

## Confidentiality

- We will treat your information with care and manage it safely.
- We will not discuss your information with anyone without your consent.
- Personal details of individual offenders will not be discussed in accordance with professional ethics and data protection legislation.

**We welcome your feedback to help us improve the service provided**

The Probation Service

If you wish to speak to us please contact the Restorative Justice and Victim Services Unit:

**01-8176511    01-8173684**  
**01 8173600**

**restorative@probation.ie**

**Regional Victim Service Officers can be contacted at:**

**Greater Dublin (Dublin, Wicklow Meath and Louth)**  
**01-8173600**

**Midlands (Laois, Offaly, Kildare, Tipperary)**  
**057-8622644**

**South and Southwest (Cork, Limerick, Kerry, Clare)**  
**021-4836700**

**Southeast (Carlow, Kilkenny, Wexford, Waterford)**  
**051-872548**

**West and Northwest (Galway, Roscommon, Mayo, Longford, Westmeath, Leitrim, Sligo, Donegal, Cavan, Monaghan)**  
**094-9028404**

**Our practice is informed and underpinned by the Criminal Justice (Victims of Crime) Act 2017 and the Victims of Crime Charter.**

## Victim Services

**Crime is a violation of the rights of victims as well as a wrong against communities. At every stage of its work, the Probation Service is conscious of the harm caused by crime. As part of our work, we engage with victims.**

**This leaflet sets out what victims of crime can expect from the Probation Service. It outlines the services we provide and explains how you can contact us.**

**The Probation Service**  
**Haymarket,**  
**Smithfield,**  
**Dublin 7**  
**D07 WTD7**

**+3531 8173600**  
**www.probation.ie**

## The Probation Service

The Probation Service is an agency of the Department of Justice and Equality. It is committed to reducing the number of victims of crime through offender supervision.

### Our Service to Victims

We recognise that different victims will want different services. For example, you may want:

- information about the Probation/Criminal Justice system;
- to know about support services and how to access them ;
- to explore possibilities in relation to restorative justice.

The Probation Service has in place a Restorative Justice and Victim Services Unit. This dedicated Unit provides a central point of contact to respond effectively to requests and queries.

**We will help you to think through what you want from this service.**

The Probation Service provides services to victims, family members of victims and victim representatives.

## Victim Services

### How Does It Work?

- The Victim Services Unit is located in the Probation Service headquarters in Dublin;
- Dedicated staff, Victim Service Officers, provide a point of contact on a regional basis;
- Staff will respond promptly and sensitively to all requests by telephone;
- We are available to meet on a face to face basis;
- Contact may be made, directly by a victim, by a victim's family, or by a victim support organisation.

If we are not the right service to assist you, we will try to guide you to one that can.

## What Can I Expect When I Make Contact?

### We will:

- listen carefully to what you have to say;
- ensure that you fully understand how; our service operates;
- give you time and space to ask us questions;
- provide information about the way the Probation Service manage and supervise Court orders;
- provide information about restorative justice.

Restorative Justice is a mediated meeting (communication) between a victim and the person responsible for the crime.

It is a completely voluntary process and we will ensure you fully understand the process if it is something you want to consider.

**We will listen to your concerns and talk through your choices**

Our practice is informed and underpinned by the Criminal Justice (Victims of Crime) Act 2017 and the Victims of Crime Charter.