

Victims' satisfaction with their experience at the police station or gendarmerie brigade after an offence

Between 2012 and 2018, the "Living Environment and Security" (CVS) victimisation survey asked respondents about their experience at the police station or gendarmerie brigade when reporting the offences they had been victims of.

The majority of victims consider that their experience went quite or very well. More particularly, victims are satisfied with the circumstances of their experience (waiting time, time and consideration, confidentiality, and advice).

The opinion of victims varies little whether they went to a police station or a gendarmerie brigade. That said, those who went to a police station are relatively less satisfied with the waiting time.

Regarding more sensitive offences, victims are relatively less satisfied with the circumstances of their procedure.

On the basis of the CVS survey, it is possible to study the opinion of persons who went to a police station or gendarmerie brigade¹ to report the offences they had been victims of. On the one hand, the survey determines whether the victims consider that their experience went rather well or badly. On the other hand, the survey assesses their satisfaction regarding the waiting time, the time and consideration they were given, the confidentiality of conversations, and the advice they received.

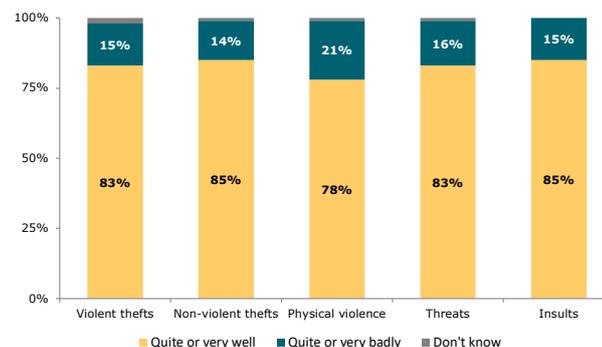
The surveys conducted between 2012 and 2018 were compiled in order to obtain a sufficient sample and to study various offences. Respondents aged 18 to 76, French-speakers (up until the 2016 survey), who claimed to have been victims of personal or sensitive offences² over the previous two years, and to have gone to the police or gendarmerie to report the most recent incidents³, were included in our analysis.

The majority of victims rate their experience positively

First of all, the CVS survey determines how the victims of personal offences who went to the police or gendarmerie to report the offences rate their experience.

In terms of their arrival, the advice they received, and the recording of their complaint, the majority of victims rate their experience positively. The proportion of victims who consider that their procedure went quite or very well reaches 78% for physical violence; 83% for violent thefts and threats; and 85% for non-violent thefts and insults [1]. Less than 10% of victims consider that their procedure went very badly.

1 Assessment of the experience by victims of personal offences



Source: CVS survey, Insee - ONDRP - SSMSI, 2012 - 2018.

Scope: Persons aged 18 to 76 and living in Metropolitan France, claiming to have been victims of personal offences over the previous two years, and to have gone to the police or gendarmerie to report them.

Reading note: 83% of victims of violent thefts who went to the police or gendarmerie consider that their experience went quite or very well.

Warning: for formatting reasons, the percentage of respondents who did not specify their response is not shown in the figure but is available in the corresponding Excel file.

- (1) Police stations are located in cities and downtowns, whereas gendarmerie brigades are located in small towns, peri-urban, and rural areas.
- (2) Personal offences include thefts with violence or threats, thefts without violence or threats, physical violence, threats, and insults. Sensitive offences include sexual violence outside the household, and physical and/or sexual violence within the household.
- (3) For physical and/or sexual violence within the household, it is not possible to ascertain whether the victims went to the police or gendarmerie to report the most recent offences or other offences committed over the study period.

The majority of victims are satisfied with the circumstances of their experience

The CVS survey assesses the satisfaction of victims of personal offences regarding the circumstances of their experience: the waiting time; the time and consideration they were given; the confidentiality of conversations; and, where applicable, the advice they received.

On the whole, the majority of victims claim to be satisfied with these aspects of their experience. However, their level of satisfaction varies depending on specific circumstances and the offences they were victims of.

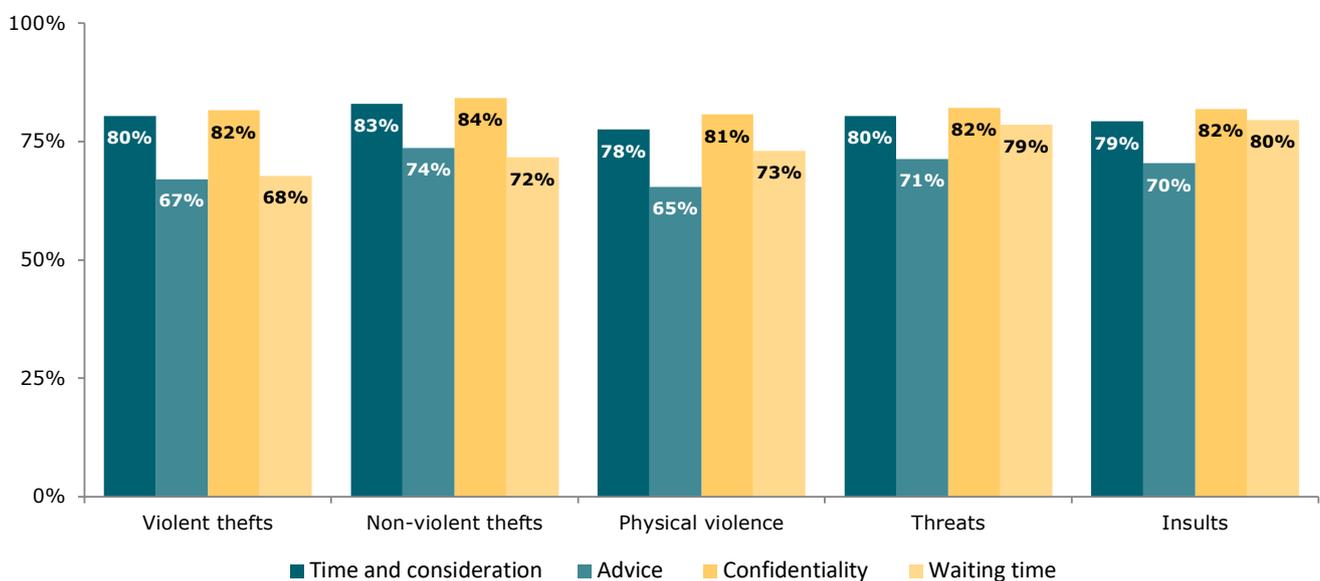
Victims claim to be particularly satisfied with the confidentiality of conversations. Their level of satisfaction exceeds 80%: 81% for victims of physical violence; 82% for victims of violent thefts, threats, and insults; and 84% for victims of non-violent thefts [2].

For these same offences, most victims claim to be satisfied with the time and consideration they were given. Their level of satisfaction is around 80%: 78% for victims of physical violence; 79% for victims of insults; 80% for victims of violent thefts and threats; and 83% for victims of non-violent thefts.

Opinions contrast more with regards to the waiting time. The level of satisfaction among victims of threats and insults is high, reaching 79% and 80% respectively. But this level is relatively lower for victims of violent thefts (68%), non-violent thefts (72%), and physical violence (73%).

Lastly, the advice given to the victims appears to be least satisfying aspect of their experience. Although most of them claim to be satisfied with the advice they received, this proportion is relatively lower than for the other circumstances of their experience: 65% for victims of physical violence; 67% for victims of violent thefts; 70% for victims of insults; 71% for victims of threats; and 74% for victims of non-violent thefts.

2 Proportion of victims of personal offences satisfied with the circumstances of their experience



Source: CVS survey, Insee - ONDRP - SSMSI, 2012 - 2018.

Scope: Persons aged 18 to 76 and living in Metropolitan France, claiming to have been victims of personal offences over the previous two years, and to have gone to the police or gendarmerie to report them.

Reading note: 80% of victims of violent thefts who went to the police or gendarmerie claim to be satisfied with the time and consideration they were given.

When victims claim to be dissatisfied with certain circumstances of their experience, they are less likely to rate it positively.

The differences are particularly marked regarding the time and consideration given to them. When victims claim to be satisfied with this circumstance, nearly all of them consider that their experience went quite or very well. But when they claim to be dissatisfied with the time and consideration they received, less than 40% of them rate their experience positively: 25% for victims of physical violence; 31% for victims of threats; 32% for victims of violent thefts; 35% for victims of non-violent thefts; and 37% for victims of insults [3].

The differences are less marked for the other aspects of their experience. In other words, most victims rate their experience positively even if they claim to be dissatisfied with the waiting time, the confidentiality of conversations, and the advice they were given.

Except for waiting time, there are few differences between a police station and a gendarmerie brigade

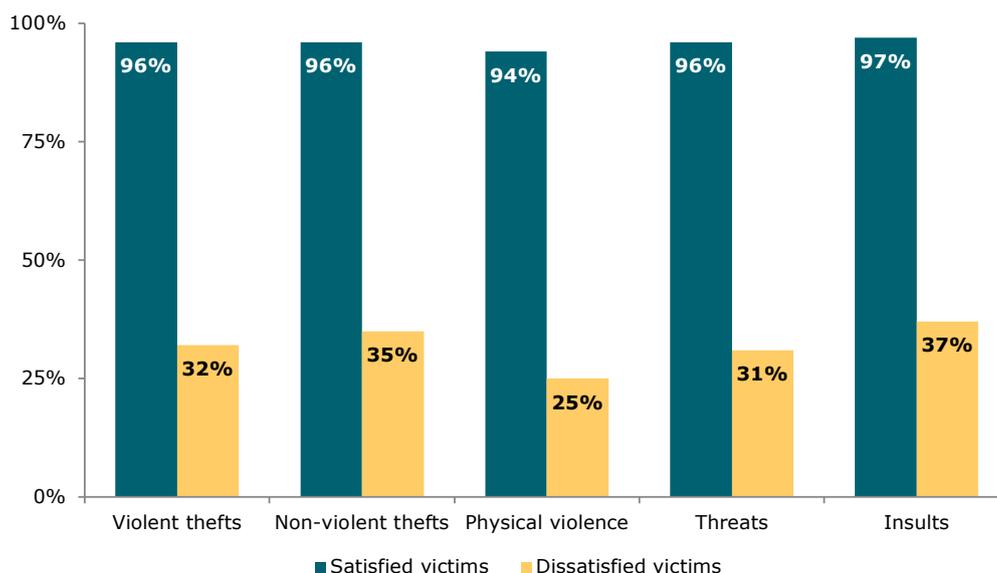
The CVS survey determines whether victims of personal offences went to a police station or gendarmerie brigade⁴ to report the offences.

In both cases, the majority of victims rate their experience positively and are satisfied with its circumstances. Regarding the time and consideration they were given, the confidentiality of conversations, and the advice they received, their level of satisfaction is similar whether they went to a police station or a gendarmerie brigade.

The differences are more marked regarding the waiting time. Victims who went to a police station are relatively less satisfied than victims who went to a gendarmerie brigade. The gap reaches 17 points for victims of violent thefts; 13 points for victims of physical violence; and 12 points for victims of threats.

[4] Victims claiming to have gone to both a police station and a gendarmerie brigade were not included in this particular analysis. Apart from their limited number, it is not possible to ascertain whether their opinion concerns the police or the gendarmerie.

3 Proportion of victims of personal offences who consider that their procedure went well, depending on their satisfaction with the time and consideration they were given



Source: CVS survey, Insee - ONDRP - SSMSI, 2012 - 2018.

Scope: Persons aged 18 to 76 and living in Metropolitan France, claiming to have been victims of personal offences over the previous two years, and to have gone to the police or gendarmerie to report them.

Reading note: when victims of violent thefts claim to be satisfied with the time and consideration they were given, 96% of them consider their experience went quite or very well; when victims claim to be dissatisfied with this circumstance, 32% of them rate their experience positively.

The case of victims of violent thefts appears to be an exception. Indeed, victims who went to the police rate their experience less positively than those who went to the gendarmerie (82% and 90% respectively). Apart from waiting time, victims of violent thefts who went to a police station are relatively less satisfied with the advice they received (17-points gap), as well as the time and consideration they were given (10-points gap). That said, it is difficult to ascertain whether these differences are due to the data⁵ or the way these offences are processed by the authorities.

Victims of sensitive offences are relatively less satisfied

Thanks to a self-administered questionnaire, the CVS survey assesses the satisfaction of victims of sensitive offences who went to the police or gendarmerie to report the offences. The questions relate to the time and consideration they were given, the confidentiality of conversations, and

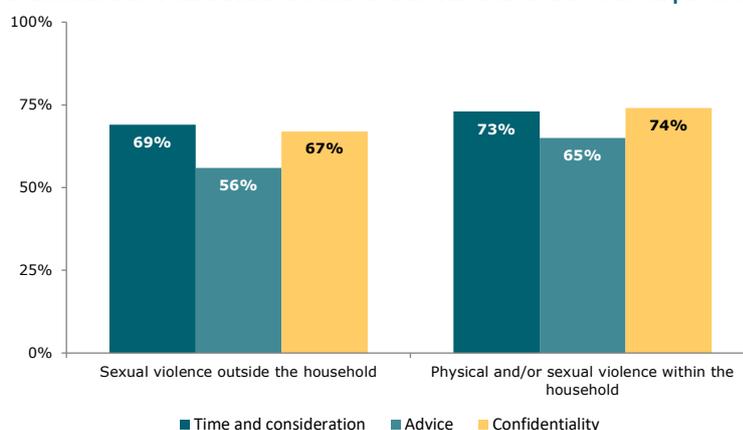
the advice they received.

The majority of victims of sensitive offences claim to be satisfied with these aspects of their experience, even though this proportion is relatively lower than for the other types of personal offences.

With respect to the confidentiality of conversations, 67% of victims of sexual violence outside the household and 74% of victims of violence within the household claim to be satisfied (versus more than 80% of victims of other personal offences) [4]. Their level of satisfaction regarding the time and consideration they were given reaches 69% and 73% respectively (versus around 80% for victims of other personal offences).

In the same way as for other types of personal offences, the advice given to the victims of sensitive offences appear to be the least satisfying aspect of their experience. The level of satisfaction is lowest for victims of sexual violence outside the household (56%), whereas it reaches 65% for victims of violence within the household.

4 Proportion of victims of sensitive offences satisfied with the circumstances of their experience



Source: CVS survey, Insee - ONDRP - SSMSI, 2012 - 2018.

Scope: Persons aged 18 to 76 and living in Metropolitan France, claiming to have been victims of sensitive offences over the previous two years, and to have gone to the police or gendarmerie to report them.

Reading note: 69% of victims of sexual violence outside the household who went to the police or gendarmerie claim to be satisfied with the time and consideration they were given.

(5) Despite the compilation of surveys, the number of victims of violent thefts who went to a gendarmerie brigade to report the offences remains low (N = 47).

Methodological overview

The findings of this study are fully available in the corresponding Excel file.

This study was carried out on the basis of the "Living Environment & Security" (CVS) victimisation survey, conducted by the National Institute of Statistics and Economic Studies (Insee) and the National Observatory of Crime and Criminal Justice (ONDRP) since 2007, and with the Ministerial Statistical Department for Internal Security (SSMSI) since 2014. Nearly 16,000 individuals aged 14 and over and living in Metropolitan France are questioned every year. Data are weighted by the Insee so that the findings are representative of the general population.

First of all, the survey determines whether the respondents have been victims of personal offences over the previous

two years; and whether they went to the police or gendarmerie to report the most recent offences. The survey determines if the victims consider that their experience went very well, quite well, quite badly, or very badly; and assesses their satisfaction with the circumstances of their experience (waiting time, time and consideration, confidentiality, advice).

Then, through a self-administered questionnaire, the survey determines if the respondents aged 18 to 76 have been victims of sensitive offences over the previous two years; and if they went to the police or gendarmerie to report the offences. The survey assesses their satisfaction with the circumstances of their experience (time and consideration, confidentiality, advice).