

## Organisations required to provide services under the Code

- The Criminal Cases Review Commission
- The Criminal Injuries Compensation Authority
- The Criminal Injuries Compensation Appeals Panel
- The Crown Prosecution Service
- Her Majesty's Courts Service
- The joint police/Crown Prosecution Service Witness Care Units
- All police forces for police areas in England and Wales, the British Transport Police and the Ministry of Defence Police
- The Parole Board
- The Prison Service
- The Probation Service
- Youth Offending Teams

## How to contact us:

If you want further information about how to complain or want to know more about how the Ombudsman can help, please contact the Victims' Code Unit:

**telephone:** 020 7217 4013

**email:** [VictimsCodeUnit@ombudsman.org.uk](mailto:VictimsCodeUnit@ombudsman.org.uk)

**letter:** Victims' Code Unit  
Office of the Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

For more information about the Victims' Code and how the Ombudsman can help, visit our website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## The Victims' Code - How to complain



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## How to complain

The Victims' Code, which takes effect in April 2006, sets out a minimum standard of service that criminal justice agencies will be expected to provide to victims of crime as from April 2006. That service ranges from keeping victims informed about the progress of their case; the outcome of court hearings; offenders' bail conditions; forthcoming appeals; post-sentence issues and compensation applications to providing assistance to victims at court. The Parliamentary Ombudsman provides a complaint handling service for victims of crime who have a complaint about the way in which any of the criminal justice agencies has carried out its obligations under the Code and who have been unable to get their complaint satisfactorily dealt with by the agency concerned.

If you are a victim of crime in England or Wales and believe a criminal justice agency has failed to

provide you with the service set out in the Victims' Code, you should contact your MP, who can then refer your complaint to the Parliamentary Ombudsman. A list of criminal justice agencies can be found at the end of this leaflet.

The information in this leaflet should be read in addition to the information contained in our leaflet: *Problems with a government department or agency? How we can help.*

## The information we need from you

When you complain, it would help us if you could provide as much information as possible about why you are dissatisfied with the way in which an agency has dealt with your complaint. It would be helpful if you could include the following information, but please do not worry if you do not have it:-

- details of any telephone conversations with the agency;
- copies of any letters between yourself and the agency;
- what aspect of the Victims' Code you believe the agency failed to fulfil; and
- the Crime Reference Number you were given by the police.

Please do not send copies of any witness statements you have made to the police. While the Ombudsman will consider the service provided to you under the Victims' Code, she cannot consider the investigation of crime (see Page

7 of *How we can help*). Page 10 of the leaflet explains that the Ombudsman won't normally investigate a complaint sent to an MP more than 12 months after you became aware that you had a reason to complain. However, there may be good reasons why you didn't wish to complain earlier, so please get in touch. We still want to hear from you and will consider whether we can help.

We would like to contact you to discuss your complaint. How would you like us to contact you? (for example, telephone; email; letter) Please let us know if there are any days, times or dates on which you would prefer us not to contact you. If you are complaining on behalf of someone else, please ask if they would be happy for us to have their contact details.