

## Other useful agencies

### Victim Support

01481 713000

Victim Support is the charity for people affected by crime. It is an independent organisation and offers a free and confidential service to all sections of the community. Volunteers can offer emotional or practical help.

## Complaints

If you have a complaint about the service you receive please talk to your victim liaison officer or their manager (01481 724337), who will try to help.

If this does not work or you do not wish to speak with the manager, you may complain in writing to

Anna Guilbert—Chief Probation Officer

Guernsey Probation Service  
Guernsey Information Centre  
North Plantation  
St Peter Port  
Guernsey  
GY1 2LQ

## Questions and further information

If you have any questions about the information in this leaflet, or would like to discuss any immediate concerns with a victim liaison officer, please phone 01481 724337.

Please ask if you would like this leaflet in a different language.

**This space is for your own notes**



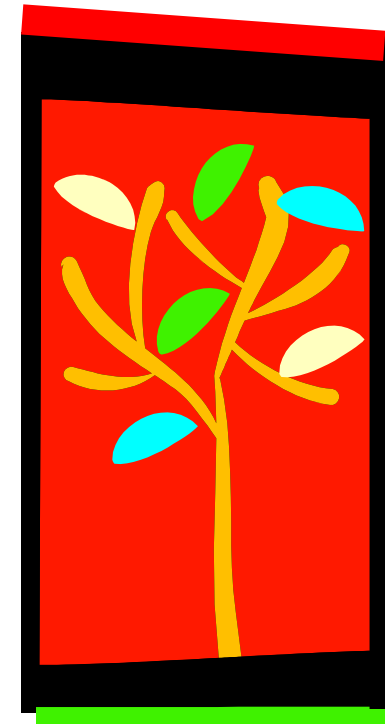
States of Guernsey  
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States of Guernsey  
Probation Service

## Victim Contact Scheme



**An introduction to  
the Probation  
Service Victim  
Contact Scheme**

## About the Victim Contact Scheme

The Probation Service recognises the needs and rights of victims to be given key information and ask questions after the Court passes sentence. The Police, Witness Support Service or Probation Service have given you this leaflet to tell you about the Probation Victim Contact Scheme.

The Probation Victim Contact Scheme has contacted you because you are, or someone close to you has been, a victim of a violent or sexual offence and the offender has been imprisoned for 12 months or more, or detained in hospital with restrictions on his or her discharge.

### What will happen next?

The police will pass your details to the Victim Contact Scheme unless you have said that you do not want them to. A victim liaison officer will contact you by telephone or letter to offer you an appointment at your home, or some other convenient place. The officer will check whether you have any particular needs that you would like to be taken into account. For example, you may wish to use an interpreter. If you meet the officer you may also be accompanied

by a friend or a volunteer from Victim Support.

You should hear from your officer within eight weeks of the offender being sentenced at court. If you want to make contact before then you can call us on 724337 and ask for the Victim Liaison Officer.

**Your involvement with us is entirely voluntary, and you may change your mind about having contact with a victim liaison officer at any point during the offender's sentence.**

### What should I expect if I meet the victim liaison officer?

The officer will:

- Check if you have immediate concerns about the offender's behaviour towards you
- Explain what happens to the information you give to the Victim Contact Scheme
- Provide information about the criminal justice process and the way prisons and secure hospitals operate
- Explain what the offender's sentence means and how decisions are made about how long the offender stays in prison or hospital
- Ask if you would like to be kept informed of key developments during the offender's sentence (for example,

when a prisoner applies for Parole or is due for release)

- Provide information about other services you may find useful in your local area

### What if I decide to stay in touch with a victim liaison officer throughout the offender's sentence?

If you want to keep in contact with an officer, he or she can:

- Explain how you may put forward your views about the conditions you think should be placed on the offender when eventually released from prison or hospital. This may include a condition not to contact you or your family
- Tell you when the offender is being released and any conditions that relate to you
- Keep in touch with you while the offender is supervised in the community and inform you when the offender's supervision is coming to an end.

