Witness Service

Contact us

5 August 2026

Contacting the Witness Service:

If you have questions about the Witness Service or are unsure about what to do next, help is available. You can contact us in the following ways:

- by calling **0300 332 1000**
- To contact us using BSL: **020 3830 2112 (New Divert)**
- or **0300 330 2123**
- by emailing **RIC@witnessservice.org.uk**

Alternatively, if you're a prosecution witness, you may want to speak to the Witness Care Unit (WCU) instead, particularly if you have a query concerning the progress of a case, travel expenses, or other practical support matters.

Making a referral:

If you would like to refer yourself or someone else to the Witness Service, you can use our online referral form by clicking the button below:

Make a referral

Making a complaint:

If you would like to raise a complaint, please visit our complaints page by clicking the button below:

Making a complaint

Give positive feedback:

If you would like to tell us about a positive experience with the Witness Service, please click the button below to fill in our short feedback form:

Give positive feedback

Contacting a court:

If you would like to contact a specific court with a query, please visit our court contact details page by clicking the button below:

Court contact details