

# Victims Services Commitment to Service



We will provide you with high quality services. Our commitment outlines how we will do this and what you can expect from us.



## Act with care

### We will do this by:

- being respectful, courteous and professional
- acting honestly and with integrity
- doing what we say we will do
- following the law in protecting your privacy
- acknowledging when we get it wrong and apologising.

### How you can help us

Treat our staff with respect and courtesy.



## Understand your needs

### We will do this by:

- listening to and hearing you
- being responsive to your rights and unique circumstances
- explaining the services that best meet your needs
- considering your feedback and taking appropriate action.

### How you can help us

Tell us about your circumstances.  
Let us know if you need extra support or assistance when dealing with us.



## Respect your time

### We will do this by:

- responding when we say we will and following up on your queries
- answering telephone calls quickly and responding to your queries during the call if we can
- acknowledging your emails and feedback on our services within 2 business days
- processing applications as soon as we can.

### How you can help us

Give us all the information we need as soon as you can.



## Keep you informed

### We will do this by:

- being clear about what we need from you
- giving you information that's easy to understand
- keeping up to date information on our website
- providing reasons for our decisions.

### How you can help us

Keep us informed of any changes to your details or circumstances.



## Make access easy

### We will do this by:

- having options for contacting us by phone, email and post
- providing information in different formats and different languages where we can
- promoting services that can support you to communicate with us
- telling you how you can:
  - ♦ share your feedback with us
  - ♦ ask for a review of a decision
  - ♦ make a complaint.

### How you can help us

Provide specific and constructive feedback on our services.