

# GENERAL TERMS AND CONDITIONS

## PERSPECTIEF HERSTELBEMIDDELING

### Who are we?

Perspectief Herstelbemiddeling organizes and facilitates contact between victims, offenders and other people involved after a crime or traumatic event. This could be a crime, a traffic incident, (sexual) abuse, or for example a sports incident. This is called restorative mediation. Through this contact, the people involved can take a step towards recovery, and it helps them to move on better with their lives.

### Agreement

You have been involved in a crime or a traumatic event, and want to get restorative mediation from Perspectief Herstelbemiddeling. If we provide this restorative mediation, there is an agreement between you and Perspectief Herstelbemiddeling. Here, we explain what you can expect of us and how we work.

- Our employees always try their best to help you. Our goal is to provide our service in a way that fits your own personal needs, and that contributes to your recovery from the effects of the crime or traumatic event.
- We handle your personal information with confidentiality.
- We do not charge participants for our services.

We do our best to help you in the best way we can. If despite this you are not happy or not satisfied with our services, you can discuss this with your contact person. If you are not able to resolve it between the two of you, it is possible to file a [complaint](#).

### What services do we offer?

- Restorative mediation after a crime
- Restorative mediation after a traffic incident
- Restorative mediation after (sexual) abuse
- Restorative mediation after incidents in sports

Visit our [website](#) for more information about these types of mediation.

### What is important for you to know?

To be able to offer our services to you in the best way possible, it is important that we are able to work together. For example, by sharing important information on time, and by being polite towards each other.

In some cases, we cannot offer our services, or we are compelled to stop our services after they have already started. In that case, we will try to give you advice on what to do, or we can refer you to a different organization that may be able to help you.

- **The situation:** it's possible that you may want to get in contact with the other person after a traumatic event that does not involve a (possible) crime, traffic incident, sports incident or

(sexual) abuse. In these cases, we are not able to help you, because we do not have the means for it. If possible, we will refer you to another organization that will be able to help you.

- **Misconduct:** we are not able to help you if you do not respect the agreements we make with you, or if you behave in an improper way.

### **Privacy policy**

To enable us to offer our services, Perspectief Herstelbemiddeling needs to register some of your personal information, such as your name, address, phone number and e-mail address. In our [privacy policy](#) you can read in detail how we handle your personal information.

### **Questions?**

We do our best to help you in the best way possible, so that you can recover from (part of) the effects of what happened. If you have any questions, you can always contact us by phone (+31 6 30 234 00 45) or e-mail ([info@perspectiefherstelbemiddeling.nl](mailto:info@perspectiefherstelbemiddeling.nl))