

Dumfries and Galloway Constabulary



Established 1948

INFORMATION FOR VICTIMS AND COMPLAINERS

Incident ref no.

Enquiry officer



After a crime it is normal to feel angry, shocked, distressed or confused. Victim Support Scotland is an independent voluntary organisation whose volunteers are specially trained to help you through this experience. They can provide free and confidential support, practical help and information through a home visit, an appointment or by telephone.

Unless you tell the officer dealing with your case that you do not wish Victim Support to contact you, the police will inform Victim Support about your case. Victim Support may then get in touch, however you can contact them at any time on the telephone numbers detailed on the back page of this leaflet.

Victim Support can also help if you have not reported the crime.

When investigating a crime or offence the police will generally:

- Interview relevant witnesses
- Arrange a scenes of crime examination (if required)
- Conduct house to house enquiries (if relevant)
- Interview identified suspects
- Report person(s) charged with an offence to the Procurator Fiscal (or Children's Reporter for juveniles) for consideration of proceedings

The enquiry officer usually has three weeks to complete an investigation, about which time you will be contacted and advised of the result. However, in the event of a significant development in the case, you may be informed sooner. (Note: timescales may vary on occasions – e.g awaiting forensic analysis; difficulty in tracing witness/suspect(s) etc).

Should you have information which may help the investigation or require an update earlier than stated, a message can be left for the enquiry officer on **01776 702112**, or at your local police station.

If you wish crime prevention advice by a specialist officer, this can be arranged by the enquiry officer or by contacting the above number.

VICTIM SUPPORT

local numbers

Stranraer (area office)	01776 707229
Dumfries	01387 250883
Gatehouse of Fleet	01557 815095
Helpline	08456039213



Report a crime in confidence