

USEFUL INFORMATION

Reporting Rape and Sexual Offences to North Wales Police

Making North Wales the safest place to live, work and visit in the UK



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**



Cymru/Wales

CrimeStoppers.

0800 555 111

100% dienu. Bob tro.
100% anonymous. Always.

About this Booklet

Thank you for reporting a sexual crime to us or helping with our investigation if someone else reported for you. We know it takes courage and can be difficult to talk to the police.

This booklet explains the police investigation and what you can expect. You don't need to read this booklet all at once. Keep the booklet and come back to it as the investigation moves forward.

Ask your police officer if you have any questions about the investigation. You can also get information from a support worker called an 'ISVA'. Find more about ISVAs and other support services on pages 5-8.

Useful things to write down

The police officer in charge of updating you should write their contact details below. You can find other useful contacts on page 15.

Name of investigating police officer:	
Email address:	
Phone number:	
Name of Sexual Offence Liaison Officer (SOLO):	
Email address:	
Phone number:	

The police will give your case a '**Crime Reference Number (CRN)**'. This unique number helps officers search for your case in their files, so it's useful to have if you call police about your case.

Ask for your Crime Reference Number and write it here:

Crime Reference Number (CRN):	
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You may not want an **ISVA (Independent Sexual Violence Advisor)** or you may need to wait before you can get one. But if you do have an ISVA, you can write their contact details in the box below.

Name of ISVA:	
Email address:	
Phone number:	

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The Investigation Process

Report made to police

If police decide 'first response' is needed:

First Response (p.6)

Response Team officers check you're safe and collect any forensic evidence. They may take you for a forensic medical examination at the sexual assault referral centre (SARC).

Police investigation (pp. 7-11)

- An officer from the investigation team contacts you to explain the process (p.7)
- Collecting all the evidence can take a long time. It will be important to have support (pp. 2-5)
- Police investigator sends the case to a senior officer for review. Senior officer decides if your case can be sent to the Crown Prosecution Service (CPS) (p.11)

Main outcomes of a police investigation (p.11)

1. Police decide not to send your case to the Crown Prosecution Service and take 'no further action' (NFA) against the suspect.
2. Police send your case to the Crown Prosecution Service (CPS). CPS then review your case and decide if the suspect should be taken to court.

Main outcomes if CPS review a case (p.11)

1. CPS decide not to take the suspect to court and take 'no further action' (NFA) against them.
2. CPS think there are gaps in the evidence and ask police to collect more information.
3. CPS decide to take the suspect to court. This is called 'charging' them.

Main outcomes if a suspect is charged (pp.12-13)

1. Suspect pleads guilty (p.12)
2. Suspect pleads not guilty. The case goes to trial and the suspect is found guilty (p.13)
3. Suspect pleads not guilty. The case goes to trial and the suspect is found not guilty (p.13)

YOU HAVE RIGHTS THROUGHOUT THE INVESTIGATION PROCESS

You are entitled to certain support and treatment during the police investigation.

These are set out in the Victims Code of Practice (sometimes called VCOP), which you can read by searching: bit.ly/victims-code

There is also a useful booklet called From Report to Court. The booklet explains your rights in details and gives examples that can help you to understand them. Search: bit.ly/report-to-court

Get Support and Advice

INDEPENDENT SEXUAL VIOLENCE ADVISERS (ISVAS)

An ISVA is a specialist adviser for people who have experienced sexual violence.



ISVAs can support you in lots of ways. For example, they can:

- Explain the impact of sexual violence on your health and wellbeing.
- Help you understand the criminal justice process and your rights within it.
- Support you to access other services, such as housing or drug and alcohol services. e.g., an ISVA can help book appointments or send referral forms.
- Contact the police and other services for you, so that you don't have to speak to lots of different people (this is called being a 'single point of contact')
- Help you to process your feelings about the police investigation.
- Make sure you access any support needed in the criminal justice system, for example 'special measures' (search: bit.ly/special-measures for more).
- Support you to raise any concerns you have about the police investigation.
- ISVAs can attend court with you if the case gets to court at pre-trial visits, support during trial and sentencing.



There are some limits on what ISVAs can do. For example:

- ISVA services are not the same as counselling or therapy (though they can refer you to these services, and often have counsellors in their organisation).
- ISVAs cannot talk about the evidence in your case and they cannot be in the room when you tell police what happened.
- ISVAs are not lawyers. They can give you information about the criminal justice system, but they should not give you legal advice.



How to get ISVA support or self-refer:

- Your police officer should tell you about ISVAs and ask if you want to be referred for ISVA support. If they have not done this, ask to discuss ISVAs.
- You can change your mind about getting ISVA support at any time. If you say no to ISVA support at first, you can still ask police to refer you later.
- You **do not** need to report to police or help us with our investigation to get ISVA support. You can ask for ISVA support and self-refer without police help at:

Amethyst - Sexual Assault Referral Centre

Betsi Cadwaladr University Health Board - www.nhs.wales

The SARC self-referral line telephone number is 08081563658

Get Support and Advice

You may be interested in support from an Independent Domestic Violence Adviser (IDVA). To find out more search: bit.ly/IDVAs

The availability of an ISVA or IDVA depends on where you live and the details of your case, but you can tell the police if you have a preference about which type of support worker you'd prefer.

HELP WITH TALKING TO POLICE



We understand it can be difficult to talk about sexual abuse, especially to the police. It can be helpful to have someone that you trust with you.

You have the right to be supported by a person of your choice when reporting to police and during the interview, unless we do not think it is in your best interests or they are witnesses in the investigation.

Your supporter cannot speak for you or get involved in the questioning, but they can be a friendly face and ask for a break or other practical help, e.g., a drink.



An **intermediary** is a communication support worker who can help victims understand the questions they are being asked.

The intermediary can tell the police and the court about the best way to talk to you. They can sit with you in the police interview and in court, to help you communicate.

Ask your police officer for an intermediary if:

- You are under the age of 18.
- You struggle to communicate with people, e.g., because you are disabled or have a mental health issue.



An **interpreter** can help people who do not feel comfortable speaking English. The interpreter will translate between English and your chosen language (including sign language) when speaking to the police.

You have the right to get important documents about the interview or court translated into your chosen language. Examples of documents that should be translated include:

- Written acknowledgement of the reported crime.
- Any documents that you will be asked about in the interview or at court.
- Letters about the time, date, and location of the trial.
- Letters about the outcome of your case, and the reasons for the decision.
- Responses to any complaints or requests for your case to be reviewed.

Get Support and Advice

INDEPENDENT NATIONAL SUPPORT SERVICES



Rape Crisis National Helpline: 0808 802 9999

Open 24/7 every day of the year

Webchat: [rapecrisis.org.uk](https://www.rapecrisis.org.uk)

Monday – Thursday: 1pm – 5pm, 6pm – 9pm

Friday: 2pm – 5pm

Services available:

- National helpline for anybody aged 16 or over who has been affected by any type of sexual violence.
- Helplines are for emotional support.
- Website links to other services, e.g., ISVAs.



Survivors Trust Helpline: 0808 801 0818

Open daily (check website for times)

Webchat: [thesurvivorstrust.org](https://www.thesurvivorstrust.org)

Monday – Thursday: 1:30pm - 3pm, 6pm - 8pm

Saturday: 10am – 1pm

Sunday: 5pm – 8pm

Services available:

- National helpline for anybody aged 16 or over who has been affected by any type of sexual violence.
- Invites trans and non-binary survivors
- Helplines are for emotional support
- Website links to other services, e.g., ISVAs



Refuge DA Helpline: 0808 2000 247

Open 24/7 every day of the year

Webchat: [refuge.org.uk](https://www.refuge.org.uk)

Monday – Friday: 3pm – 10pm

BSL interpreter service

Monday – Friday: 10am – 6pm.

Services available:

- Support and advice for women and girls experiencing domestic abuse, whether or not you've left them.
- For men experiencing domestic abuse, go to: <https://mensadviceline.org.uk/>

Get Support and Advice



Find Specialist Support

Black, Asian and Minoritised survivors: imkaan.org.uk/get-help

LGBT+ people experiencing any type of abuse: galop.org.uk/get-help/

Disabled and neurodiverse survivors: Respond.org.uk

Male survivors and their supporters: malesurvivor.co.uk/

INDEPENDENT NATIONAL SUPPORT SERVICES



RASASC North Wales (Rape and Sexual Abuse Support Centre)

Webchat: Tel: 01248 670628

Email: info@rasawales.org.uk

Website: www.rasawales.org.uk

Check website for opening times.

Services available:

- Providing specialist support and intervention to children and adults in North Wales that have experienced any form of child sexual abuse and/or sexual violence.



Stepping Stones North Wales

Tel: 01978 352 717

www.steppingstonesnorthwales.co.uk

Check website for opening times.

Email: info@steppingstonesnorthwales.co.uk

Services available:

- Individual and group counselling for adults who have been sexually abused as children.
- ISVAs, counselling and therapy,



Sexual Assault Referral Centre (SARC)

1-3 Bryn Eirias Close, Off Elian Road, Colwyn Bay, Conwy LL29 8AB

Tel: 08081563658

Web link- Amethyst - Sexual Assault Referral Centre Betsi Cadwaladr University Health Board (nhs.wales)

Check website for opening times.

Services available:

- Confidential medical, forensic and sexual health services.
- ISVAs, CYPSVA's, counselling and therapy, emotional support.

What Happens After a Report to the Police

FIRST CONTACT WITH THE POLICE



Cases reported to police by phone will usually be allocated to a uniform officer in the first instance.

The role of the uniform officer is to check if you're in danger or if police need to collect some evidence quickly. For rape and serious sexual offences this officer will not investigate the crime.

Older cases (non-recent) may be directed straight to our dedicated rape team, Amethyst.

All rape and attempt rape crimes are investigated by our Amethyst Team. You will be allocated an investigator and a SOLO.

Other serious sexual offences will be investigated by CID

It's important that you feel comfortable with us

Tell us if there's something that would make you feel more comfortable (e.g., some people prefer speaking to non-uniformed officers, or officers of a particular gender). We can't guarantee anything because it depends who is available, but we'll follow your choices if we can.



The attending officer will record what you say in a booklet called a ROL using a camera on their chest (called Body Worn Video, or BWV). You can ask not to be recorded with BWV – it is totally your choice. This record can be used as evidence in court.

You do not need to talk about the sexual abuse in detail to the first attending officer. However, an officer will ask some broad questions about what happened to help guide the investigation. The questions might feel very direct, embarrassing, or silly. This is because they need to check which specific law they think has been broken.

FORENSICS AND MEDICAL EXAMINATION



If the sexual abuse happened less than a week ago, the police may collect items to help prove what happened. Search: bit.ly/forensic-evidence for more information.

The officers should explain what they take and why they are taking it. You have a right to get everything back, but it can take a long time.

They may also ask if they can take some swabs and a urine sample using an early evidence kit. These will NOT be intimate swabs; intimate swabs are done at the SARC by a doctor.



The police may take you to a **Sexual Assault Referral Centre (SARC)**, where a doctor can do a **Forensic Medical Examination (FME)**.

You can find out more about SARCs and the forensic medical examination by searching: bit.ly/SARC-info

What Happens After a Report to the Police

STARTING THE POLICE INVESTIGATION



A police officer from the investigation team will contact you initially by telephone to discuss the next steps in the investigation process.

They might ask some 'risk assessment' questions to check you are safe



The officer should tell you how to access support services and ask if you want them to refer you for ISVA support. If this does not happen, see pages 2-5.

You will then make a victim contract with the officer. This contract tells the police how and when you'd like to be contacted. If you already have an ISVA at this point, the contract should be made with their input as well.

The police should check that you're still happy with the contract each time you speak with them. You can update your preferences at any time.

In rape cases your allocated SOLO will be your main point of contact for updates about the investigation.

For other cases it will be your investigating officer, usually a detective constable.

If you have not made a victim contract, please ask about it next time you speak with any police officer or your ISVA. You can quote this booklet to state that you should make one.

Will the suspect(s) be in prison during the police investigation?

If a suspect is held in custody during our investigation, this is called 'remand'. If a suspect is not in custody but we limit where they can go and what they can do, this is called 'bail'. There are strict rules about when we can use remand or bail.

In most cases, the suspect(s) will not be on remand or bail during our investigation. Ask your police officer or ISVA if you're not sure what this means for you.

If the suspect contacts you or other witnesses in the case, it's important that you tell us. We will look at whether it means we can put the suspect on remand or bail.

Your Interview



We'll invite you to an interview, where you will talk in detail about the sexual abuse. Often, the interview takes place in a specially designed room (called a VRI suite). It might be in a SARC, a police station, or another building.

This interview is usually filmed, and the video can be played in court if the case goes to trial. This type of interview is called a **Video Recorded Interview (or VRI)**. Some police also call it an **ABE interview**, but it's the same thing.

Your SOLO and investigating officer will be asking you questions during the VRI.



The interview can be a difficult process, because you'll talk about the sexual abuse in a lot of detail. It's important to have someone to support you afterwards, and it can be helpful not to do much for the rest of the day.

Some people also find it useful to look at 'grounding exercises', which help you to deal with intense feelings, being overwhelmed, or having panic attacks. For more information about grounding exercises, search: bit.ly/grounding-exercises



Speaking about the sexual abuse can bring up some new memories. If you remember more things after the interview, just write them down and send them to your police officer.



You have the right to ask for a friend or family member to sit in the interview with you, as long as they are not a witness in the case. Your supporter cannot get involved with the interview questions, but they can ask for breaks and comfort you in ways that the police interviewer cannot.

If you have an ISVA, they can sit outside the interview room to support you. An ISVA cannot be in the room while you talk about what happened.



To help you feel as comfortable as possible in the interview, you have the right to ask that the police officer is a gender of your choice.

Under a document called the **Victims Code of Practice**, the police must meet your request unless they think it would make the investigation unfair. You can read more about the Victims Code by searching: bit.ly/victims-code

The Rest of The Investigation (after your interview)

EVIDENCE FROM YOUR PHONE AND OTHER PRIVATE INFORMATION



Sometimes, police will ask for your phone or other digital evidence, such as your social media accounts. Police can also ask to see records that different agencies have about you, for example your doctor or social services (this is called ‘**third-party material**’).

If police take your digital device (e.g., your phone or computer), they should give it back within 24 hours. On occasions it may take slightly longer, so ask your police officer about timeframes and if you can get a replacement.



We understand that asking for this type of evidence can feel intrusive.

You have rights if we ask you about digital evidence or third-party material.



Before a police officer asks for your phone or other private evidence, they should be sure that it’s important for the case.

In legal language, the evidence being requested should be “strictly necessary and proportionate”, and it should help with a “reasonable line of enquiry”. There must be a “properly identifiable foundation” for thinking there is relevant evidence on a digital device. Taking your phone or getting third-party materials should only happen if there is no other way to get the information.



When the police officer asks for your private information, they must tell you why it’s important. The officer must also tell you how they’ll avoid taking too much of your private information.

You should also expect the police to only look at information that is clearly related to your case, for example data about your location or messages between you and the suspect.

Often, the police will only look at information within specific timeframes, for example messages between two relevant dates.



The police officer should give you to sign a form that explains:

- relevant and strictly necessary, and how it will be limited (e.g., by timeframe or type of data)
- How police will download and then store your information. This should include who’ll be able to see your information and may include when it will be deleted.
- Who they might share your private information with (e.g., prosecution lawyers, the suspect, the suspect’s lawyers, the courts)

The Rest of The Investigation (after your interview)



The police officer should ask for your agreement before they look at any of your private information.

You do not have to agree to share your private information with us. The law states that we cannot stop an investigation solely because you do not share your information. However, the CPS can ask a court to let us see your information without your agreement if they've charged the suspect. If this happens, you have the right for a lawyer to share your views with the court.

THE ONGOING POLICE INVESTIGATION



After a flurry of activity, it might feel like the police investigation suddenly goes quiet. The police officer investigating your case will be gathering the evidence, for example interviewing the suspect and other witnesses. Gathering the evidence can take a long time - a year or more in some cases.

Your police officer will update you in line with your communication plan, **so you can decide if you'd like to hear from the police regularly or only when something changes in your case.** You can change your communication plan at any time, just ask your police officer.



This part of the investigation can feel frustrating and slow. It is helpful to have support from an ISVA or other specialist support worker to help you cope.

See pages 5-8 for more information about support services and talk to your police officer if you want help to access support. You are entitled to support, even if you want to stop the police investigation.

What happens if I change my mind and no longer wish police to investigate my case? Sometimes victims decide that they do not want to carry on with the investigation for various reasons. This is personal to you and a decision you can make any time. If you are unsure then please speak to your SOLO, investigator, or ISVA.

If you make the decision that you wish to withdraw your complaint, this is called a retraction. An officer may ask you to sign a statement or send an email as written confirmation that you no longer want to support the police investigation and that you do not want to attend court and the reasons for your decision.

Sometimes the police may decide they have sufficient evidence to continue with a prosecution without your support, but this is rare and would be explained to you if this was decided.

Once you have withdrawn your complaint your case will be sent to the Detective Inspector to review and decide whether the case should be closed or continued.

You can change your mind at ANY time in the future and ask for the case to be re-opened again.

Police Decisions and Case Outcomes

HOW POLICE DECIDE WHAT TO DO WITH YOUR CASE



Once we've finished collecting the evidence, we decide if your case can be sent to the **Crown Prosecution Service (CPS)**. The CPS are lawyers who decide if a suspect should be taken to court (this is called 'charging').

There are strict rules about when we can send a case to the CPS. You can read about the CPS rules by searching: bit.ly/CPS-decisions

We can only ask the CPS to take someone to court if it's more likely that a jury will find the suspect guilty than not guilty. In court, the jury are asked to look at evidence and decide if they are sure that the suspect is guilty. If a jury think the suspect is probably guilty but they are not sure, they cannot find the suspect guilty.

Some of the information we collect during an investigation cannot be used in court and so will not count as 'evidence' in legal terms. For example, we cannot usually use information that you've been told by other people.

Possible Outcomes In Your Case

1. Police take 'No Further Action' (NFA)

You'll receive a letter explaining the decision and your next options.

2. Police send your case to the CPS

2a)

CPS send case back to police for more investigation

2b)

CPS take 'No Further Action'

2c)

CPS charge the suspect

Police Decisions and Case Outcomes



If either the police or the CPS decide to take 'no further action' against the suspect, this means they will not be taken to court or 'charged'. You have a right to challenge the decision under something called the **Victim Right to Review (VRR)**.

We must tell you about the VRR scheme in a letter. The letter will also explain why we have decided not to take further action.

This appeal must be made within three months of the police decision not to refer your case to the CPS for charge.

In order to seek a review, you will need to provide the following information:

- full name
- full address and postcode
- phone number and email
- crime reference number
- details of the offence
- offence location (if applicable)
- preferred contact (by phone, email, or in writing)

Online by emailing: VictimsRight2Review@nthwales.pnn.police.uk

By post: You can request a review by post, by sending this information to:

Victim Right to Review
Administration of Justice
North Wales Police
Ffordd William Morgan
St Asaph Business Park
St Asaph
Denbighshire
LL17 OHQ

Whatever the outcome, we will write to you confirming the outcome decision, unless it would be inappropriate to do so, or you have requested otherwise.

We aim to complete the review and tell you the outcome within 30 working days.

An ISVA or other supporter can help you challenge decisions with VRR. Please read page 2 if you do not currently have ISVA support but would like to know more.

Police Decisions and Case Outcomes

WHAT HAPPENS IF THE CPS 'CHARGE' A SUSPECT



If a suspect is '**charged**' (formally told they're being taken to court), we sometimes ask a court to put them in prison until the trial (this is called 'remand'). We can only do this if we think the suspect:

- a) won't turn up to court.
- b) is going to commit another crime before the trial.
- c) will hurt either themselves or someone else.

In most cases, the suspect will be put 'on bail', which means they wait for the trial at home, but there are limits on where they can go and who they can talk to (this is called '**bail conditions**'). E.g., a suspect is usually told not to contact you or your friends. Please tell us if there is anything else we should ask the suspect not to do.

You will not be in court for any hearings to decide if the suspect is on bail or remand. We must tell you if the suspect will be on bail or remand.

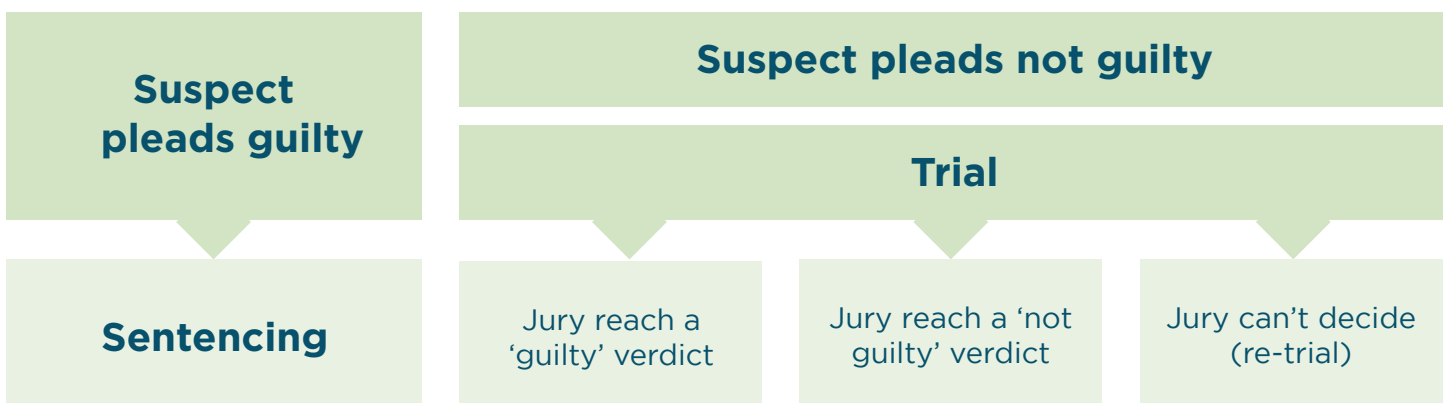


Around the same time, the suspect will go to court and tell a judge if they say they are guilty or not guilty. This is called a '**plea hearing**'.

There may also be several other hearings (meetings) in court about the case. They will be about technical issues or deciding dates for the next steps.

You will not be in court for any of these hearings. These hearings usually only take a few minutes.

What Happens Next?



If the suspect says they are not guilty:

It might take months between the suspect pleading not guilty and the trial where the case is decided by a jury. You'll be offered support from a special police team called the '**Witness Care Unit**' (or WCU).

Police Decisions and Case Outcomes

GOING TO COURT (TRIAL)



If the suspect says they are not guilty:

While you wait for the trial, the **Witness Care Unit** will update you if there are any changes and they'll tell you what date to go to court. They can arrange for you to visit the court building before the trial so that you know what to expect. This can also be done with your ISVA present.

It's common for the trial date to change a few times, and sometimes cases even get delayed on the day when everyone arrives at court for the trial. The suspect might also plead guilty on the morning the trial is meant to start.



You are entitled to support at trial called 'special measures'. Search bit.ly/Special-measures for more, or watch videos at: youtu.be/DmZHeSFnhfc

The Witness Care Unit, your ISVA, and your police officer should all talk to you about special measures. If they have not done this before the trial, please ask any of them to tell you about special measures.



You will not be in court for most of the trial.

You'll wait in a separate room away from the rest of the court with your ISVA if you have one. Your ISVA can be present in court and support you through the trial.

You can also request to give your evidence from a remote video link suite away from the court building. These facilities are in safe, secure locations, away from court, available in 3 locations across North Wales (Wrexham, Llangefni and Dolgellau)

You would give your evidence via a secure computer link which is viewed in the court room and you will be questioned via this link.

You will be able to look at your police statement or interview so that it's fresh in your memory. One of the 'special measures' you can choose is to have your video interview played in court instead of starting your evidence from scratch.

Next, the suspect's lawyer will ask you questions and challenge you about you've said. The jury and other people might be in the courtroom, or this might be a recorded session before the main trial.

Being asked questions by the suspect's lawyer is a difficult experience. It is important to have someone to support you afterwards, and it can be helpful not to do much for the rest of the day.

All special measures are requested by your investigator and the court will decide whether to allow the request based on your case.

Police Decisions and Case Outcomes



If the suspect pleads guilty OR the jury say the suspect is guilty:

The suspect will now be sentenced. This hearing may happen straight away, or it might be done later because the court need more information.

If you want to, you can write a Victim Personal Statement (VPS). A VPS is like a letter to the court about how the sexual abuse made you feel and how it has affected you. Find out more by searching: bit.ly/Victim-Personal-Statement

This will be read at the sentencing hearing – you can even choose to read it out yourself if you want. You should know that anything you write in the VPS can feature in any news reports about your case (although you won't be named).

Other Possible Outcomes

USE A 'CIVIL ORDER' TO STOP THE SUSPECT CONTACTING YOU



If the suspect tries to contact or harass you, then you and the police may be able to apply for a 'civil order'.

There are lots of different types of civil order, but most try to stop the suspect from contacting you. You can find out more on the CPS website. Search: bit.ly/CPS-guidance

Your police officer (whose details are on the first page of this booklet) can talk to you about the options. Your ISVA or support worker may also be able to help.



It is the police's job to put some civil orders in place (e.g. a Domestic Violence Protection Notice, or DVPN). You can also get a lawyer to help you apply for some other civil orders without the police.

Information about getting a free or affordable lawyer is on the Citizen's Advice Bureau website. Search: bit.ly/affordable-legal-help

APPLY FOR COMPENSATION



When you report rape or sexual assault to police, you may be able to get compensation from the **Criminal Injuries Compensation Scheme (or CICS)**.

This money comes from the Government and not the suspect. It does not cost anything to apply.

Your ISVA can help you apply.



The suspect does not need to be charged or convicted for you to get compensation, but there are some rules. These rules are explained on the Criminal Injuries Compensation Authority (CICA) website by searching: bit.ly/CICA-compensation



There are some useful videos about getting compensation on the Victim Support website at: bit.ly/CICA-videos

You can choose a friend or family member to make an application for you. You may also be able to get advice and support from your ISVA or support worker.

Useful Contacts and Links

HOW TO GIVE FEEDBACK OR RAISE CONCERNS



Let your police officer know if you have any concerns about your case or how we're investigating – you can email or phone using the contact details given to you (at the start of this booklet).

An ISVA or other supporter can help you do this. Please read page 2 if you do not currently have ISVA support but would like to know more.

Alternatively you can give feedback via your ISVA



If you want to raise concerns about your police officer, please contact their supervisor. The supervisor's contact details are:

Supervisor's Name:

Email:

Phone:



Under the Victims Code of Practice, you have the right to complain if you don't think we are treating you correctly.

The Code states that you are entitled to:

- be treated with respect, dignity, sensitivity and compassion,
- be protected from re-victimisation, intimidation and retaliation,
- have your privacy respected,
- help to understand and engage with the criminal justice process without discrimination.

Find the full list of your rights by searching: bit.ly/victims-code

An ISVA or other supporter can help you make a complaint. Please look at page 2 if you do not currently have ISVA support but would like to know more.

Useful Contacts and Links



You can make a formal complaint using the contact details below. An ISVA or other supporter can help you make a complaint.

NWP complaints:

Website: [Complaints | North Wales Police](#) @Prof Standards Enquiries

Email: [@Prof Standards Enquiries](#)

Your Police and Crime Commissioner (PCC):

The PCC is elected by the public to decide police budgets and hold police to account in your local area.

Website: [Contact Us | Office of the Police and Crime Commissioner North Wales](#) (northwales-pcc.gov.uk)

Email: OPCC@northwales.police.uk Tel: 01492 805486



If you are unhappy with the response to your complaint from our force, you may be able to request a review from an independent organisation:

Independent Office for Police Conduct (IOPC)

The IOPC is an independent organization who oversee complaints about police.

<https://www.policeconduct.gov.uk/complaints-reviews-and-appeals/reviews-and-appeals>

Post: PO Box 473, Sale, M33 0BW

Phone: 0300 020 0096

Email: enquiries@policeconduct.gov.uk

More Links for Extra information



Ministry
of Justice

Victims Code of Practice
Search: bit.ly/victims-code



Victim Support's Information Portal
Search: www.mysupportspace.org.uk/moj



CPS guide to their processes
Search: bit.ly/CPS-guidance



From Report to Court Handbook
Search: bit.ly/report-to-court



Women's Aid Survivor's Handbook
Search: bit.ly/Survivors-Handbook



National Helplines: Sexual Violence
Search: bit.ly/SV-helplines



National Support: Domestic Violence
Search: bit.ly/DV-support

88601

Mae ffurflenni a dogfenni
ar gael yn Gymraeg
Forms and documents
are available in Welsh

