

Victims' Code of Practice

Delivering a good quality service

Every contact matters

As an investigating officer remember:

- ◆ **First impressions count** and can influence how the victim perceives the rest of their contact with the police.
- ◆ Explain **what is happening next and why**.
- ◆ **Keep the promises that you make** – victims have a right to timely updates.
- ◆ **Provide reassurance** – victims need to feel listened to and taken seriously.
- ◆ **Think about the victim's needs, are they traumatised** – link this to the initial needs assessment, which should be regularly revisited. Make sure you are aware of the signs of trauma.



- ◆ **Be objective** – don't make judgements or jump to conclusions. Your role is to be impartial.
- ◆ **Focus on your attitudes and behaviours.**

Every contact matters. Delivering victims' rights helps ensure you give the best possible service to victims of crime.

Find out more at college.police.uk/guidance/victims-code