



Overarching preface to standards British Transport Police (Scottish Division):

In response to the Victims and Witnesses (Scotland) Act 2014, we, along with the Crown Office and Procurator Fiscal Service, the Scottish Court Service, the Scottish Prison Service and the Parole Board for Scotland have established standards of service for Victims and Witnesses. To ensure our standards remain effective and relevant, we will monitor, review and report on them on a regular basis.

The standards of service are based on the main principles of the Act, set out in Section 1. These are:

- that a victim or witness should be able to obtain information about what is happening in the investigation or proceedings,
- that the safety of a victim or witness should be ensured during and after the investigation and proceedings,
- that a victim or witness should have access to appropriate support during and after the investigation and proceedings,
- that, in so far as it would be appropriate to do so, a victim or witness should be able to participate effectively in the investigation and proceedings.

We will all times:

- **Ensure you have fair and equal access to services throughout and are treated with dignity and respect at all times regardless of background, age, disability, gender, gender reassignment, race, nationality, religion, belief or sexual orientation. Where required, additional support will be provided and any reasonable adjustments made to ensure that you have access to information and support services.**

- **Work in partnership with victim and witness support organisations to ensure you are provided with the best service possible.**
- **Provide information in a format and language you understand. You will also be advised who to contact if you want to discuss the information that has been provided or have something explained.**

British Transport Police (Scottish Division) will also uphold the following standards:

- **We will discuss with you how you will be kept informed of progress in your case; we will also explain how we will deal with your case and what we may ask you to do to help us.**
- **If you are a victim or witness, a person who has given a statement in relation to a crime or a family member (hyperlink to be added linking to list of prescribed relatives) of a victim who has died as a result of a crime, you can make a request for information under the Victims & Witnesses (Scotland) Act 2014. When we receive your application we will respond within 40* (*ask Information Dept?*) days. For more detail on what information can be requested, and how to apply, please click here.**
- **If you are a victim of one of these crimes (hyperlink to be added linking to crimes) you will have the option to let us know whether you want a male or female officer to interview you. We will try to meet your request wherever possible and if we cannot, we will explain why.**
- **We will consider your particular needs to decide whether you are a vulnerable witness. We will then, with our partners, try to ensure your needs are met. Vulnerable victims are all victims under 18 years old or whose quality of evidence is likely to be reduced because they have a mental disorder or learning disability or a physical disability or disorder.’ ‘If you have been a victim of domestic violence or sexual assault or have lost a family member through murder or manslaughter, you will also be defined as a vulnerable victim.’**
- **For certain crimes (hyperlink to be added linking to crimes) where you are a victim, you will have the option to let us know whether you want a male or a female doctor to carry out your medical examination. (Section 9: included from implementation date, anticipated 2015.)**

Your personal information will be protected at all times. Where it is necessary to share that information with other agencies, this will be done in a safe and secure manner, in accordance with established protocols.

If you are not happy with the service you receive, it is important you tell us. If after explanation you are still unhappy, we will let you know how you can make a formal complaint. This will be taken seriously and dealt with according to our complaint handling procedure.



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