



John Campion
Police and Crime Commissioner
West Mercia



West Mercia Victims Charter

As your Police and Crime Commissioner, these are the standards which I will hold myself and others to:

- 1** I will ensure that every victim of crime across West Mercia will have equal access to appropriate levels of information and tailored support to help them cope and recover.
- 2** I will provide the leadership required to ensure the force, our contracted partners and wider stakeholders focus on reducing re-victimisation.
- 3** I will ensure that victims have equal access to tailored support, whether they have reported an offence to the police or not.
- 4** West Mercia Police will treat victims of crime with respect, without prejudice and acknowledging individual vulnerability.
- 5** I will make sure you have the chance to make a personal victim statement for court, and given tailored support to do this if needed.
- 6** As a victim of crime you will be kept up to date about the progress of your case, court hearings and any outcomes, at a time and in a manner which you would reasonably expect.
- 7** I will ensure all victims receive a timely response from the police, taking into account what the offence is and how it has affected them.
- 8** If your property is taken for evidence, I will ensure it is treated respectfully and handed back as soon as it is no longer needed in an investigation.
- 9** I will listen and understand when your needs as a victim have not been met and I will support you through the complaints process (including the Government Ombudsman where appropriate).

“

West Mercia Police will treat victims of crime with respect, without prejudice and acknowledging individual vulnerability.

”