

YOUR FEEDBACK AND COMPLAINTS

Your feedback and complaints

We are committed to providing the best possible support to all victims of crime. We want to hear how we're doing so we can keep improving our support to you.

If you have any positive feedback, concerns or complaints about our services, please get in touch and let us know.

How you can get in touch

You can contact us in the following ways with any feedback or complaints.

By filling in a form at:

victimsupport.org.uk/make-complaint

By calling us at:

- your local Victim Support office
- our Supportline on **08 08 16 89 111**
- our head office on **020 7268 0200**

Contact us using Text Relay using the [Relay UK app](#) or [contact us in BSL](#).

By writing to us at:

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

To help us get back to you as quickly as possible, please let us know:

- your full name
- your contact details
- how you would like us to contact you

- the service or other activity to which your feedback or complaint relates
- what happened and when.

Our promise to you

- We will treat any concerns or complaints confidentially, and they will never affect your relationship with us or stop you receiving our services.
- Your concern or complaint will always be handled by a senior staff member who is not otherwise involved in the situation.
- We will contact you within **three working days** to acknowledge receipt of your feedback, concern or complaint.

Service quality related complaints

- In the case of a formal complaint, we will hold a full and detailed investigation. We aim to complete this investigation within **30 working days**.
- We will contact you to explain the result of our investigation into your concern or complaint.
- If you are not happy with the result of the investigation, we will review the decision through our appeals process. We will then contact you with our final decision.

Data protection complaints

In the case of a data protection complaint, our Data Protection Officer will hold a full and detailed investigation. We aim to complete this investigation within our normal complaints timescale; however, some cases may take longer to investigate. We will keep you updated and provide a full response within three months.

- We will contact you to explain the result of our investigation into your concern or complaint.
- If you are not happy with the result of the investigation, there is no right of appeal to Victim Support, and you can raise your concerns with the Information Commissioner by writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Diversity matters and we value it

We are committed to supporting the needs of the diverse communities we serve. We can provide interpreters and information in alternative formats. If you have additional needs please let us know so we can put the right support in place.

Where to go for support:

We are an **independent** charity offering **free, confidential** support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using our 24/7 live chat service:
victimsupport.org.uk/live-chat
- using BSL: **victimsupport.org.uk/bsl**
- Online: **victimsupport.org.uk**

To find out how you can help us, visit
victimsupport.org.uk/get-involved

 **VictimSupport**

 **victimsupport_uk**

 **Linkedin.com/company/victim-support**

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