

Witness Service.

Your feedback and complaints



witnessservice.org.uk

Your feedback and complaints

We are committed to providing the best possible support to all victims and witnesses attending court. We want to hear how we are doing so we can keep improving how we support you.

If you have any feedback, concerns or complaints about our services in court, please get in touch and let us know.

How you can get in touch

For general enquiries and feedback

By emailing us at:

NationalEnquiries@victimsupport.org.uk

For complaints

By filling in a form at:

witnessservice.org.uk/contact/make-a-complaint

By emailing us at:

WitnessServiceComplaints@victimsupport.org.uk

By writing to us at:

Witness Service Complaints Department,
Victim Support, Building 3, Eastern Business Park,
Wern Fawr Lane, Old St Mellons, Cardiff CF3 5EA.

For information about an existing referral only

By calling us at:

The Witness Service Referral and Information
Centre on: **0300 332 1000**

Head office on: **020 7268 0200**

You can contact us via the **Relay UK app** or dialling **18001** before our number on a textphone.

By emailing us at:

RIC@witnessservice.org.uk

To help us get back to you as quickly as possible, please let us know:

- your full name
- your contact details
- how you would like us to contact you
- the name of the court your feedback or complaint concerns
- the date you attended court
- details of your experience – what happened and when.

Our promise to you

- We will treat all concerns or complaints confidentially, and they will never affect your relationship with us or stop you receiving our services.
- Your concern or complaint will always be handled by a senior staff member who is not otherwise involved in the situation.
- We will contact you within three working days to acknowledge receipt of your feedback, concern or complaint.
- We will carry out a full and detailed investigation. We aim to complete this investigation within 30 working days.
- We will contact you to explain the result of our investigation into your concern or complaint.
- If you are not happy with the result of the investigation, we will review the decision through our appeals process. You will have 15 working days to appeal the outcome of your complaint. We will then contact you again with our final decision.

Diversity matters and we value it

We are committed to supporting the needs of the diverse communities we serve. We can provide interpreters and information in alternative formats. If you have additional needs, please let us know so we can put the right support in place.

The Witness Service

The Witness Service helps people feel **informed**, **supported** and **more confident** when giving evidence in court.

We provide **free, independent** support for both prosecution and defence witnesses in every criminal court in England and Wales.

We also support bereaved family members and friends, and family members of witnesses who are attending court.

The Witness Service does not support professional or expert witnesses.

For information and support, contact us by:

- calling the Referral and Information Centre:
0300 332 1000 (English)
0300 330 1180 (Cymraeg/Welsh)
- using BSL: 020 3830 2112 (New Divert)
or 0300 330 2123
- online: witnessservice.org.uk

To find out how you can volunteer with the Witness Service, visit

witnessservice.org.uk/about/volunteer

The Witness Service is brought to you by Victim Support.

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