



Feedback and Complaints

Information for people who are unhappy with the service they receive.

What you can expect from Victim Support

Victim Support is a National Organisation and sets standards for the services that Victim Support and the Witness Service provide.

What you can expect from us - both the service you get and the work we do behind the scenes are set out in our standards.

Many people do not realise that Victim Support is a charity and that most of our helpers are volunteers. Sometimes we are limited in the help that we can offer victims and witnesses because we do not have enough money or volunteers to do everything we would like to. We don't wish to make excuses for problems that happen because of this, but we hope that people will understand when lack of resources is to blame.

If things have gone wrong

Victim Support wants to give the very best services to victims and witnesses of crime but, as with all organisations, things sometimes do go wrong. When we make mistakes or when people are unhappy with our services we need to know about it. This gives us a chance to try and put things right and to avoid the same thing happening in the future.

Telling us about a problem

If you are unhappy with the way we have treated you, you may simply want to give us feedback or comments. Or you may want us to respond or to take some action to sort things out. The choice is yours.

Feedback

If you just want to comment or give us feedback you can do so in writing, by telephone or in person. We welcome all comments and feedback and we will take your concerns seriously. Comments can help us to improve and develop our services. Local and national contact details are given at the bottom of this document.

Formal Complaints

If you wish to make a formal complaint then we have a written procedure that we will follow. There are some things that you will have to do to make a formal complaint. This leaflet gives you the basic information you need.

How do we deal with complaints.

We take all complaints seriously. Your complaint will be treated confidentially and only people who need to know will be informed. If we do not think we have done anything wrong, we will try to explain clearly why we have made that decision. If we discover that mistakes have been made, we will apologise formally to you. We will also, where appropriate, take action to try to make sure that the same problem does not happen again.

Making a complaint. Stage 1

To make a formal complaint you have to tell us within **six months** of being made aware of the problem. We also need to have some details of the problem in writing. You can either write it down yourself, or you can give the details to Victim Support (Isle of Man) who will make a careful note of what you say. The kinds of information we need include:

- **Details of the problem**
- **Dates and times of any key event**

- **The names of people who can act as witnesses**
- **Evidence to confirm things (for example a letter you may have received)**
- **How the problem has affected you or other people**
- **What you would like us to do**
- **We will take a copy of the complaint and we recommend that you keep a copy too.**

If you are complaining about a particular person, there are procedures to make sure that they do not carry out the investigation and that you will not have to deal with them.

A senior local manager will investigate your complaint. They will consider whether or not we dealt with you as we should (and as set in our standards) and write to you within 4 weeks to tell you what their decision is.

Stage 2

If you are not happy with the manager's decision you can continue to pursue your complaint with the Directors who are responsible for Victim Support (Isle of Man).

To do this you need to either write directly to the Chairperson of the charity at 6 Albert Street, Douglas or tell the local office that is what you want to do.

The Chair of the charity will review what happened at Stage 1 of your complaint. They will look at all the information the manager considered, and decide if a further investigation is needed. They may need further information- which could include wanting to talk to you in person. They will consider the complaint and will write to you within a month to tell you what their decision is.

Stage 3 Appeal.

If you are not happy with the Chair's decision, you can refer your complaint to another Victim Support office, in **Guernsey**. To raise your complaint with another Victim Support office you should write to the Chief Executive of Guernsey, Royal Court, St. James St, Guernsey GY1 2PB, who will investigate and reply directly to you within one month of receiving your letter.