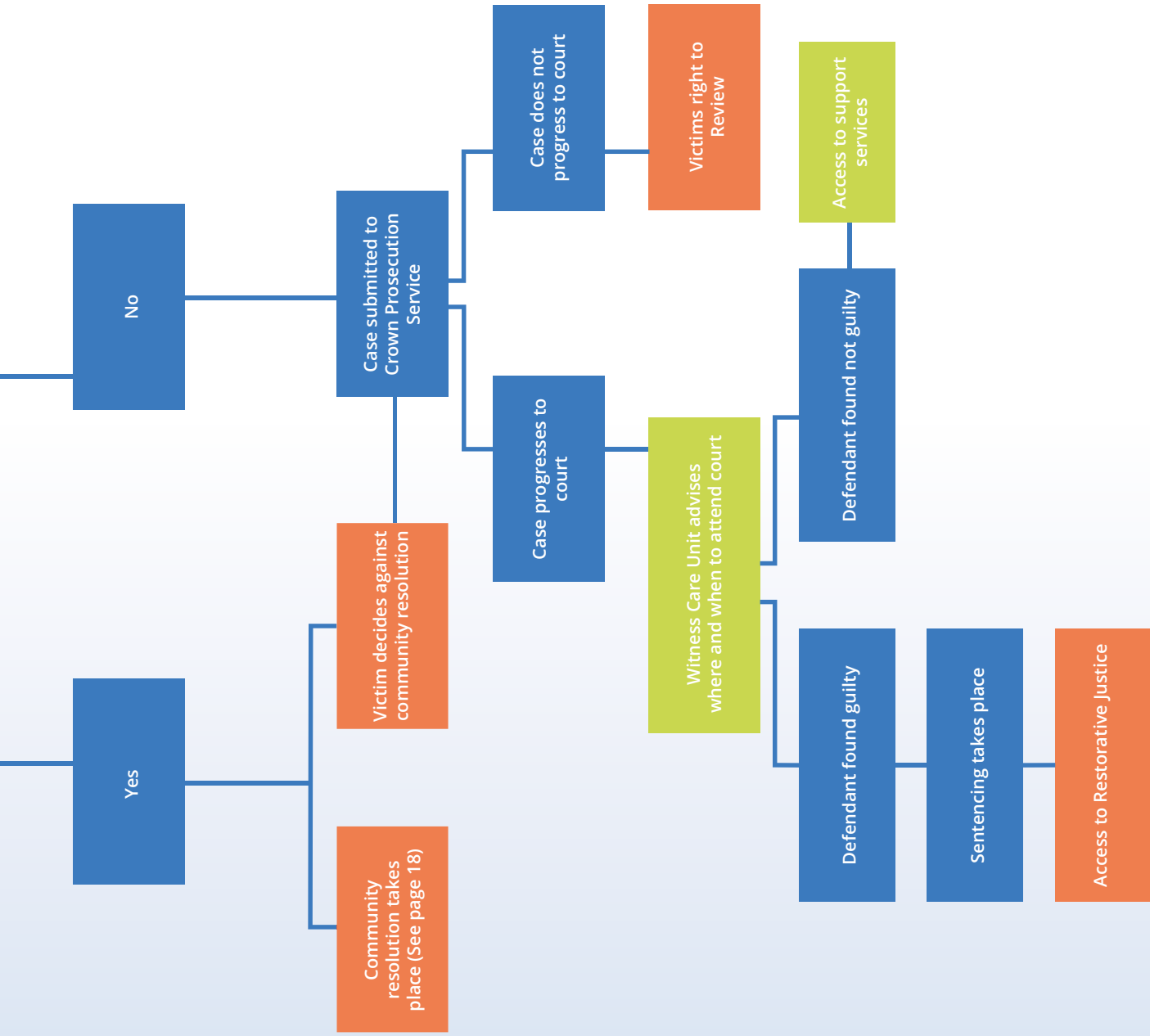


It is important to remember that it is OK to feel angry or upset about the crime that has taken place. All of the above emotions and many more are completely normal and expected reactions to the event. Some emotions you might feel straight away whilst some you might experience later on. All of your emotions are valid and there are support services available to help you with them.

What Happens Next

Being a victim of crime can be an overwhelming experience – the following chart has been designed to give you a brief and clear overview of the possible outcomes.





Your Rights under the Victims' Code



The Code of Practice for Victims of Crime sets out the minimum levels of service which victims can expect from agencies that are signatories to it. Under the Code of Practice for Victims of Crime, you are entitled to support from criminal justice agencies even if you don't report the incident to the police. You are also entitled to support if you are a close relative of somebody who has been killed as a result of a crime.

Under the Code of Practice for Victims of Crime you are entitled to:



Understand and to be understood

You have the right to information you understand in a language you speak.



Be provided information

You have the right to receive written confirmation when reporting a crime and to be told where to find information on the criminal justice process and how to obtain support available to you.



Be referred to services that support victims

You have the right to be offered support when your crime is reported which will include an assessment of your needs. If eligible, you have the right to be offered a referral to specialist support services and to be told about additional support available at court.



Have your crime recorded

You have the right to have details of your incident recorded by the police as soon as possible. You have the right to support if you are when providing your account to the police.



Compensation

You have the right where eligible, to be informed about how to claim compensation for any loss, damage or injury caused as a result of crime.



Investigation and prosecution

You have the right to be given updates on your case and be told when important decisions are made. You also have the right to ask for decisions to be reviewed by the relevant service provider at certain stages of the justice process.



Victim personal statement

You have the right to make a Victim Personal Statement (VPS) and to be provided with information about it. A VPS is an opportunity to tell the court how the crime has affected you and is considered when sentencing the offender.



Expenses and property

You have the right to claim certain expenses if you are required to attend court and give evidence. If any of your property was taken as evidence, you have the right for it to be returned to you as soon as possible.



Trial, trial process and your role as a witness

You have the right if your case goes to court to be told the time, date and location of any hearing and the outcome of those hearings promptly. You have the right if you are required to give evidence to be offered appropriate help before the trial and where possible meet the prosecutor before giving evidence.



Information following a conviction

You have the right, where eligible to be automatically referred to the Victim Contact Scheme, which will provide you with information about the offender and their progress in prison, and if/when they are eligible for parole or release. You also have the right to make a new Victim Personal Statement, in which you can say how the crime continues to affect you.



Outcome of your case and any appeals

You have the right to be told the outcome of your case and, if the offender is convicted, to have the sentence explained. If the offender appeals against their conviction or sentence, you have the right to be told about the appeal and its outcome.



To make a complaint

You have the right to make a complaint to the relevant service provider if you believe that you have not received your rights. If you remain unhappy, you can contact the Parliamentary and Health Service Ombudsman.

A more comprehensive list of entitlements can be found within the Code of Practice for Victims of Crime, which can be located on <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>



Beacon, Hertfordshire's Victim Care Centre



What is Beacon Victim Care Centre?

Beacon is Hertfordshire's Victim Care Centre and is staffed by professionals from both Hertfordshire Constabulary and Catch 22, an independent organisation commissioned to support victims of crime in Hertfordshire. At Beacon, our primary focus is to help you cope and recover from what happened. Our team of dedicated and trained professionals will support you every step of the way.

What happens after a crime?

If you have reported the crime to the Police, you will automatically be contacted by the Victim Service Team who will advise you of:

- Your Crime Reference Number
- What happens next
- The services available to you

As part of the Victims' Code, Beacon staff aim to keep you updated in a way that suits you so you



know what is happening with your investigation.

When and how Beacon will contact you

You should be updated within 5 working days if a suspect is;

- Arrested
- Released without charge
- Considered for a change in bail conditions
- Interviewed under caution
- Released on police bail

You will be asked how you would like to be notified of progress with your crime and how often you would like to be updated.



Emotional and Practical Support



If you have been a victim of a crime and would like help and support, but you do not want to report the crime to the police, you are still entitled to the services Beacon can provide.

Under the Victims' Code of Practice, some victims have personal circumstances that entitle them to additional support.

A needs assessment will be offered, which will take into account the impact and harm caused by the crime including any physical, emotional, psychological or financial hardships caused.

Beacon Support Workers are specially trained to develop a package of support tailored to your needs around the impact of the crime, and where agreed, they can advocate on your behalf.

Where necessary, this can include a referral on to partners who have specialist skills and knowledge; however, rest assured this can only happen with your approval. Your Victim Care officer will keep in touch to ensure you are happy with the support you receive and discuss the options open to you.

Beacon Support Workers are employed and managed by Catch 22, and are not police staff. If you need to speak to the police you can call 999 for emergencies and 101 for any other enquiries.

To speak to a Beacon Support Worker please call 0300 011 5555 (Option 3). The Beacon helpline is available between 8am to 6pm Monday to Friday, and Wednesdays until 8pm.

At Beacon, we can offer you emotional and practical support around the impact of the crime.

Stages of the Criminal Justice System



There are a number of agencies within the Criminal Justice System who you may encounter who will work on your behalf.

The information here outlines what you can expect from the different agencies involved in the Criminal Justice System and when you can expect them to contact you.

The Police

- Provide you with a crime reference number
- Take statements from you and witnesses
- Identify if you are vulnerable and/or intimidated
- Provide updates to you throughout the investigation
- Inform you of the role of the Witness Care Unit

Beacon and other Support Services

- Give you non-judgement support and advice, whether you choose to report the crime or not
- Discuss and assess your needs
- Provide practical and emotional support
- Assist with other court support
- Assist with Victim Personal Statements

The Crown Prosecution Service (CPS)

- Determine whether the case is heard in court
- Apply for special measures for the court, if required

- Ensure the prosecutor introduces themselves to you, where appropriate, and present the case in court
- If the case is discontinued they will write to you with a full explanation

The Witness Service

- Arrange a court familiarisation visit so you know what to expect
- Meet you on the day at the court and take you to a witness service room
- Provide support on the day of the trial

The Witness Care Unit (following the first court hearing)

- Inform you of any outcomes, for example, if the offender pleads not guilty, the trial date and court location
- Keep you updated as the case progresses, including any final outcome
- If the sentence is over 12 months, you will be given the opportunity to become involved in a Victims Contact Scheme

The Courts

- Make decisions on special measures applications and ensure they are in place, if granted
- When setting trial dates, consider your availability

Youth Offending Services (if the offender is under 18)

- Inform you of the outcome of the case
- Ask for your views on what you think an offender should do to make amends for their actions

Probation Service (if someone is sentenced to 12 months or more for violent / sexual offences)

- Explain the sentence to you and tell you about the Victim Contact Scheme
- Inform you about key stages of offender's sentence
- Tell you when the offender will be released
- Keep you informed about Parole Board dates and decisions
- Advise you on making a victim personal statement for the parole board

Prison service

- Provide a helpline number for you to call if there is unwanted contact from the offender

Parole Board

- Give you the opportunity to make a victim personal statement and express your views and consider this information when discussing the possible release of the offender

Agencies
will work on
your behalf

Making a Victim Personal Statement



Victim Personal Statement

A Victim Personal Statement (VPS) is a written account that you can give to the police if you have been a victim of a crime. It is your way of telling people, working in the Criminal Justice System, about the crime you have suffered and the impact it has had on you, whether this is physically, emotionally, psychologically, financially or in any other way.

Your VPS gives you a voice and helps the court to understand what you have been through. Before deciding to make a VPS, you will be advised by the police that if the case reaches court, it will be seen by the defence and that you may be asked questions about it during the trial.

You will be asked if you would like to read your statement out in court or have someone read it out aloud on your behalf, if the defendant pleads guilty. Again, this is up to you and your Victim Personal Statement will still be taken into account by the courts whether it is read out aloud or not.

If you do want to read your Victim Personal Statement out in court, the court will decide whether this is appropriate. You will be notified of the court's decision. If it is read out there is a possibility of it being repeated in the press.

What your VPS can contain

- Any physical or psychological harm that you have suffered
- If you no longer feel safe
- The impact on your family
- How your quality of life has changed on a day-to-day basis
- Any concerns about the alleged offender being given bail
- If you feel the crime was racially motivated or that your faith, sexuality or disability played a part in the crime
- If you need or are receiving additional support as a result of the crime
- If you intend to claim compensation from the offender for any injury, loss or damage

You can choose to make a Victim Personal Statement at any point as long as it is made before the case goes to court or before the offender is sentenced. If you are not ready to make a statement now, you can speak to the police officer dealing with your case or staff at Beacon about arranging this.

The VPS is a formal statement and you will need to sign a declaration confirming that it is true to the best of your knowledge.

What a VPS must not contain

Your VPS must not include your thoughts or opinion on how the alleged offender should be punished – this is for the magistrate or judge to decide. Any inappropriate content, such as unsubstantiated claims against the alleged offender, may be removed from the final version of the statement before the court.

Adding to your VPS

You cannot change or withdraw your original VPS. However, you can make a further VPS to add to or clarify your original VPS at any time before the trial or sentencing. You can make a second VPS if you want to describe the full impact of the crime, such as the longer term effect the crime has had on you, or any other issues that may not have been apparent at the time of making your original VPS.

For Businesses

The Victims' Code also entitles you to make a further impact statement if your business or enterprise has been the victim of a crime; this is called a Business Impact Statement.

The Business Impact Statement allows you to detail how the crime has affected your business in terms of the direct financial impact (assets stolen or damaged), indirect financial impact (loss of custom, loss of staff time) and non-financial impact (reputational damage).

You can make a Business Impact Statement alongside a separate Victim Personal Statement. If appropriate to your circumstances, the officer in the case will arrange for the completion of this statement.

You can use the journal in Herts Beacon Assist to **help you** prepare to write your Victim Personal Statement.

See <https://hertfordshirebeacon.org/> on how to download Herts Beacon Assist

Young Victims



Being a victim of crime can be a difficult experience for anyone. As a young victim we are aware that this can be particularly difficult when you aren't sure what support is there. As a young victim you have access to the same entitlements that adults do. These entitlements are shown on pages 8 and 9. As well as these entitlements, because you are under 18 you are automatically able to access some extra support under the Victims' Code of Practice. The extra support that you can access is outlined below.

- You can have support at court through 'Special Measures'. Special Measures are actions that can be put in place before and during court so that if you have to give evidence you may find it easier. These are offered as we know going to court and giving evidence can be overwhelming and frightening for some. Some examples of special measures are giving evidence in a different room by video link or asking the judges and solicitors to remove their court wigs and gowns. See page 20 for a full list of the special measures you can ask about with the police officer in charge of your case or a Witness Care Officer. See page 12 for more information on Witness Care Officers.
- You can also choose to have your Victim Personal Statement (page 14) recorded on video instead of writing it out. This is if you feel that this would be

an easier way to tell the police what happened and how the crime has affected you. By recording this on video it may mean you do not have to give this evidence in court. However, if you did want to give evidence in court you can still choose to do so. It is your choice and you can talk to the police officer in charge of your case about this.

- You can also choose that your parent or guardian can be updated with what is happening with the case instead of yourself.
- Importantly, you are also entitled to support from Beacon Victim Care which has Beacon Support Workers that can support you around how the crime has impacted you. See page 11 for more information on this.
- We do have an easy read guide that outlines some of this information above. Please call and ask Beacon if you would like to access this.

Your statement can be recorded to make it easier to tell the Police what happened.

Vulnerable Adults



If you are an adult who is deemed vulnerable due to age, mental health, or a physical or learning difficulty you are entitled to additional support. You are entitled to an enhanced service under the Victims Code of Practice. This may include special measures in court which is explained on page 19 .

These measures, additional support and anything else you need can be discussed with the officer in charge of your case or your Witness Care officer.

Another adult may be required to support you when you talk to the police and to help you understand documents or what is said. Specialist police officers may record your evidence.

You can choose for a person you trust and/or who is responsible for your care to be updated with the progress of the case if you would prefer.

If you would like more information about what you are entitled to in an accessible way please contact Beacon Victim Care Service who can provide you with an easy read booklet.

“The staff listened to my individual concerns and made helpful suggestions.”

Alternatives to Court

In some cases lower level crimes can be dealt with out of court. Out of court disposals are not suitable for more serious cases, cases where the offender does not admit their responsibility or for offenders who repeatedly commit crimes.

Hertfordshire Constabulary, the Crown Prosecution Service or Youth Offending Team may consider an out of court disposal is a more appropriate method of dealing with your case. If this is the case, you will be asked for your views, which will be taken into account before any decision is made.

Community Resolution provides an out-of-court alternative

Community Resolution

A Community Resolution is an out-of-court option available to deal with anti-social behaviour and low level crime in the community if considered suitable.

Community Resolution gives you a much greater say in dealing with offenders who commit low level crime and anti-social behaviour.

Some of the options available include the offender:

- Paying for the damage they have caused
- Providing you with a written or verbal apology
- Entering into a contract which spells out acceptable and unacceptable behaviour.
If the offender breaks this contract, this can be used as evidence for further action.
- Attending a rehabilitative course to help the offender to stop doing this again.

The suitability of the options depends on the nature of the offence, the age of the offender and the particular circumstances. A police officer will discuss the situation with you, to help come to the best solution. They will do their best to take all of your views into account before deciding the final course of action.

The Court Process - Going to Court



If you're a victim of a crime in Hertfordshire, you may have to go to court to give evidence at the trial. We know this can be a distressing experience and at Beacon, our trained staff are here to help you both before the hearing and on the day itself.

- If your case **does not** go to court, you should be told the reason for this decision
- If your case does go to trial, you will be assigned a Witness Care Officer or other point of contact. They will inform you about attending court and will keep you up to date about what is happening. This includes information about the dates and locations of court hearings and whether you will be required to give evidence

The Witness Service

The Witness Service will give you free support before and during the trial. This will help to reduce stress in the period before the hearing and make you more aware of the whole process:

- A Witness Services volunteer will be at the court on the day of the trial.
- They provide emotional and practical support, refreshments and can accompany you into court.
- You can book a visit to the court before the day of the trial or organise a pre-trial support phone or video call
- You may find this helps you to feel less anxious on the day.
- Witness Service also offer an enhanced service,

where a volunteer is assigned to you and provides support throughout the case, after the verdict and sentencing if required.

- If you need any particular help, for example, if you're disabled and need help getting to court or moving about in the court building, you should tell the Witness Care Officer who will work with Witness Service to make the necessary arrangements for you for pre-trial visits or on the trial day itself.

If you think you would benefit from any pre-trial support from the Witness Service, please inform your Witness Care Officer who can refer you, or you can self refer via our Referral Hub:

Phone: 0300 332 1000

Email: WSreferralhub@citizensadvice.org.uk

Website: <https://www.citizensadvice.org.uk/law-and-courts/legal-system/going-to-court-as-a-witness1/get-help-and-support-being-a-witness/witness-referral/>

If you have any problems or concerns about going to court, you must let the person who asked you to go to court know as soon as possible. This will enable any issues raised to be resolved as quickly as possible.

Your Beacon Support Worker will also be on hand to provide any help as well as advice and information. We want to ensure you feel as comfortable and confident with the process as possible, so if you have any questions you can always ask us.

Help in Court - Special Measures

Courtrooms are formal places, which can make being a witness quite daunting. This is especially true for children, young witnesses or if you are a vulnerable or intimidated victim.

Special measures are arrangements which can be put in place, to help you give the best evidence in court. You can contact the officer in your case or your

Witness Care Officer if you would like more information on how special measures may help you.

The police and the Crown Prosecution Service will apply for any special measures on your behalf but the court will make the final decision about whether the special measures that have been requested can be used.

Special measures can include:

1. Screens - available to screen you from the defendant in the court room so that you cannot be seen whilst giving evidence.

2. Live link - you can give evidence during the trial from a room outside the court room or a suitable location outside the court house, via live TV link. Hertfordshire has live link facilities in use in some police stations.

3. Evidence given in private - members of the public are excluded from the court room whilst you give evidence.

4. Removal of wigs and gowns (used at Crown Court) to create a less formal environment. This is mostly used for young witnesses.

5. Video Recorded Interview as Evidence in Chief - The prosecution can apply for a video interview to be used in place of you physically giving evidence in court.

6. Having someone (an Intermediary) to help you understand questions when being interviewed or giving evidence.

7. Aids to communication - This could include using an interpreter or someone to communicate for you or it could cover the use of a communications aid or technique.

Victims' Right to Review



The Victims' Right to Review scheme allows you to request a review of a police or Crown Prosecution Service (CPS) decision not to prosecute a suspect or to otherwise terminate criminal proceedings.

You are entitled to be notified of the reasons why this decision was made, how you can access further information about the decision and how you can seek a review of the decision if you are not satisfied with it.

Right to Review - Police

A victim can request a review when:

- A suspect has been identified and interviewed under caution
- A decision has been made not to bring proceedings in cases where the police have authority to charge; or
- A decision has been made that the case does not meet the threshold test for referral to the CPS for a charging decision.

As a victim of crime if you feel that your case has not been handled appropriately under the above circumstances, you have the right to request a review of your case. You can find further information on how to request a Right to Review of the decision made by the police at <https://beta.herts.police.uk/advice/advice-and-information/victim-support/victims-right-review-scheme/>

Right to Review - CPS

The Victims' Right to Review scheme also gives you the right to request a review of a decision made by the Crown Prosecution Service.

Any victim of crime or bereaved family member can now ask for their case to be reviewed if you do not agree with a decision made not to charge the suspect, to discontinue proceedings or offer no further evidence at court.

Details of how you can ask the Crown Prosecution Service to review this decision can be found at www.cps.gov.uk/legal-guidance/victims-right-review-scheme



Compensation and Financial Support



If you have suffered financial loss as a result of being a victim of crime, there are some schemes that may be able to help you. These include court-awarded compensation, criminal injury compensation and the Hardship Fund. You can also claim expenses for giving evidence in court.

You may be able to claim compensation if you are a:

- Victim of a crime
- Close relative of someone who has died because of a crime
- Witness to a serious crime, intervened and were seriously injured

Expenses for Going to Court

Attending a hearing can leave you out of pocket as your employer doesn't have to pay you for the time you'll have to take off work. You may be able to claim expenses for your travel, meals, loss of earnings and childcare when you give evidence at a trial.

Making a claim

You should receive a witness expense claim form, a prepaid envelope and a list of your allowable expenses before the trial. If for any reason you haven't received these, your solicitor or a court official should provide them for you.

Let Beacon help you

At Beacon, our Support Workers will be able to provide you with information and signpost you to compensation available.

There are schemes
available which
may be able to
help you

Court Awarded Compensation

The court can order a guilty party to pay you compensation. However, you'll need to tell the police that you want this form of compensation and what you're claiming for.

This could include:

- personal injury
- losses from theft or damage to property
- losses from fraud
- being off work
- medical expenses
- travel expenses
- pain and suffering
- loss, damage or injury caused by a stolen vehicle

The police will pass your request for compensation to the Crown Prosecution Service (CPS). The CPS will ask the court to order the convicted person to pay compensation on your behalf. Bear in mind that the court will set any compensation according to what the offender can afford to pay. If the offender receives a prison sentence they'll be unable to work, so ordering them to pay compensation is unlikely. It's the court's job to collect compensation from the offender and pass it on to you. You won't have to have any dealings with the offender.

Criminal injury compensation

If you're a victim of violent crime and can't get court-awarded compensation, you may be able to

claim from the Government-funded Criminal Injuries Compensation Authority (CICA).

You can claim for physical and mental injuries. Any mental injury you claim for must be a recognised psychiatric or psychological illness and covered by the scheme.

You can apply to CICA within two years of reporting the incident, providing you've cooperated with any investigations. You can call CICA on **0300 003 3601**.

Hardship Fund

If you have to take time off work as a victim of violent crime, you can apply for help from the Government's Hardship Fund. This could provide temporary relief from financial hardship and reduce some of the stress of your experience. If you apply for relief from the Hardship Fund, Victim Support will assess your eligibility for a claim. They'll then forward your application to CICA who will process it for you.

You can apply for relief from the Hardship Fund if you:

- Earn less than the minimum amount needed to qualify for Statutory Sick Pay (SSP)
- Couldn't work for at least seven consecutive days as a result of the crime
- Don't have any unspent convictions that resulted in a custodial sentence or community order

For more information on The Hardship Fund, contact Victim Support on **0808 168 9111**.

Restorative Justice



Restorative justice is a service that aims to repair the harm caused from a crime. Under the Victims Code of Practice all victims of crime have a right to receive information about restorative justice.

The process can bring a victim and an offender together to communicate in a variety of ways and **give victims a voice!**

It can give victims of crime the chance to have their say, explain the effect on themselves and seek a direct explanation from the offender about what they did. Through this the offender can begin to understand the impact of their behaviour.

Restorative justice does not replace the criminal justice system but **helps to deal with the emotions** related to the crime. It can be a means of closure or way to move on for the victim.

Restorative justice works alongside criminal justice proceedings and most victims tell us it helps.

In fact, 85 per cent of victims of crime who have used restorative justice were satisfied with the process. And 78 per cent would recommend it to others.

How Restorative Justice works

Restorative justice can only take place when the offender has been identified and accepted guilt. It doesn't just happen when a court case has taken place; it is available when a victim is ready. To start with, there'll be a meeting between the victim and a trained facilitator. At the meeting, the victim can explain:

- What happened
- **How it affected them**
- What might make them feel better about it

If appropriate, the facilitator may then suggest communication between the victim and the offender. They'll take their wishes and any concerns into account and treat both parties' **emotional and physical safety as a top priority.**

The next step will be for the facilitator to speak to the offender about what happened and their understanding of the harm that was caused. They will then be asked if they would like the opportunity to communicate with the victim.

If the facilitator doesn't feel a face to face meeting is a good idea, they'll let the victim and/or the offender know and explain why. Instead of a meeting, if appropriate, the facilitator may be able to convey a message from the victim to the offender.

The facilitator will be a specialist in providing restorative justice and trained in supporting victims of crime. The service is completely confidential and impartial.

Restorative Justice Referrals

If you are interested in restorative justice and would like to find out more, please contact the Beacon team at: rj@hertfordshirebeacon.org or call on 0300 011 5555 (option 4).

A chance
to have
your say

How to Make a Complaint



Hertfordshire Police is committed to giving you the best service possible, however if you have a complaint or wish to raise any concerns, please let us know.

You are entitled to be treated in a respectful, sensitive and professional manner. Where this is not the case or where the services you are entitled to have not been provided, you have the right to complain.

The Hertfordshire Police Professional Standards Department is responsible for the investigation of these complaints. There are a number of ways you can make a complaint:

- By phoning and speaking to an operator who will record your complaint and forward to the relevant department
- By visiting: <https://www.herts.police.uk/fo/feedback/tcs/complaints-triage/> where you can access and complete the online complaint form
- By writing to Professional Standards Department at:
Biggleswade Police Station, Station Road,
Biggleswade, SG18 8AL.
- By contacting the Independent Police Complaints Commission, (please note that under the new complaint legislation, the IOPC will take a much

smaller role in the processing of complaints and any complaints sent to them will be forwarded automatically to Hertfordshire Police) <https://policeconduct.gov.uk/complaints-reviews-and-appeals/make-complaint>

- In person, at any police station that has a front office counter, for details of police stations please visit: <https://www.herts.police.uk/Information-and-services/About-us/Contact.aspx>
- By emailing: OPCCComplaintResolutionTeam@herts-pcc.gov.uk

Where any service provider other than the police does not provide you with the services required under the Victims' Code, you are entitled to make a complaint directly.

If you would like to provide feedback on your experience with Beacon Case Managers please contact us via email at info@hertfordshirebeacon.org. Alternatively, you can issue a complaint on the Catch 22 website by visiting the following link: <https://www.catch-22.org.uk/contact/>

All comments and complaints received will be acknowledged within three working days. Should the response require longer than 10 working days you will be contacted and informed of when Catch22 will be able to reply in full.

Herts Beacon Assist

The Herts Beacon Assist app is designed to provide victims with support and detailed information on their rights as a victim of crime. Herts Beacon Assist is loaded with free information and victims can connect with a support worker from the Hertfordshire Beacon Victim Care Service for free, personal support.

Specifically for Hertfordshire residents, the app has been developed thanks to support from Hertfordshire's Police and Crime Commissioner and designed with Catch22. It was created to empower victims of crime, whether reported to police or not, access to the support they are entitled to.

Making **contact** with
victims services easier, safer
and more convenient. All
victims of crimes have **rights.**



Notes

Notes



If you have any feedback on the services you have received as a victim of crime we would like to hear from you. Your views, good or bad, help us to develop and improve the support we provide and will be gratefully received.

Tell us about your experience.

Text **Beacon** followed by your comments to **66099**

If you prefer, the online link is: bit.ly/echo-beacon.

