

Complaints

You are entitled to be treated in a respectful, sensitive and professional manner by all the organisations that provide support and services to victims under the Victims' Code. As a victim of crime, if you feel this hasn't been the case or that you haven't received the services you are entitled to, you have the right to complain.

In the first instance complaints should be dealt with quickly and properly by the relevant organisation's internal complaints service.

If you have been unhappy with how you have been treated by Thames Valley Police then details of how to make a complaint, including an online contact form can be found at www.thamesvalley.police.uk.

Alternatively you can raise your concerns through attending or writing to your local police station, calling 101 or emailing professional.standards@thamesvalley.pnn.police.uk

Details of how to make a complaint about any other criminal justice organisation can be found on their websites.



Contacting Victims First

To speak to a Victims First Officer about any of our services and to receive support please call:



0300 1234 148

You can also make a referral for support online through our website:



www.victims-first.org.uk

You can follow us at:



www.facebook.com/victimsfirstTV

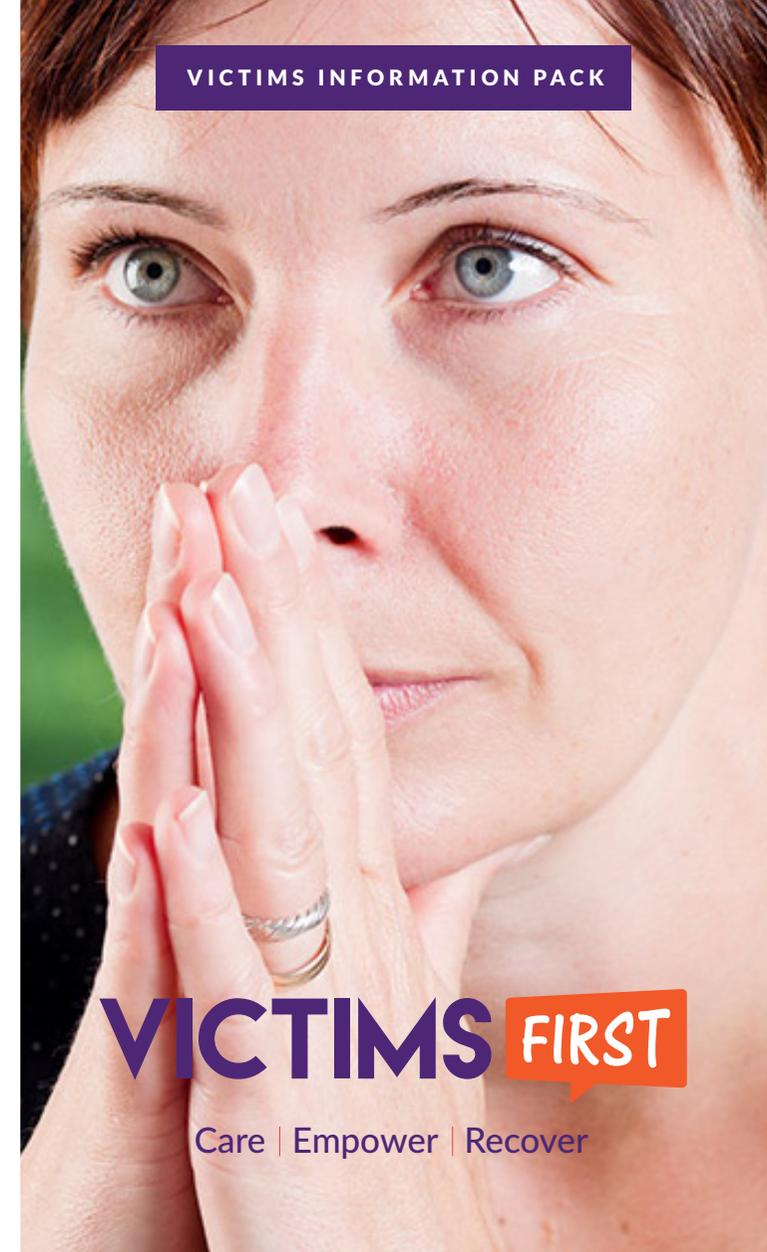


<https://twitter.com/VictimsFirstTV>



VICTIMS INFORMATION PACK

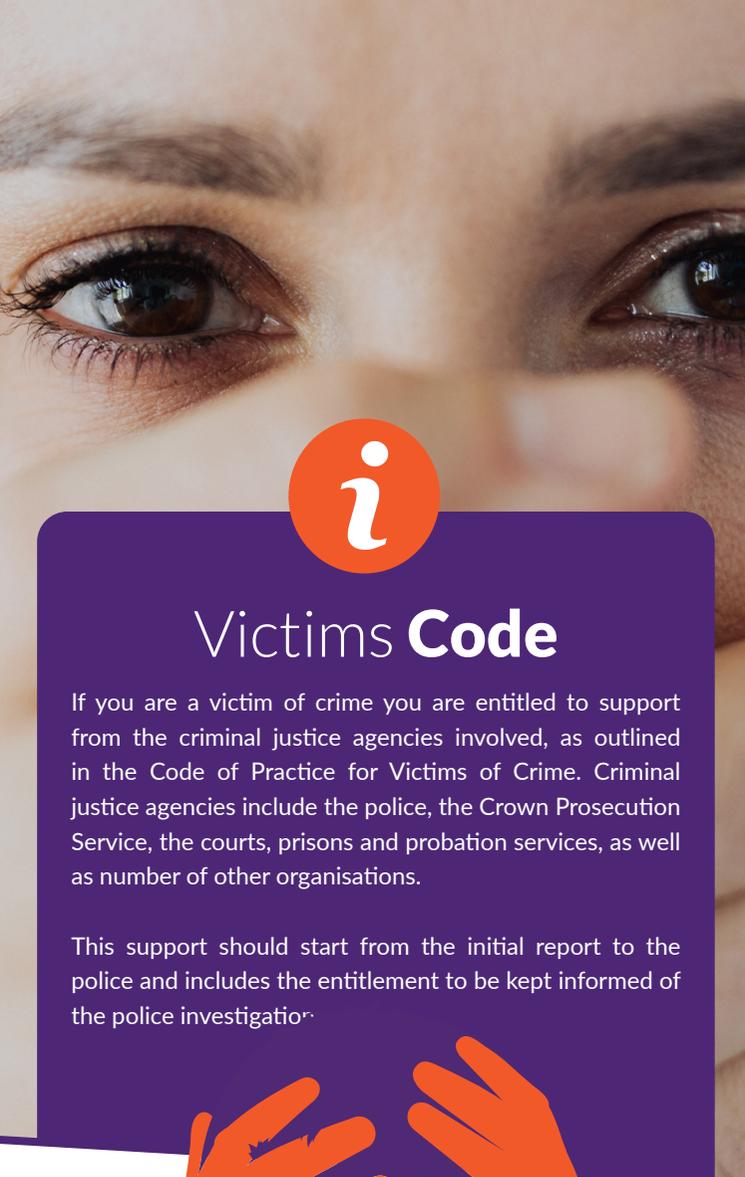
VICTIMS INFORMATION PACK



VICTIMS FIRST

Care | Empower | Recover

This Victim Information Pack is designed to inform you of your rights under the Code of Practice for Victims of Crime and assist you in finding any support services you may need to help you cope with the impact of the crime.



Victims Code

If you are a victim of crime you are entitled to support from the criminal justice agencies involved, as outlined in the Code of Practice for Victims of Crime. Criminal justice agencies include the police, the Crown Prosecution Service, the courts, prisons and probation services, as well as number of other organisations.

This support should start from the initial report to the police and includes the entitlement to be kept informed of the police investigation.



Victims **Right to review**

When your case has been designated as 'no further action' the Victims' Right to Review (VRR) Scheme gives you the right to request a review of a police decision to not charge a suspect or to not refer the case to the Crown Prosecution Service (CPS) for a charging decision.

A review can be requested by either the victim of crime, a close family member of someone who has died due to criminal conduct or the parents/ guardians of a victim under the age of 18.

You can request a review of a Thames Valley Police decision not to prosecute by writing to:

CJ Admin Support Officer
Police Victims Right to Review Scheme
Thames Valley Police, Criminal Justice HQ
Meadow House, The Boulevard, Kidlington, OX5 1NZ
Or emailing:
victimsrighttoreview@thamesvalley.pnn.police.uk

Except in exceptional circumstances this request will need to occur within 90 calendar days of the decision. More information on the Victims' Right to Review can be found at www.thamesvalley.police.uk

The Victims' Right to Review also applies to decisions made by the CPS to not bring charges or discontinue proceedings.

You can find out more information about making a Right to Review request with the CPS by calling **0118 951 3676** or emailing ThameschilternVRRandComplaints@cps.gov.uk

Victims First **Supporting victims of crime**

Being a victim or a witness of a crime can be an emotional and difficult time and Victims First is dedicated to making sure that you can get the support you need to cope and recover from the impact of the crime.

Victims First provides free emotional and practical support to all victims and witnesses of crime across Berkshire, Buckinghamshire and Oxfordshire.

Some of the services Victims First can provide include:

- Telephone support
- Face to face emotional support
- Specialist therapeutic counselling.

This support is available to all victims, regardless of whether a report has been made to the police or not and it can also provide assistance to parents and family members of victims under the age of 18.

You can contact Victims First by calling 0300 1234 148 or via Live Chat or the contact form on the website www.victims-first.org.uk

The website also includes practical advice and a directory of other services that are available across the Thames Valley and nationally.

Crime **Prevention**

Advice on helping you stay safe from crime and how to protect your home, property and community can be found at www.thamesvalley.police.uk/advice