

You've reported a crime. What happens next?



Officer in charge in your case is: _____ Collar No: _____

Telephone: 101 Email: _____ @avonandsomerset.police.uk

Crime or Incident Reference Number: _____



You've reported a crime, what happens next?

Being a victim of crime or witnessing an incident can be stressful and upsetting. This booklet will provide you with useful information, and explain what you can expect when you report a crime to the police.

What can you expect from us?

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

- Treat you professionally, with fairness and respect.
- Give you clear and relevant information about your case.
- Keep you informed and updated about progress on your case.
- Tell you if we weren't able to take the case forward for any reason.

Keeping you informed

Once you've reported the crime, a police officer will be given your case.

In some cases, you will be allocated a Victim and Witness Care Officer from our Lighthouse team. This officer will be your main point of contact through the life of the case. They will also speak to you about your support needs and make referrals to specialist agencies. Write their details below so you can contact them if you need to:

Name:

Online crime tracking

If you are a victim of crime, you will have been offered access to TrackMyCrime, our online crime tracking system. Every time there's an update in your case you will receive a text or an email to let you know. If you said you didn't want access to TrackMyCrime but you've changed your mind call us on 101.

The courts

If you've given a statement to the police and the case goes to court, you don't always have to attend. Sometimes the defendant's lawyers or representatives will just accept your evidence if they don't have any further questions to ask you.

What happens if I do have to go to court?

Our Lighthouse Victim and Witness Care unit takes care of victims and witnesses who go through the court process.

If you do have to go to court to be a witness, a Victim and Witness Care Officer will contact you to let you know. Make a note of your Victim and Witness Care Officer's details below:

Name:

There is lots of useful information about the court process on our website:

www.avonandsomerset.police.uk/victim

The Victim's Code of Practice

If you have been a victim of crime and a decision has been taken by the police not to prosecute, you have the right to request a review of that decision.

The Code of Practice for Victims of Crime details the service victims should expect from the Police and other partner organisations.

Information about this is available on our website at:

www.avonandsomerset.police.uk/victim

Help and Support

If you feel you need additional support following a crime, Lighthouse may be able to help. There are also a range of specialist support organisations near you who can provide practical and emotional support.



To find out more about these and the Lighthouse service visit:

www.lighthousevictimcare.org

Protection for victims and witnesses

You have a right to report crimes and give evidence without fear. If you are harassed or threatened during an investigation or a trial you should contact the police immediately.

It is against the law to intimidate anyone who is assisting a police investigation. Contact us on **999** in an emergency or **101** in a non-emergency.

Compensation

If you are the victim of a crime where you suffered an injury, damage to your property or loss of earnings you may be entitled to compensation.

You will need to tell the police officer handling your case if you want to seek compensation.

We want to provide you with the best possible service

We would like to give you the opportunity to tell us about the service you received, particularly if you think we could have done more.

You can do this in three ways:

- In person at your local police station.
- Tell us by phone by calling 101.
- Fill in the form online: **www.avonandsomerset.police.uk/feedback**

You may also receive a phone call giving you the opportunity to give your opinion on the service you received at a later date.

Contacting the police

If you want to speak to us there are a number of ways you can contact us:

- In an emergency call **999**.
- In a non-emergency, or if you want to speak to us about your case, call us on **101**.
- Visit our website **www.avonandsomerset.police.uk**
- If you are deaf, deafened, hard of hearing or speech impaired, please use:
Non emergency text number: 81819 (see our website to register)
Emergency text number: 999 (you must text 'Register' to 999 to register)
Emergency textphone number: 18000
Non-emergency textphone number: 18001 (followed by 101)
- If you want to report a crime anonymously you can contact Crimestoppers on **0800 555 111** or visit **www.crimestoppers-uk.org**

Don't speak English?

Visit our website **www.avonandsomerset.police.uk/contact**

