

## HOW DO I KNOW THE TEXT MESSAGE IS GENUINE?

You can confirm that the text you received was sent by us by checking that it was sent from PoliceViews.

Cleveland Police will never ask for financial information, passwords or pin numbers in the survey.

## DO I HAVE TO TAKE PART?

Taking part in our survey is entirely voluntary, if you want to opt out and not receive future survey messages you can email [performance.analysis@cleveland.pnn.police.uk](mailto:performance.analysis@cleveland.pnn.police.uk) with details of the phone number that we contacted you on.

## CONTACT US

If you have any questions please contact Cleveland Police on the non-emergency number 101 or further details can be found on our website [www.cleveland.police.uk](http://www.cleveland.police.uk)



# Victim Experience Survey

## WHY DO WE SURVEY VICTIMS?

We need to know the opinions of people that we come into contact with so that we can deliver the best service to our communities. Being a victim of crime is an emotional time, and we want to make sure that people feel empowered to tell us about the service they received, be it good or bad.

## WHO DO WE CONTACT IN THE SURVEY?

Victims of house burglary, vehicle crime, violent crime and hate crime will be contacted by text message. Not all victims will be contacted, as there will be a random sample of people.

## HOW ARE VICTIMS CONTACTED?

Invites to participate are sent by SMS text message to the mobile number provided by the victim during initial contact with police.

If the person wants to provide feedback, a series of questions are sent in individual messages.

Domestic abuse victims do not receive text messages but are surveyed differently using specialist staff.



## IS IT CONFIDENTIAL?

Victims rightly expect that their personal information is handled sensitively and correctly.

Suitable controls are put in place to ensure confidentiality and the responses are only used to improve the service given by police.

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## IS THERE A CHARGE TO TAKE PART?

It is completely free of charge to take part in the survey.