**Sample Victim Follow-Up Survey**

**on Law Enforcement Response to Victims**

Thank you for taking the time to participate in this survey. **[Agency name]** is partnering with **[research institution]** to conduct this survey. Your feedback is very important. We are committed to responding to the needs of the community and crime victims. The results of this survey will help us improve our efforts.

Participation in this survey is voluntary. Please do not include any identifying information (such as names or addresses) in your responses so we may keep each survey anonymous. Your decision to participate in this survey will have no impact on your case. If you have questions or need to provide additional information about your case, please call **[phone number]** and ask to speak with your assigned investigator or victim services representative.

The survey includes questions about your encounters with **[agency name]** personnel, your personal victimization, and related services. Please complete as many questions as possible. You may skip questions if you choose. If you have any questions about the survey, please contact **[name]** at **[phone number]** or **[email address]**.

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| **Initial Contact - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 1. The responding officer(s) from **[agency name]** behaved in a professional manner. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2. The responding officer(s) treated me with respect. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 3. The responding officer(s) gave me information about my rights as a crime victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 4. The responding officer(s) gave me information about community services for victims of crime. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 5. Overall, my initial contact with the responding officer(s) from **[agency name]** was helpful. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- |
| Comments: | | |
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| 6. Was the person who committed a crime against you arrested at the scene? | | |
| ☐ | Yes (Please proceed to Question 12) |  |
|  | No (Please proceed to Question 7) |  |

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| **Investigation - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 7. An investigator from **[agency name]** contacted me after the crime. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 8. The investigator has been available by phone, email, and/or in person to answer my questions. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 9. My contact with the investigator has been helpful. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 10. I have received regular updates from the investigator about my case. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 11. I believe **[agency name]** has done everything possible to assist me. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- |
| Comments: | | |
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| 12. Have you had any contact with **[agency name]**’s victim services personnel? | | |
| ☐ | Yes (Please proceed to Question 13) |  |
|  | No or agency does not have victim services personnel (Please proceed to Question 17) |  |

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| **Victim Services - *Please check the category that best describes your view.*** |

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| 13. A victim services representative contacted me in a timely manner. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 14. I received information about services and assistance available in the community from a **[agency**  **name]** victim services representative. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 15. The victim services representative has been available to me by phone, email, and/or in-person to  answer my questions. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 16. Overall, my contact with the victim services representative has been helpful. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- |
| Comments: | | |
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| 17. Have you looked for or used any community resources to support you as a victim of crime? | | |
| ☐ | Yes (Please proceed to Question 18) |  |
|  | No (Please proceed to Question 23) |  |

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| **Community Resources - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 18. I have used the community resources available to me. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 19. It has been easy to access available services. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 20. The community resources I have accessed have been helpful. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 21. There are additional services that would have been helpful for me, but I was unable to locate  them on my own. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 22. Please list any additional services that would have been helpful for you. | | | | |
| Comments: | | | | |

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| **General Feedback** |

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| 23. What did you appreciate most about the assistance you received from **[agency name]** personnel? |
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| 24. What did you appreciate least about the assistance you received from **[agency name]** personnel? |
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| 25. Is there anything **[agency name]** could have done better to assist you? |
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| **Demographics - *Please check the category that applies.*** |
| *Please do not include any identifying information in this section. It will be stored separately from any other information on this survey and will not be linked with your responses in any way. All questions are voluntary and may be skipped.*  *[Note: Agencies should include detailed information about how demographic information will be used and stored. Sample size and the specific information to be collected should be considered. Agencies should minimize the possibility that participants’ answers may inadvertently identify them (i.e., answers to some demographic questions asked in a small community may identify individual participants).]* |

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| 26. What is your age range? |
| ☐ 18–25  ☐ 26–35  ☐ 36–45  ☐ 46–55  ☐ 56–65  ☐ 66 or older |
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| 27. Which best describes your racial background? (Please check all that apply) |
| ☐ Caucasian  African American  ☐ Latino  ☐ Asian  ☐ Native American  ☐ Other (Describe): |
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| 28. Is your ethnic background Hispanic? |
| ☐ Yes  ☐ No |
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| 29. What is your gender? |
| ☐ Male  ☐ Female  ☐ Other |
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| 30. Which best describes your marital status? |
| ☐ Single  ☐ Married  ☐ Divorced/ Separated  ☐ Cohabitating/ Living with a partner  ☐ Widowed  ☐ Other (Describe): |
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| 31. How many children (age 17 and younger) live in your home? |
| ☐ No children live in my home  ☐ 1–2 children  ☐ 3–4 children  ☐ 5 or more children |
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| 32. In addition to you, how many adults (age 18 or older) live in your home? |
| ☐ No other adults live in my home  ☐ 1–2 Adults  ☐ 3–4 Adults  ☐ 5 or more adults |
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| 33. What is your approximate yearly household income? |
| ☐ $19,999 or less  ☐ $20,000–$39,999  ☐ $40,000–$59,000  ☐ $60,000–$79,999  ☐ $80,000–$99,999  ☐ $100,000 or more |
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| 34. How long have you lived in **[jurisdiction name]**? |
| ☐ 5 years or less  ☐ 6–10 years  ☐ 11–20 years  ☐ More than 21 years, but not all of my life  ☐ All of my life |
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***Thank you for taking the time to complete this survey. The information you provided will be very valuable to us as we work to improve our response to victims of crime. Please remember, this is an anonymous survey, and no member of the agency will see individual responses.***

**[Sample victim resource information]**

*For agencies with victim services personnel:*

We know that being impacted by crime can cause fear, anger, and confusion about the criminal justice process. Our victim services personnel can assist you in a variety of ways, at no cost. Services include crisis intervention, referrals to community agencies, assistance with exercising your rights as a crime victim, assistance with establishing personal safety, and help completing Crime Victim Compensation applications. Our victim services personnel can also provide information and emotional support throughout the criminal justice process. They can be contacted at **[phone number]**.

*For agencies without victim services personnel:*

We know that being impacted by crime can cause fear, anger, and confusion about the criminal justice process. It may be helpful for you to connect with support services. Our agency partners with several agencies in the community. Descriptions and contact information for these agencies are listed below.

**[Agency information]**