

# *Restorative justice*

## *A guide for victims of crime*

*I believed what they said,  
everything that I needed  
to hear was said*

*We were able to tell  
them what they had  
taken from us*

**Restorative  
Justice**

*The turning point  
for me was when I  
gained the courage  
to look at them*



**PCC**  
Office of the Police and  
Crime Commissioner  
Devon and Cornwall

## ***About this guide***

This leaflet explains what restorative justice (RJ) is, how it works, the benefits, and how you can ask to take part in the service.

You can ask for restorative justice at any time during the criminal justice process. We have attached a contact card to this leaflet so you know who to call if you are considering RJ. Please keep it safe.

## ***What is restorative justice?***

Restorative justice gives victims of crime the chance to communicate with the offender to explain how the offender's actions have affected them. This can be a face to face meeting or it could be via letter; the method is entirely up to you.

Throughout the whole process you are **supported by a specialist facilitator**. They will work with you to help you with whichever method you choose.

RJ gives **victims a voice** and also holds **offenders to account** for what they have done. This can help victims cope and recover from the impact of crime.

It can also help an offender to take responsibility and make amends for their actions. It can also reduce the likelihood of the offender committing further crimes.

## ***How does it work?***

**All victims of any type of crime** can ask for restorative justice if they want to. The process is **completely voluntary** and will make no difference to the criminal justice process.

Restorative justice is used alongside the criminal justice system – it does not replace it. **Choosing RJ does not allow an offender to “get off lightly”.**

You can ask for restorative justice at any point in the criminal justice process. You should choose a time that feels right for you. If you don't want to take part in restorative justice, you don't have to.

**Restorative justice can only take place with both the victim and the offender's consent.**

If you decide you want to take part in restorative justice you will be given the support you need by a **specialist RJ facilitator**. The specialist we use in Devon and Cornwall is **Make Amends**.

You can visit their website: [www.shekinah.co.uk/make-amends](http://www.shekinah.co.uk/make-amends) for more information.

## **Who is it for?**

All victims of crime have the right to ask for restorative justice if they want to.

Your right to restorative justice is enshrined in the **Code of Practice for Victims of Crime** which you can find on the **Gov.uk** website.

## **Why should I ask for restorative justice?**

The benefits can include:

- helping you to move on from a traumatic incident
- helping you find answers to your questions
- giving you a voice and allowing you to explain to an offender how their actions have affected your life
- putting you in control of the situation
- helping prevent offenders from committing more crime.

***I've decided I would like to take part in restorative justice.***

## **How do I do that?**

If you have reported the crime to the police, you can contact the **Victim Care Unit** and they can answer any questions and arrange restorative justice for you.

If you do not want to report the crime you can contact **Make Amends** directly.

## **Restorative justice Contact card**

***To find out more about restorative justice, or to take part in an RJ process, please contact the Victim Care Unit***



makeamends



Victim Care at  
Devon & Cornwall



Restorative  
Justice

## Contact details

Because you can ask for restorative justice at any point in the criminal justice process, we have included a contact card attached to this leaflet so you can keep the contact details handy.

Although you might not be interested in restorative justice right now, we know many people change their minds as they have a chance to think about what has happened to them, so please keep these contact details safe.

**Victim Care Unit: 01392 475900**

Lines are open 8am – 8pm Monday to Friday and 9am – 5pm Saturday and Sunday

Or you can email: [RJCoordinator@devonandcornwall.pnn.police.uk](mailto:RJCoordinator@devonandcornwall.pnn.police.uk)

**Make Amends: 01803 222033**

Lines are open Monday to Friday and there is an answerphone if no staff are available to take your call or you can email: [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk)



**Telephone:**

01392 475900

Lines are open

8am – 8pm Monday to Friday

9am – 5pm Saturday and Sunday



**Email:**

[victimservices@devonandcornwall.pnn.police.uk](mailto:victimservices@devonandcornwall.pnn.police.uk)



**Website:**

[www.victimcaredevonandcornwall.org.uk/Restorative-justice](http://www.victimcaredevonandcornwall.org.uk/Restorative-justice)



Contact us