

# West Mercia Victims Charter



“ West Mercia Police will treat victims of crime with respect, without prejudice and acknowledging individual vulnerability. ”



As your Police and Crime Commissioner, these are the standards which I will hold myself and others to:

1. I will ensure that every victim of crime across West Mercia will have equal access to appropriate levels of information and tailored support to help them cope and recover.
2. I will provide the leadership required to ensure the force, our contracted partners and wider stakeholders focus on reducing re-victimisation.
3. I will ensure that victims have equal access to tailored support, whether they have reported an offence to the police or not.
4. West Mercia Police will treat victims of crime with respect, without prejudice and acknowledging individual vulnerability.
5. I will make sure you have the chance to make a personal victim statement for court, and get tailored support to do this if needed.
6. As a victim of crime you will be kept up to date about the progress of your case, court hearings and any outcomes, at a time and in a manner which you would reasonably expect.
7. I will ensure all victims receive a timely response from the police, taking into account what the offence is and how it has affected them.
8. If your property is taken for evidence, I will ensure it is treated respectfully and handed back as soon as it is no longer needed in an investigation.
9. I will listen and understand when your needs as a victim have not been met and I will support you through the complaints process (including the Government Ombudsman where appropriate).