

## Our commitment to victims of crime

### You can contact us via:

the email address on the front of this card

[www.met.police.uk](http://www.met.police.uk)

**101** (for non-emergencies)

**999** (for emergencies)

at a police station front counter

Every ward in London has a dedicated Safer Neighbourhood Team who can be contacted directly, their details are on the website or via 101.

### Investigation

Every crime will be investigated to the standards provided to you on this card.

### Victim care

We will treat you with dignity and respect.

Further help is available through the Victim Support charity.

You will be updated on the status of this investigation within 5 days.

# Victim Care Card

to be given to the victim during the initial investigation of crime

Crime/Incident Number

Date

Initial Investigator's Name

Email

CMU-YE@met.police.uk

@met.police.uk

Investigator's Line Manager

**In an emergency always call 999**



Supportline: 0845 30 30 900



METROPOLITAN  
POLICE

TOTAL POLICING



### The officer should have discussed with you:

- His/her role as the initial investigator of your crime.  
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- Any particular vulnerability that you feel you may have and offered referral to Victim Support.  
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- Whether you have been a victim of crime in the past.  
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- The details of the crime, any potential evidence such as forensics, CCTV or house-to-house enquiries and your expectations of the police response.  
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- Crime prevention advice.  
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- Your contact details including email address if applicable.  
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- The next steps including what happens to your crime report and decisions about further investigation.  
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- Your understanding of the information given.  
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### The Next Steps

