

LAW ENFORCEMENT CONTACT FOLLOW-UP

Name	_____	Attempt #1 Date/Initials	_____
Sex/Age/Race	____ / ____ / _____	Attempt #2 Date/Initials	_____
Telephone	_____	Attempt #3 Date/Initials	_____
Case#/Officer	____ / _____	Completed Date/Initials	_____
Incident Type	_____		

Introduce self – The purpose of my call today is to follow-up with you regarding the incident that happened on _____. If now is a good time, I'd like to ask you a few short questions regarding your contact with our officers to get your impression of how your case was handled and I'll try to answer any questions you may have as well. Is now a good time? YES NO

Okay - Thank you. Before we begin, I need to tell you your responses will be included in combined statistical reports and under no circumstances will you be identifiable by name, circumstances or any other means. You don't have to answer any question you don't want to and you can end our conversation at any time. Would you like to proceed with the questions now? YES NO

Would you say the officer handled the situation professionally & courteously? When I say "professionally & courteously" I mean –

- Yes No **Did the officer take control of the situation when he got there?**
 Yes No **Did you feel like the officer was concerned with your situation and cared about your safety?**
 Yes No **When speaking with you, did he use terms and ask questions in a manner that you understood?**

How well would you say the officer understood your complaint and the situation as a whole? Would you say he:

- Completely understood
 Somewhat understood
 Failed to understand

If anything less than "Completely" –

- Yes No **Is there anything you would like to add to your report that might help the officer better understand the situation as he is preparing this case for the prosecuting attorney?
If yes - I would be happy to set that up for you. When would be a good time for the officer to meet with you again?**

Yes No **Did the officer explain what would happen next regarding your case?**

Yes No **Do you have any questions about what comes next in the process?**

Yes No **Did the officer tell you how to get follow-up information regarding your case should you choose to?**

Yes No **Do you have any questions on that?**

Yes No **If applicable - Did the officer provide you with information for services in our community for people that have experienced domestic violence or sexual assault & civil legal options that may be available to you at this point?**

Yes No **Do you have any questions regarding these services or how to get further information on your legal options?**

Yes No **In your opinion, is there anything the officer should have done differently in your case?**

Yes No **Is there anything else relating to this incident that I can help you with today?**

I have just a couple more questions. As I told you earlier, nothing you tell me will be identifiable to you and I won't need detailed answers to these next questions.

Yes No **Have you ever been the victim of a violent crime before this incident whether it was reported to police or not?**

If "Yes" then - How many times would you say 1 to 3 times 4 - 6 times 7 or more

And on a scale of 1 to 10, with 1 being not bad at all and 10 being the worst ever - please rate the severity of this incident in comparison to the others you've experienced.

1 2 3 4 5 6 7 8 9 10

Thank you so much for your time – Please don't hesitate to call if you have questions or need anything further.

Yes No **Additional Follow-Up required?** _____

Follow-Up Call Notes: _____

LAW ENFORCMENT CONTACT FOLLOW-UP

ean –

ain?