

Xeerka Habdhaqanka ee loogu talagalay
Dhibbaneyaasha Dembi

Hagaha dhibbaneyaasha

Waxuu hagahani qeexayaa xuquuqda kaaga yaalla Xeerka Habdhaqanka ee loogu talagalay Dhibbaneyaasha Dembi (Code of Practice for Victims of Crime).

Waxuu kuu sheegayaa waxaad ka filan karto mid kastoo ka mid ah hay'adaha caddaaladda dembiga ka dib marka dembi lagu geysto.

Haddii aadan u malaynayn in aad heshay taageerada, warbixinta iyo talobixinta ku qeexan hagahan, cabasho ayaad soo diri kartaa. Faahfaahinta ku saabsan sida loo soo cawdo waxay ku jirtaa gadaasha buugyarahan.

Haddii aadan rabin aad hesho adeegyada ku qeexan hagahan, waxaad taas ku dooran kartaa adigoo u sheega askariga booliiska ee aad la xiriirto, ama qofka goortaa ku hawl leh dacwaddaada (haddii aad go'aansato in aad goor dambe ka baxdo hawsha caddaaladda ee dembiga). Xusuusnow in aad markaa dib ugu soo noqon karto goor kastoo aad rabto.

Dhibbaneyaasha nuglan iyo kuwo la cabsigeliyo

Dhibbaneyaasha qaarkood waxay Xeerka ku heli karaan adeeg sida caadiga ah ka culays badan.

Dhibbaneyaasha nuglan waa dhammaan dhibbaneyaasha 17 jir ka yar ama kuwa tayada maragoodu ku hoosayn karto sababtoo ah iyagoo qaba cudur maskaxeed ama naafonimo waxbarasho ama naafonimo ama cudur jirka ka gaarsan.

Dhibbaneyaasha la cabsigeliyo waa dhibbaneyaasha tayada maragoodu ay ku hoosayn karto sababtoo ah iyagoo ka cabsi qaba ama ka walaacsan marag furidda.

Haddii ay ku gaareen rabshad guri ama weerar galmeed ama xubin qoyskaaga loo dilay si ulakac ah ama kama' ah, waxaa weliba lagaa soo qaadi doonaa dhibbane nuglan.

Waa lagu sheegi doonaa haddii lagu garto in aad nuglan tahay ama lagu cabsigeliyey maadaama ay taasi ku xiran tahay xaaladdaada shakhsi ahaaneed iyo faahfaahinta dacwaddaada.

Xoogaaga bog ee soo socda waxaa ku qeexan waxa aad hay'ad kaste ka filan karto. Khariidadda bogagga 7 ayaa kuu macnaynaysa waxay ay hay'ad kaste qabato.

The Code of Practice for Victims of Crime

A guide for victims

This guide sets out your rights under the Code of Practice for Victims of Crime.

It tells you what you can expect from each of the criminal justice agencies after becoming a victim of crime.

If you don't think that you have had the support, information and advice set out in this guide, you can make a complaint. Details of how to complain are contained at the back of this leaflet.

If you do not want to receive the services set out in this guide, you can opt out by telling the police officer you have had contact with, or the person dealing with your case at that time (if you decide to opt out later on in the criminal justice process). Remember that you can then opt back in at any stage.

Vulnerable and intimidated victims

Some victims are able to receive an enhanced service under the Code.

Vulnerable victims are all victims under 17 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.

Intimidated victims are victims whose quality of evidence is likely to be reduced because they are in fear or distress about giving evidence.

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.

You will be told if you are identified as vulnerable or intimidated as this depends on your personal circumstances and the details of your case.

The next few pages set out what you can expect from each agency. The chart on pages 7 explains what each agency does.

Waxay booliisku:

- kugu ogaysiin doonaan haddii baaritaan aanan lagu samayn doonin dembi **shan maalmood gudahood** ka dib marka aad dembiga ka soo warbixiso
- nuqul kaa siin doonaan, ama hubin doonaan in aad heli karto, buugyaraha la yiraahdo 'Victims of crime' (Dhibbaneyaasha dembi) ee xaafadda
- macluumaadkaaga u gudbin doonaan ururka samafalka ah ee Taageerada Dhibbanaha (Victim Support) haddii aadan iyaga ka codsan in ayan sidaas samaynin (taasi ma khusayn doonto tiro yar oo dhibbaneyaal ah)
- bil kaste kula socodsiin doonaan dacwadda ilaa iyada la xirayo
- kugu ogaysiin doonaan haddi ay suurogal noqoto in dacwadda dib loo eego taariikh dambe waxayna ku weydiin doonaan haddii aad rabto in lagu soo ogaysiiyo wixii dib u eegid ah
- kuu magacaabi doonaan Sarkaal Xiriirin Qoys (Family Liaison Officer) haddii xubin qoyskaaga loo dilay si ulakac ah ama kama' ah, waxayna kuugu deeqi doonaan baakad taageero
- kugu ogaysiin doonaan haddii qof la xiro **hal maalin gudaheed haddii aad helayso adeegga xooggan ama shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kugu ogaysiin doonaan haddii ay tuhunsane sii daayaan iyadoon tallaabo dheeraad ah laga qaadayn **hal maalin gudaheed haddii aad helayso adeegga xooggan ama shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kugu ogaysiin doonaan haddii ay tuhunsane ku sii daayaan damiinasho waxayna kugu ogaysiin doonaan haddii ay jiraan shuruudo damiinasho iyo marka shuruudahaas wax laga beddelo **hal maalin gudaheed haddii aad helayso adeegga xooggan ama shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kugu ogaysiin doonaan go'aanka ay ka gaaraan in ay dembi ku oogaan ama ayan ku oogin tuhunsane **hal maalin gudaheed haddii aad helayso adeegga xooggan ama shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kugu ogaysiin doonaan haddii qofka qalalaase laga siiyo digniin rasmi ah, canaanasho, digniintii ugu dambaysay ama ogaysiin ganaaxid **hal maalin gudaheed haddii aad helayso adeegga xooggan ama shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya.**

The police will:

- tell you if there is not going to be an investigation into the crime **within five days** of you reporting the crime
- give you a copy of, or make sure you have access to, the local 'Victims of crime' leaflet
- refer your details to the voluntary organisation Victim Support, unless you ask them not to (this will not apply for a small number of victims)
- keep you updated on a monthly basis until the case is closed
- tell you if there is a possibility that the case may be reviewed at a later date and ask you if you want to be informed of any reviews
- assign you a Family Liaison Officer if you have lost a family member through murder or manslaughter, and provide you with a support pack
- tell you if someone is arrested **within one day if you are receiving the enhanced service or within five days for other victims**
- tell you if they release a suspect with no further action being taken **within one day if you are receiving the enhanced service or within five days for other victims**
- tell you when they release a suspect on bail and let you know if there are any bail conditions and when those conditions are altered **within one day if you are receiving the enhanced service or within five days for other victims**
- tell you about a decision they take to charge or not charge a suspect **within one day if you are receiving the enhanced service or within five days for other victims**
- tell you if the person is given a caution, reprimand, final warning or penalty notice for disorder **within one day if you are receiving the enhanced service or within five days for other victims.**

Cuntubka Daryeelka Markhaatigu (Witness Care Unit) waxay:

- ku ogaysiin doonaan haddii lagaaga baahdo in aad markhaati furto
- ku ogaysiin doonaan taariikhaha dhegeysiyada maxkamadda
- nuqul kaa siin doonaan buugyaraha 'Witness in court' (Markhaatiga maxkamadda) ama buugyaraha kale ee habboon, haddii lagaaga baahdo in aad markhaati furto
- kugu ogaysiin doonaan natiijooyinka maxkamadda, matalan haddii eedaysanaha lagu helo dembiga, **hal maalin gudaheed** ka dib marka ay maxkamadda ka helaan natiijada, waxayna kuu sharxi doonaan xukunka lagu soo rogo
- ku ogaysiin doonaan haddii dambiiluhu uu ka rafcaan qaato xukumaadda ama xukunka lagu soo rogo waxayna ku ogaysiin doonaan natiijada wixii rafcaan ah.

Adeegga Ciqaabmarinta ee Boqortooyadu (Crown Prosecution Service) waxay:

- kugu ogaysiin doonaan haddii ay go'aansadaan in ayan qof dembi kaga oogin dacwaddaada **hal maalin gudaheed haddii aad helayso adeegga xooggan** ama **shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kugu ogaysiin doonaan haddii ay go'aansadaan in ay ka haraan ama wax ka beddelaan dembi ku oogidda ka dib marka qofka dembi lagu oogo **hal maalin gudaheed haddii aad helayso adeegga xooggan** ama **shan maalmood gudahood wixii dhibbaneyaasha kale khuseeya**
- kuugu baaqi doonaan in ay kula kulmaan si ay kaala hadlaan go'aannadooda haddii ay dacwaddaadu khusayso dhimashada ku timaadda habdhaqan dembiyeed, xadgudub ilme loo geysto, dembiyo galmeed, dembiyo jinsiyadda ama diinta ku salaysan, ama dembiyo la xiriira neceybka khaniisiinta ama dadka jinsigooda beddela
- hubin doonaan in qof ka socda Adeegga Ciqaabmarinta ee Boqortooyada lagugu baro maxkamadda oo uu qofkaasi su'aalahaaga ka jawaabo
- ku bixin doonaan kharashkaaga toban maalmood gudahood ka dib marka ay helaan foomkaaga dalbashada kharashka
- ka jawaabi doonaan su'aalaha faahfaahsan ee aad ka qabto xukunka qofka lagu soo rogo.

The Witness Care Unit will:

- tell you if you will be required to give evidence
- tell you the dates of the court hearings
- give you a copy of the 'Witness in court' leaflet or other relevant leaflet, if you are required to give evidence
- tell you about court results, for example if the defendant was found guilty, **within one day** of receiving the outcome from the court, and explain any sentence given
- tell you if the offender appeals against their conviction or sentence and tell you the outcome of any appeals.

The Crown Prosecution Service will:

- tell you if they decide not to charge someone in relation to your case **within one day if you are receiving the enhanced service** or **within five days for other victims**
- tell you if they decide to drop or alter the charges after someone has been charged **within one day if you are receiving the enhanced service** or **within five days for other victims**
- offer to meet with you to discuss their decisions if your case involves a death caused by criminal conduct, child abuse, sexual offences, racially or religiously aggravated offences or offences with a homophobic or transphobic element
- ensure that someone from the Crown Prosecution Service is introduced to you at court and answers your questions
- pay your expenses within ten days of receiving your expenses claim form
- answer any detailed questions you have about the sentence given.

Shaqaalaha Adeegga Maxkamadaha ee Boqortooyadu (Her Majesty's Courts Service) waxay:

- warbixinta ku saabsan taariikhaha maxkamadaha iyo natiijooyinka dacwadaha u gudbin doonaan Cuntubka Daryeelka Markhaatiga iyo booliiska si ay iyagu kuula socodsiin karaan
- hubin doonaan in maxkamadda lagaaga diyaariyo meel aad ku sugto iyo qolka maxkamadda dhexdiisa kursi ka fog qoyska eedayanaha, marka suurogalka ah
- isku dayi doonaan in ay hubiyaan in aadan sugin in ka badan laba saacadood si aad u markhaati furto
- maxkamadda kaaga diyaarin doonaan qof aad warbixin ka hesho, marka suurogalka ah, si aad u ogaan karto waxa ka dhacaya dacwadda gudaheeda.

Kooxda Dembiyada Dhallinyaradu (Youth Offending Team) waxay:

- kuula soo xiriiri doonaan si ay kuugu macneeyaan kaalintooda oo ay kuu weydiiyaan haddii aad rabto in aad ka qayb qaadato tallaabada caddaaladda cudur daawaynta leh, haddii ay habboon tahay
- kula socodsiin doonaan horumarka dacwadda haddii aad go'aansato in lagaa qaybgeliyo
- warbixin kaa siin doonaan adeegyada taageerada ee habboon haddii aad rabto.

Adeegga Qaran ee Maamulka Dembiiluhu (Carbinta) waxay:

- kula soo xiriiri doonaan haddii dembiilaha dacwaddaada 12 bilood ama in ka badan loogu xukumay dembi galmeed ama rabshadeed, iyadoo ay mararka qaar ka mid yihiin dembiileyaasha maskaxda ka buka
- ku siin doonaan warbixin guud marxaladaha muhiimka ah ee xukunka dembiilaha, sida marka loo wareejiyo qayb kaloo xabsi ama codsiyada sii daynta. Iyagu warbixin faahfaahsan kaama siin karaan dembiileyaasha, sida xabsiga uu dembiiluhu ku jiro, taariikhda saxda ah ee la sii-dayn doono ama goobta saxda ah ee laga soo-dayn doono
- fursad kuu siin doonaan in aad ka ra'yi bixiso ama ka walaac sheegato shuruudaha shatiga ama shuruudaha kormeeridda ee dembiilaha qabanaya marka xabsiga laga sii-daayo
- ku ogaysiin doonaan shuruudaha shatiga ama shuruudaha kormeeridda ee dembiilaha qaban doona haddii ay kuwaasi ku saabsan yihiin xiriirka uu qofkaasi la yeelanayo adiga ama qoyskaaga.

Her Majesty's Courts Service staff will:

- pass information about court dates and case outcomes to the Witness Care Unit and the police so that they can keep you updated
- make sure you have a separate waiting area and seat in the courtroom away from the defendant's family, where possible
- try to ensure that you do not have to wait more than two hours to give evidence
- provide an information point at the court, where possible, so you can find out what is happening in the case.

The Youth Offending Team will:

- contact you to explain their role and ask you if you want to be involved in a restorative justice intervention, if appropriate
- keep you informed about the progress of the case if you decide to be involved
- give you information about appropriate support services if you want it.

The National Offender Management Service (Probation) will:

- contact you if the offender in your case was sentenced to 12 months or more for a sexual or violent offence, including mentally disordered offenders in certain circumstances
- give you general information at key stages in the offender's sentence, such as transfer to a different category of prison or applications for release. They will be unable to give you detailed information about offenders, for example which prison the offender is in, the exact date of release or exact location on release
- give you the opportunity to express your views and any concerns about what licence conditions or supervision requirements the offender should be subject to on their release from prison
- tell you what licence conditions or supervision requirements the offender will be subject to if they relate to contact with you or your family.

Adeegga Qaran ee Maamulka Dembiiluhu (National Offender Management Service) (Xabsiyada) waxay:

- kuu sheegi doonaan khadka caawinta ee aad wici karto haddii adigoon rabin uu dembiiluhu kula soo xiriiro ama haddii aad walaac ka qabto sii-daynta dambiilaha.

Guddiga Sii-daynta sharafeed (Parole Board) waxay:

- tixgelin doonaan wixii macluumaad ah ee toos ula xiriiira halista hadda kaaga jirta xagga dembiilaha marka ay go'aan ka gaarayaan in ay oggolaadaan ama ku taliyaan sii-daynta iyo in kale, waxayna taas ku muujin doonaan go'aanka sii-daynta sharafeed
- tixgelin doonaan codsiyada aad soo dirto ee aad ku rabto in shuruudo lagu xiro shatiga dembiilaha marka la sii-daayo
- kuu macnayn doonaan marka shardi shati ee aad codsatay wax laga beddelo ama laga tago
- tixgelin doonaan codsiyada aad taariikh dambe soo dirto ee aad ku rabto in wax laga beddelo shuruudaha shatiga.

Masuuliyiinta Magdhawga Dhaawacyada Dembigu (Criminal Injuries Compensation Authority) waxay:

- kaga jawaabi doonaan dhammaan waraaqaha ku saabsan codsiyada 20 maalmood gudahood ka dib marka la helo
- kuu macnayn doonaan wixii go'aan ah ee lagu diido ama lagu naaqsuo magdhawga aad dalbatay
- kula socodsiin doonaan horumarka codsigaaga haddii aanan go'aan lagugu siin 12 bilood gudahood ka dib marka aad codsigaaga soo dirto
- ku ogaysiin doonaan in aad xaq u leedahay in go'aankooda dib loo eego iyo sida aad dib u eegidda u codsan karto
- kuu macnayn doonaan natijada dib u eegidda waxayna ku ogaysiin doonaan sida aad ugu rafcaan diran karto Golaha Rafcaannada Magdhawga Dhaawacyada Dembiga (Criminal Injuries Compensation Appeals Panel).

The National Offender Management Service (Prisons) will:

- provide a telephone helpline which you can ring if you receive unwanted contact from the offender or if you have any concerns about the offender's release.

The Parole Board will:

- take into account any information that relates directly to the current risk to you from the offender when deciding whether or not to grant or recommend release, and will reflect this in the parole decision
- consider any requests you make to attach conditions to the offender's licence on release
- provide an explanation where a licence condition that you have requested has been amended or has not been included
- consider any request by you to vary or amend the licence conditions at a later date.

The Criminal Injuries Compensation Authority will:

- reply to all correspondence about applications within 20 days of receiving it
- explain any decisions to refuse or reduce compensation that you have claimed
- update you on the progress of your application if you haven't had a decision within 12 months of making your application
- tell you that you have a right for their decision to be reviewed and how you apply for a review
- explain the outcome of the review to you and tell you how to appeal to the Criminal Injuries Compensation Appeals Panel.

Golaha Rafcaannada Magdhawga Dhaawacyada Dembigu (Criminal Injuries Compensation Appeals Panel) waxay:

- wararka cusub kaaga soo diri doonaan hawsha rafcaan qaadashada
- kaga soo jawaabi doonaan wixii waraaqo ah ee la xiriira dacwadaha rafcaan qaadashada 20 maalmood gudahood ka dib marka la helo
- kuu macnayn doonaan go'aanka rafcaan qaadashada.

Guddiga gaarka ah ee Dib u eegidda Dacwadaha Dembiyeed (Criminal Cases Review Commission) waxay:

- ka go'aan gaari doonaan in lagula soo xiriiro haddii ay dib u eegayaan xukumaadda ama xukunka dacwad kula xiriirta marka la filanayo in aad maqasho waxa dhacaya
- ku ogaysiin doonaan go'aankooda iyo haddii ay dacwadda u gudbinayaan Maxkamadda Rafcaanka (Court of Appeal) ama Maxkamadda Dembiyada culus (Crown Court).

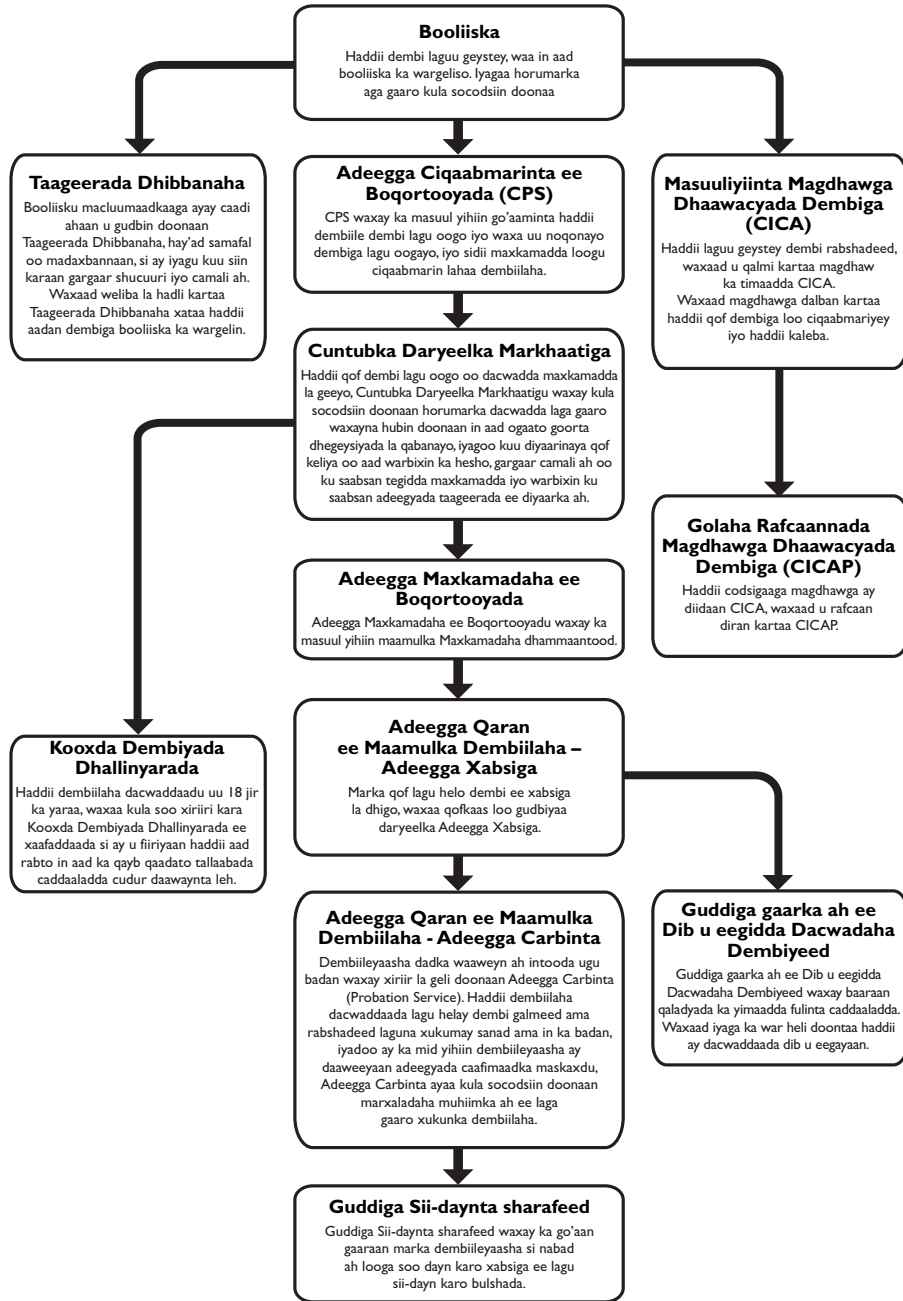
The Criminal Injuries Compensation Appeals Panel will:

- give you up-to-date information about the appeals process
- respond to any correspondence relating to appeal cases within 20 days of receiving it
- explain the appeal decision to you.

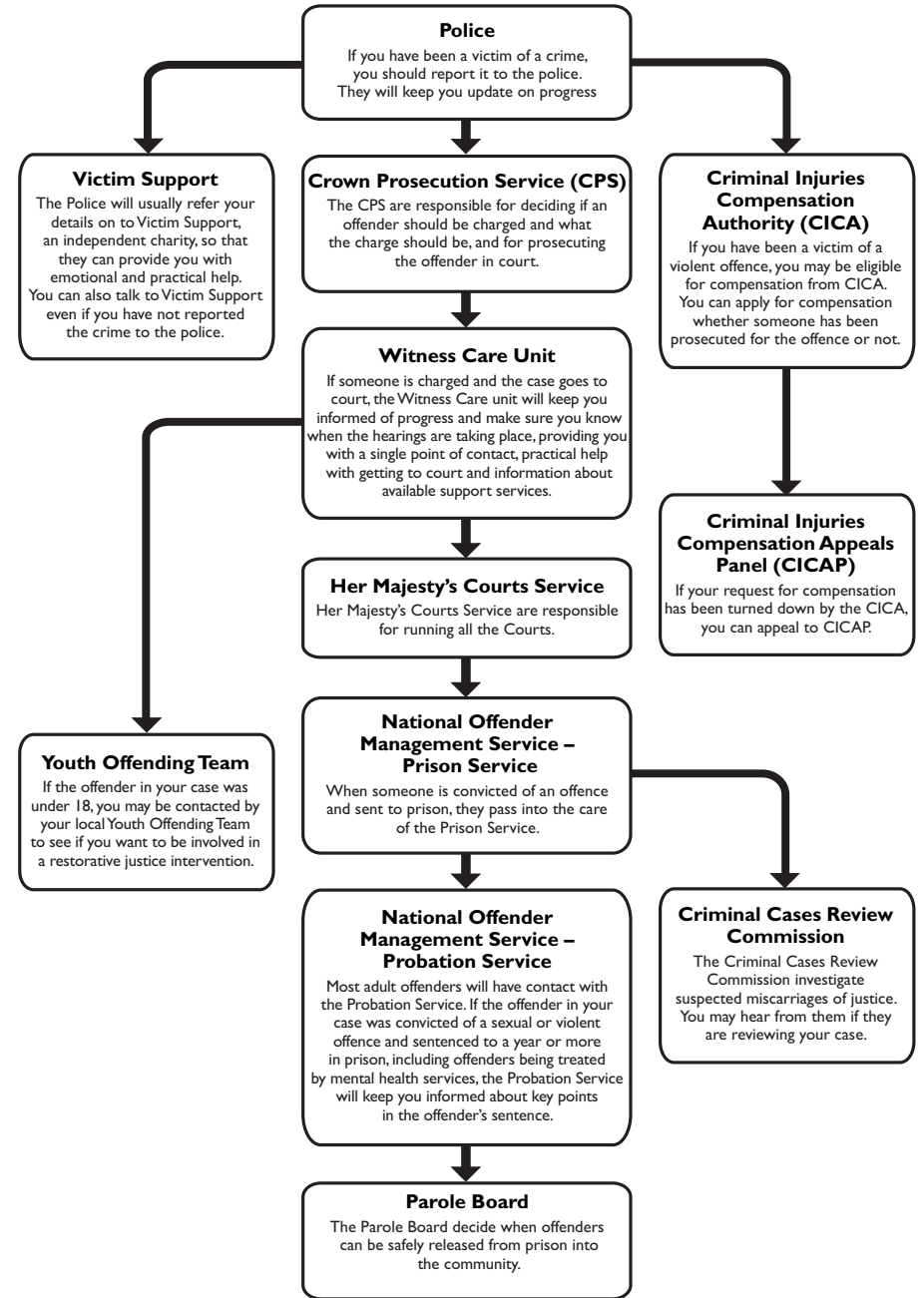
The Criminal Cases Review Commission will:

- decide whether to contact you if they are reviewing a conviction or sentence in a case you are connected to when it's likely that you'll hear about what's going on
- tell you their decision and if they are referring the case to the Court of Appeal or Crown Court.

HAWSHA CADDAAALADDA EE DEMBIGA
Waxay khariidaddani muujinaysaa ururrada aad xiriiri
la geli karto iminka oo aad dembi ka soo warbixisay.



THE CRIMINAL JUSTICE PROCESS
This chart shows the organisations you may come
into contact with now that you have reported a crime.



SIDA LOO SOO CABAN KARO

Hay'adda	Sida loogu caban karo
Booliiska	Saldhigga booliiska ee xaafaddaada weydiiso buugyare macnaynaya sida cabasho loo gudbin karo. Waa in aad jawaab ku hesho 10 maalmood oo shaqo gudahood.
Adeegga Ciqaabmarinta ee Boqortooyada (CPS)	Warqad u dir xafiiska CPS ee dacwaddaada wax ka qabtay, adigoo qeexaya cabashadaada. Macluumaadka xiriirka ee xafiisyada CPS waxaa laga heli karaa saldhigyada booliiska, Xafiisyada Talosiinta Muwaadiniinta (Citizens Advice Bureaux) ama buugga telefoonnada. Waxuu xafiiska CPS isu taxallujin doonaa in uu kuugu soo jawaabo saddex maalmood oo shaqo gudahood.
Cuntubiyada Daryeelka Markhaatiga ee booliiska/CPS wadajir	Warqad u dir Cuntubka Daryeelka Markhaatiga ee dacwaddaada wax ka qabtay adigoo qeexaya cabashadaada.
Maxkamadda Dembiyada culus	Waa in cabashooyinka qoraal loogu diro Sarkaalka Cabashooyinka (Complaints Officer) ee maxkamadda. Waxaa jawaab lagu soo diri doonaa shan maalmood oo shaqo gudahood.
Maxkamadda Dembiyada fudud (Magistrates' Court)	Waa in cabashooyinka qoraal loogu diro Sarkaalka Cabashooyinka ee maxkamadda. Waxaa jawaab lagu soo diri doonaa shan maalmood oo shaqo gudahood.
Kooxda Dembiyada Dhallinyarada	Waa in aad warqad u dirto Maamulaha Kooxda Dembiyada Dhallinyarada (Youth Offending Team Manager) ee Kooxda Dembiyada Dhallinyarada ee xaafaddaada, adigoo macnaynaya cabashadaada.
Adeegga Qaran ee Maamulka Dembiilaha (Carbinta)	Waa in aad cabashadaada u dirto maamulaha xaafadda ama Sarkaalka Sare ee Carbinta (Senior Probation Officer) ee xafiiska wax kuu qabanayey.
Adeegga Qaran ee Maamulka Dembiilaha (Xabsiyada)	Waa in cabashooyinka loo diro: Director General's Briefing and Casework Unit, HM Prison Service, Cleland House, Page Street, London SW1 4LN.
Guddiga Sii-daynta sharafeed	Waa in aad cabashadaada qoraal ugu dirto: The Complaints Officer, Parole Board for England and Wales, Grenadier House, 99-105 Horseferry Road, London SW1P 2DD.
Masuuliyiinta Magdhawga Dhaawacyada Dembiga	Waa in aad cabashadaada qoraal ugu dirto: The Manager, Customer Care Team, Criminal Injuries Compensation Authority, Tay House, 300 Bath Street, Glasgow G2 4LN. Waxaad jawaab ku heli doontaa 20 maalmood oo shaqo gudahood.
Golaha Rafcaannada Magdhawga Dhaawacyada Dembiga	Waa in saddex bilood gudahood dhegeysiga ka dib aad cabashadaada qoraal ugu dirto: Customer Service Manager, Criminal Injuries Compensation Appeals Panel, 11th Floor, Cardinal Tower, 12 Farringdon Road, London EC1M 3HS.
Guddiga gaarka ah ee Dib u eegidda Dacwadaha Dembiyeed	Waa in aad warqad u dirto: The Complaints Manager, Criminal Cases Review Commission, Alpha Tower, Suffolk Street, Queensway, Birmingham B1 1TT.

HOW TO COMPLAIN

Agency	How to complain
Police	Ask at your local police station for a leaflet explaining how to make a complaint. You should receive a response within 10 working days.
Crown Prosecution Service (CPS)	Write to the CPS office that dealt with your case, outlining your complaint. Contact details for CPS offices can be found at police stations, Citizens Advice Bureaux or in the Yellow Pages. The CPS office will aim to reply within three working days.
Joint police/CPS Witness Care Units	Write to the Witness Care Unit that dealt with your case, setting out your complaint.
Crown Court	Complaints should be made in writing to the Complaints Officer at the court. A reply will be sent within five working days.
Magistrates' Court	Complaints should be made in writing to the Complaints Officer at the court. A reply will be sent within five working days.
Youth Offending Team	You should write to the Youth Offending Team Manager at your local Youth Offending Team, explaining your complaint.
National Offender Management Service (Probation)	You should make your complaint to the local manager or Senior Probation Officer at the office you have been dealing with.
National Offender Management Service (Prisons)	Complaints should be addressed to: Director General's Briefing and Casework Unit, HM Prison Service, Cleland House, Page Street, London SW1 4LN.
Parole Board	You should complain in writing to: The Complaints Officer, Parole Board for England and Wales, Grenadier House, 99-105 Horseferry Road, London SW1P 2DD.
Criminal Injuries Compensation Authority	You should make your complaint in writing to: The Manager, Customer Care Team, Criminal Injuries Compensation Authority, Tay House, 300 Bath Street, Glasgow G2 4LN. You will receive a reply within 20 working days.
Criminal Injuries Compensation Appeals Panel	You should make your complaint within three months of the hearing by writing to: Customer Service Manager, Criminal Injuries Compensation Appeals Panel, 11th Floor, Cardinal Tower, 12 Farringdon Road, London EC1M 3HS.
Criminal Cases Review Commission	You should write to: The Complaints Manager, Criminal Cases Review Commission, Alpha Tower, Suffolk Street, Queensway, Birmingham B1 1TT.

DHEXDHEXAADIYAHA BAARLAMAANEED

Haddii aadan ku faraxsanayn jawaabta aad ka hesho cabashadaada, waxaad cabashadaada ula tegi kartaa Dhexdhexaadiyaha Baarlamaaneed (Parliamentary Ombudsman) adigoo u sii maraya Xildhibaankaaga (MP). Cidda Xildhibaankaaga ah waxaad ku ogaan kartaa halkan www.locata.co.uk/commons ama haddii Miiska Weydiimaha ee Golaha Shacabka (House of Commons Enquiry Desk) aad ka soo wacdo lambarka **020 7219 4272**.

Haddii aadan hubin sida aad u soo caban karto ama in ay cabashadaadu tahay arrin uu Dhexdhexaadiyaha Baarlamaaneed kaa caawin karo, Cuntubkiisa Xeerka Dhibbaneyaasha (Victims' Code Unit) ayaad kala xiriiri kartaa lambarka **020 7217 4013**, booqo boggooda internetka ee ah www.ombudsman.org.uk ama email ugu soo dir: VictimsCodeUnit@ombudsman.org.uk

Wixii khuseeya booliiska ama Adeegga Ciqaabmarinta ee Boqortooyada, Dhexdhexaadiyaha Baarlamaaneed waxuu tixgelin doonaa uun cabashooyinka ku saabsan ururradaas ee khaasatan la xiriira waajibaadka Xeerku u dhigayo.

Haddii cabashadaadu ay ku saabsan tahay habdhaqan xumida ka timaadda booliiska oo aadan ku faraxsanayn jawaabtooda, waxuu Dhexdhexaadiyaha Baarlamaaneed kugula talin karaa in aad iyada u sheegato Guddiga gaarka ah ee Madaxbannaan ee Cabashooyinka Booliiska (Independent Police Complaints Commission). Guddiga gaarka ah ee Madaxbannaan ee Cabashooyinka Booliisku waa urur madaxbannaan oo loo aasaasay in uu baaro habdhaqan xumida ka timaadda xagga booliiska. Waxuu tixgelin karaa cabashooyinka ku saabsan habdhaqanka booliiska haddii ay la xiriiraan Xeerkan Habdhaqanka iyo haddii kale.

THE PARLIAMENTARY OMBUDSMAN

If you are not happy with the response you receive to your complaint, you can take your complaint to the Parliamentary Ombudsman through your MP. You can find out who your MP is at www.locata.co.uk/commons or by calling the House of Commons Enquiry Desk on **020 7219 4272**.

If you are unsure about how to complain or whether your complaint is a matter with which the Parliamentary Ombudsman can help, you can contact their Victims' Code Unit on **020 7217 4013**, visit their website at www.ombudsman.org.uk or email: VictimsCodeUnit@ombudsman.org.uk

With regard to the police or the Crown Prosecution Service, the Parliamentary Ombudsman can only consider complaints about either body which relate specifically to their obligations under the Code.

If your complaint concerns misconduct on the part of the police and you are not happy with their response, the Parliamentary Ombudsman may advise you to pursue it with the Independent Police Complaints Commission instead. The Independent Police Complaints Commission is an independent body established to investigate misconduct on the part of the police. It can consider complaints about police conduct whether or not they relate to this Code of Practice.