

Victims Services Commitment to Service

We will provide you with high quality services. Our commitment outlines how we will do this and what you can expect from us.



Act with care

We will do this by:

- being respectful, courteous and professional
- acting honestly and with integrity
- doing what we say we will do
- following the law in protecting your privacy
- acknowledging when we get it wrong and apologising.

How you can help us

Treat our staff with respect and courtesy.



Understand your needs

We will do this by:

- listening to and hearing you
- being responsive to your rights and unique circumstances
- explaining the services that best meet your needs
- considering your feedback and taking appropriate action.

How you can help us

Tell us about your circumstances. Let us know if you need extra support or assistance when dealing with us.



Respect your time

We will do this by:

- responding when we say we will and following up on your queries
- answering telephone calls quickly and responding to your queries during the call if we can
- acknowledging your emails and feedback on our services within 2 business days
- processing applications as soon as we can.

How you can help us

Give us all the information we need as soon as you can.



Keep you informed

We will do this by:

- being clear about what we need from you
- giving you information that's easy to understand
- keeping up to date information on our website
- providing reasons for our decisions.

How you can help us

Keep us informed of any changes to your details or circumstances.



Make access easy

We will do this by:

- having options for contacting us by phone, email and post
- providing information in different formats and different languages where we can
- promoting services that can support you to communicate with us
- telling you how you can:
 - ♦ share your feedback with us
 - ♦ ask for a review of a decision
 - ♦ make a complaint.

How you can help us

Provide specific and constructive feedback on our services.