

Victim Feedback Survey - Victim Help Centre

	1 Strongly Agree	2 Agree	3 Neither Agree nor Disagree	4 Disagree	5 Strongly Disagree
Q1. When we first telephoned you...					
i. We made contact in a suitable timescale.					
ii. We gave a clear explanation of the service we were offering you.					
Q2. I was satisfied that the Victim Help team understood my needs.					
What type of support did you need? (Please tick)					
• Practical Help					
• Emotional support					
• Financial advice					
• Physical and/or mental health support					
• Help with accommodation					
• Educational/employment support					
• Other, please explain					
Q3. Can you let us know if the crime...	Yes	No		Yes	No
i. affected your feelings of safety?			If so, do you now feel safer?		
ii. affected your ability to manage aspects of your everyday life?			If so, are you now managing to cope with these aspects?		
iii. affected your overall health and well-being?			If so, has your health and well-being improved?		
Q4.	Yes	No			
i. The Victim Help Centre helped my dealings with the police and/or other agencies.					
ii. Were you informed of or referred to another service via the Victim help Centre?			If so, what services were they? Please explain:-		
Q5.	Yes	No			
Have you been a victim of crime again since the incident the Victim Help Centre is helping you with?					

	1 Strongly Agree	2 Agree	3 Neither Agree nor Disagree	4 Disagree	5 Strongly Disagree
Q6.					
The Victim Help team treated me in a respectful, sensitive and professional manner.					
Q7.					
The service I had from the Victim Help Centre helped me overall.					
Any particular reasons why you say this?					
Q8.					
The support through the Victim Help Centre helped me to understand my rights as set out in the Victims' Code. <i>The Code of Practice for Victims of Crime (Victims Code) is the statutory code which sets out the minimum level of service victims should get from criminal justice agencies.</i>					
Q9.	Yes	No			
Are you aware how to make a complaint about our service and was this process explained to you by a member of the team/or were you referred to this process via the website?					
Q10.	Yes	No			
Is there anything that we could have done to give you a better service?					
If so, please comment...					
If you would like us to contact you to discuss any issues you have raised within this survey further, please leave your contact details below; Name Phone No Email Address					

Many thanks for taking the time to complete this survey, your feedback will be treated in the strictest confidence and used to continually improve the service provided by the Victim Help Centre.