

# Domestic abuse service standard

**We are committed to ensuring that our residents and their families are safe in their homes. If you tell us that you are the victim of domestic abuse we will aim to:**

- ✓ Arrange to see you within one working day of the incident being reported to us.
- ✓ Offer an interview with an officer of the same sex where possible.
- ✓ Carry out a risk assessment with you and consider your safety as our top priority.
- ✓ Agree and arrange an emergency transfer to alternative accommodation in serious cases of domestic abuse if a genuine or significant risk or threat exists to the health, safety and/or welfare of you or your family.
- ✓ Work in partnership with other agencies to assess and monitor your case.
- ✓ Make sure that everything you tell us is kept confidential at all times.
- ✓ Provide advice, assistance and support to help you decide what you want to do.
- ✓ Help you to get in touch with other agencies and organisations if you need to.
- ✓ If necessary, provide you with additional security at your home to help you feel safe
- ✓ Support you in applying for an emergency transfer if it is not safe for you to remain in your home.
- ✓ Make sure that we treat you fairly in line with our Equality and Diversity Policy.



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[www.merlinhs.co.uk](http://www.merlinhs.co.uk)

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.