



Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Help and advice if you're a witness or you've raised a concern with us

Where to get help or advice if you're a witness or a complainant in an investigation.

First published: 11 October 2022

Last updated: 12 October 2022

This document was downloaded from socialcare.wales and may not be the latest version.
Go to <https://socialcare.wales/dealing-with-concerns/help-and-advice/help-and-advice-if-youre-a-witness-or-youve-raised-a-concern-with-us> for the latest version.

You may have been asked by one of our case officers to be a witness for us at a hearing. We understand that being a witness can be stressful. You may not be sure about what to say or how this will affect your personal or work relationships.

We want to help make it easier for you to understand the process and what you'll need to do.

You could be someone who uses care and support, a colleague of the person being investigated, or a family member of someone who uses care and support.

The investigation is managed by one fitness to practise officer. They can't talk to you about the case but they may be able to update you and talk about your evidence.

Contact your fitness to practise case officer if you need help to:

- understand letters we send you
- understand the process.

Where to get help

We understand that you're probably going through a difficult time. If you've raised a concern with us or you're a witness, you can call [Victim Support](#).

Victim Support is an independent service which can give you confidential emotional support, or practical help and advice. The advice comes from a specially trained team.

Phone: 0808 196 8638 (available 8am to 6pm, Monday to Friday)

Email: SocialCareWales@victimsupport.org.uk (available 8am to 6pm, Monday to Friday)

Calls to this number are free of charge. If you'd like help in another language during your contact with Victim Support, they'll arrange and pay for an interpreter to help.

You can call at any point in the process about anything that's bothering you about the investigation. You can ask for help and advice or just talk about your feelings. When the investigation is over, Victim Support can help you to move forward.

They won't know anything about your case unless you tell them. You don't have to give your name or any personal information if you don't want to. They won't share your information unless you ask them to.