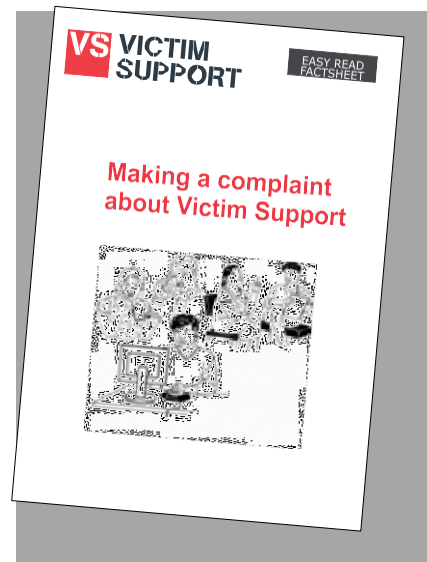


# Making a complaint about Victim Support





## About this booklet



We want to know what you think about the services we provide.



We don't always get it right.



This is why we have written this leaflet.

**We want to know what is bad about our service**



**This is what we call a complaint.**



You have a right to make a complaint.



Tell us what is wrong and we will try to put it right.



We will learn from your complaint.



It will help us make our service better.

**Remember a complaint  
is private**



**If you make a complaint it will  
be private.**

**You may want to complain  
about the help we gave you**



If we said something you did not like.



If you think we let you down.



If we did not give the help you needed.

## How you can make a complaint about Victim Support



You can write to us at:

Complaints  
Department

Victim Support.  
Building 3, Eastern  
Business Park,  
Wern Fawr Lane,  
Old St. Mellons,  
Cardiff CF3 5EA.



You can phone your local office or  
Victim Support's national Supportline on:

08 08 16 89 111



You can make a complaint online:  
[www.victimsupport.org.uk/make-complaint](http://www.victimsupport.org.uk/make-complaint)

## What happens when you make a complaint to Victim Support?



### Dealing with **simple complaints**

- Sometimes a complaint is easy to sort out.
- A local manager will talk to you and try to fix what went wrong.
- We call this simple complaint an 'informal' complaint.



### Dealing with **more complicated complaints**

- Sometimes a complaint is more difficult to sort out.
- We call this more complicated complaint a 'formal' complaint.
- We will look at it with you to solve the problem.
- Someone who does not take



sides at Victim Support will help you with this.

- They may talk to you about your complaint on the phone or in a meeting with you.

## What happens after you make a complaint?



We will let you know within three working days that we have your complaint.



We will let you know if we need to talk to you and agree with you the best way to do this.



We will decide a time with you to let you know what we have done.



It can take up to 30 working days for us to sort everything out and write our report to you.



We will explain what we have done about your complaint. We will let you know what we need to do to learn from it.

## How to appeal if you are still not happy after making a complaint to Victim Support



If you don't feel we treated your complaint properly you can ask us to look at it again.

- This is called an appeal.
- You can contact us in the same way as you did before.



A senior manager will look into what we did, to make sure we did everything fairly and properly.



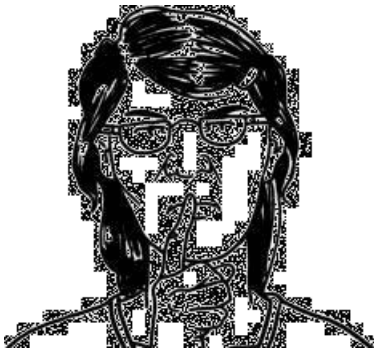


The decision that the senior manager makes is final.

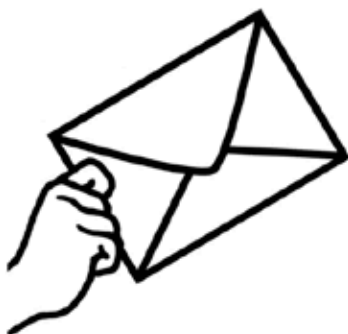
You are allowed to see the information we keep about you



We hold some information about you on our computers.



We only share your personal information with others after asking you if that is ok.



You can ask to see the information we keep about you. If you want to do this, you must write to your local Victim Support office.

As an independent charity, we work for a world where people affected by crime and traumatic incident get the help they need and the respect they deserve. To find out how you can help us help more people visit [victimsupport.org.uk/get-involved](https://victimsupport.org.uk/get-involved)

**victimsupport.org.uk**



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