Witness Service

Family Liaison Officers

2 March 2026

Family Liaison Officers (FLOs)

If you have been bereaved as a result of murder or manslaughter, you may have been allocated a Family Liaison Officer (FLO) by the police.

Your FLO may work with the Witness Service to help support you through the court process, including before, during and after the trial. Both services can provide information about how the process will work, answer any questions you have, and refer you for further support to meet your individual needs.

FLO involvement with other agencies:

- Your FLO may speak with you about referring you to the National Homicide Service. This is a service that provides valuable support for people who have been bereaved by murder or manslaughter.
- Your FLO can explain the processes involved if a coroner will be investigating the death of your loved one.
- Your FLO and the Witness Service can help support you in claiming expenses if you're a witness.

Coroners' Courts

Coroners can be involved in investigating deaths which are believed to be violent or by unnatural causes. Your Family Liaison Officer (FLO) can explain the processes involved if a coroner will be investigating the death of your loved one. You can also find more information at the links below:

- General information about Coroners' Courts in England and Wales
- The Coroners' Courts Support Service can provide specialist support