

Prof. Dr. Arthur Hartmann  
Tel.: +49 (0)421 361 - 59 519  
E-mail: arthur.hartmann@hfoev.bremen.de

B.A. Marie Haas  
Phone: +49 (0)421 361 - 18446  
E-mail: Marie.Haas@hfoev.bremen.de

Bremen, 28th of November 2013

### *Online-based survey of victims in Europe*

Dear Sir and Madam,

Within the framework of the EU-funded project “Restorative Justice in Europe - Safeguarding Victims & Empowering Professionals (RJE)” (<http://rj4all.info/content/RJE>), we conduct an online-based survey of victims, who participated in a Restorative Justice Service. It is concerned with the satisfaction of victims with Restorative Justice Services as the victims’ satisfaction is one of the main arguments in favor of Restorative Justice Services. Until yet however no comparable Europe-wide survey on a large scale exists.

In this context, the EU Directive on minimum standards on the rights, support and protection of victims of crime, is central. The EU Directive is characterized by the support for Restorative Justice and victim-compensation on one hand and by the skepticism whether victim issues have been adequately considered yet on the other hand. Against this background, it is important to obtain significant facts and to incorporate them into the political debate.

To achieve this we need your assistance. Hence we would like to give you the opportunity to gather victims’ satisfaction with little effort and no additional costs, in order to encounter skepticism against Restorative Justice Services and thereby increase the relevance of this measure(s).

Your participation requires merely to handout an envelope to the victims when the procedure has been completed. The envelope contains a (not personalized) cover letter with a description of the survey as well as the link which leads to the survey in the Internet and a TAN which authorizes the person to access the survey and protects it against abuse. This approach ensures that we do not need personal data of the victims from

you. In the appendix we send you the cover letter for the victims as well as the paper version of the online questionnaire. Via the link in the cover letter for the victims you will find the online version of the questionnaire in the pretest version.

Partners from Greece, Bulgaria, United Kingdom and the Netherlands also contribute to the project. We will conduct the survey there and in other European countries which enables us to obtain the results on a broad European (data) base.

We, the Institute for Police and Security Research (IPOS) ([www.ipos.bremen.de](http://www.ipos.bremen.de)) have been researching for many years in the field of Restorative Justice. Among other things we have contributed to the project Mediation and Restorative Justice in Prison Settings (MEREPS, <http://mereps.foresee.hu/en/about-mereps/>) and we supervise the national-wide Victim-offender-mediation statistics in Germany (researchable at [www.bmj.de](http://www.bmj.de)). Besides that the IPOS is an interdisciplinary oriented institute which has conducted and still conducts numerous studies in the research areas legal psychology, law, criminalistics and criminology.

We kindly ask you to support our survey and to inform us until the 5th of January if you or your institution will participate in the survey. The survey period is set for the period of 1<sup>st</sup> February to 31<sup>st</sup> April 2014. **If there is a favorable response we may be able to translate the questionnaire also into your language so that it will be available for the survey.** Furthermore, if you have any further queries (or need more detailed information) please do not hesitate to contact us.

We obtained your address through internet research or by our project partners. If you are not the right contact person content-wise, we apologize for the inconvenience.

Thank you in advance for your help and support!

Kind regards from Germany



Funded by the Criminal  
Justice Program of the  
European Union



Institut für Polizei- und Sicherheitsforschung  
Hochschule für Öffentliche Verwaltung Bremen

IPoS ■ Doventorscontrescarpe 172 C ■ 28195 Bremen

Prof. Dr. Arthur Hartmann  
Phone: +49 (0)421 361 - 59 519  
E-mail: arthur.hartmann@hfoev.bremen.de

B.A. Marie Haas  
Phone: +49 (0)421 361 - 18446  
E-mail: Marie.Haas@hfoev.bremen.de

Bremen,

### *Online-based survey of victims in Europe*

Dear Sir and Madam,

Thank you for taking time for our cause!

We contact you because you have become the victim of a criminal offence and have subsequently participated in a Restorative Justice Service.

#### **What it is all about?**

We perform an online-based survey, to contribute to the improvement of Restorative Justice Services for victims of crime and ensure that the rights and the protection of victims of crime will get more attention prospectively. Because of this we need your help.

#### **What are we asking for?**

We ask you to support our research by participating in the online-based survey. With the survey, we want to examine the quality of Restorative Justice Service from the victim's perspective. Based on the so gained findings we want to improve these services for you, and other people who became victims of crime.

Therefore, please take appr. 15 minutes to share your experiences and impressions in relation to the Restorative Justice Services with us. Via the link <http://195.37.102.112/sosci/opferbefragungsmart/> and by using the (enclosed) Tan xxx (**preliminary password: Restorative13**) you can activate the survey.



Institut für Polizei- und Sicherheitsforschung  
Hochschule für Öffentliche Verwaltung Bremen

It is important (to clarify) that there is no correct or incorrect answer. Only your personal opinion counts. Your participation is voluntarily and of course your information will remain anonymous and will not be passed on to third parties.

### Who are we?

We, the Institute for Police and Security Research (IPoS) ([www.ipos.bremen.de](http://www.ipos.bremen.de)) have been researching for many years in the field of Restorative Justice. Among other things we have contributed to the project Mediation and Restorative Justice in Prison Settings (MEREPS, <http://mereps.foresee.hu/en/about-mereps/>) and we supervise the national-wide Victim-offender-mediation statistics in Germany (researchable at [www.bmj.de](http://www.bmj.de)). Besides that the IPoS is an interdisciplinary oriented institute which has conducted and still conducts numerous studies in the research areas legal psychology, law, criminalistics and criminology.

The framework for the survey is the EU-funded project "Restorative Justice in Europe - Safeguarding Victims and Empowering Professionals" (RJE) and for more information on see [www.rj4all.info/content/RJE](http://www.rj4all.info/content/RJE).

If you have any questions, please do not hesitate to contact us (preferably in English).

Thank you in advance for your help and support!

Kind regards

A handwritten signature in blue ink that reads 'A. Heilmann'.



Funded by the Criminal  
Justice Program of the  
European Union



Funded by the Criminal Justice  
Programme of the European Union

--	--	--

Questionnaire No.

(to leave blank)

Dear Sir or Madam,

We turn to you, because you participated in a Restorative Justice (RJ) procedure / service. By completing this questionnaire you support us to improve the quality of RJ services continuously. Therefore we kindly ask you to fill in your experiences and impressions into the following questionnaire. There is no right or wrong answer, only your individual opinion counts.

In this context we would like to ask you to take ca. 15 minutes of your time to complete this questionnaire. We assure you that your statements will be analysed anonymously and that no data is passed on to third parties.

Thank you very much in advance for your support!

**Remark:**

The following questions regard the offence and the first contact with the RJ service.

**1. How long ago did you participate in the RJ service?**

<i>1-2 weeks</i>	<input type="checkbox"/>
<i>2-4 weeks</i>	<input type="checkbox"/>
<i>4-6 weeks</i>	<input type="checkbox"/>
<i>6-8 weeks</i>	<input type="checkbox"/>
<i>More than 8 weeks</i>	<input type="checkbox"/>

**2. In your opinion, how severe have the damages caused by the offence which was subject to the RJ service, been?**

	<i>Low</i>	<i>Medium</i>	<i>High</i>
<i>Material damage</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Physical damage</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Mental detraction/ immaterial damage</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Please evaluate the following statements concerning the offence.**

	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I was actively involved in the conflict."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I intervened in an external conflict (of others) with the aim to reconcile (and became the victim)."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I became a victim by accident."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I and the offender did not have contact when the harm occurred." (e.g. burglary during your absence)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The offence was a result of a domestic conflict."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Did you know the RJ service before becoming the victim of that offence?	
Yes, I participated in a RJ service before.	<input type="checkbox"/>
Yes, I have heard from the RJ service before.	<input type="checkbox"/>
No.	<input type="checkbox"/>

5. How did the first contact between the RJ service / RJ institution and you develop?	
I contacted the institution myself.	<input type="checkbox"/>
The institution wrote me a letter.	<input type="checkbox"/>
The institution gave me a call.	<input type="checkbox"/>
The offender established the contact.	<input type="checkbox"/>
The lawyer of the offender established the contact.	<input type="checkbox"/>
The contact has been established through a third person / other.	<input type="checkbox"/>

6. Please evaluate the following statements concerning the first contact with the RJ service.				
The first contact with the RJ service was...	Strongly disagree	Inclined to disagree	Inclined to agree	Strongly agree
... informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... inadequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... unfriendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Did you receive information leaflets about the RJ service?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/> (Please continue with question 11)

8. If you did, how would you evaluate the information leaflets?				
<i>The information leaflets have been...</i>	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>... incomprehensible</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... expressive/ meaningful</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... uninteresting</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... confusing</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... informative</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... appealing</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... inadequate</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Have the information in the leaflets been truthful?	
<i>Yes, completely.</i>	<input type="checkbox"/>
<i>Yes, partly.</i>	<input type="checkbox"/>
<i>No, not at all.</i>	<input type="checkbox"/> <i>(Please continue with question 11)</i>

10. If not, why not? Which information has been wrong?
.....
.....
.....



**Remark:**

The following questions refer to the facility and the equipment of the RJ service / RJ institution.

**11. Please evaluate the following statements regarding the RJ service / RJ institution.**

	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I felt good during my visits in the RJ service / RJ institution."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The facilities of the institution have been difficult to access for me."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The facilitator / mediator has always been accessible for me."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I have been offered a prompt appointment."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I have been dissatisfied with the equipment of the facilities."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. Please evaluate the following statements regarding the atmosphere in the RJ service / RJ institution.**

<i>The atmosphere in the RJ service/RJ institution has been...</i>	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>... friendly</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... unorganised</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... tense</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... ill-kempt</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... unpleasant</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... safe</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. If, in your opinion, something was missing or not arranged well regarding the equipment in the RJ service / RJ institution, you have the possibility to leave your critique here.**

.....

.....

.....

**Remark:**

The following questions concern your thoughts previous to your participation in the RJ service and your decision to participate in the RJ service / RJ program.

<b>14. Which expectations did you have towards the RJ service?</b>				
	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I wanted to express my demands and issues."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to give vent to my anger / rage."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to express my trouble / insult."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to do something about my fear."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to receive compensation."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted that the damage incurred by me is acknowledged."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to change the offender's behaviour."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was concerned, that the RJ service would cost me a lot of time."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to learn about the backgrounds of the offence."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to deal with the offence."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to meet the offender."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>„I wanted to see the offender's remorse."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>„I wanted closure."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I preferred an out-of-court agreement."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to spare the offender a penalty."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I did not want the offender to get off easy."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>„I wanted to cope with my emotions."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I wanted to give the offender a piece of my mind."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please evaluate the following statement: "To participate in the RJ service was a tough call."			
<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Remark:**  
 The following questions refer to the preliminary meetings with you and the facilitator/mediator.

16. How many preliminary meetings did you have?
<i>Number of preliminary meetings:</i> .....

17. Have you, during the preliminary meetings, been told that your participation in the RJ service is voluntary?	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

18. Have you, during the preliminary meetings, been told that you are free to quit at any time?	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

19. Have you, during the preliminary meetings, been told that a written agreement only comes into being if you approve the contents?	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

20. Have you, during the preliminary meetings, been informed about the confidentiality of the contents being said?	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

21. Have your rights been explained to you during the preliminary meetings?	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

22. Could your questions about the RJ service be clarified?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/> Which questions have not been clarified and why? ..... ..... .....

23. Please evaluate the following statements regarding the preliminary meetings.					
	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I was sufficiently informed about the procedure and the possible outcomes of the RJ service."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was sufficiently informed about the possible influence on the penal proceedings against the offender."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was sufficiently informed about the possible benefits of the RJ service for me."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"My demands and issues have been taken seriously and have been discussed."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I felt badly prepared for the mediation encounter."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I perceived the preliminary meeting(s) as pleasant and confiding."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"My worries and fears have been considered."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was unsatisfied with the preliminary meeting(s)."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Remark:**

The following questions refer to the facilitator(s) / mediator(s).

**24. How many facilitators / mediators have been involved in the RJ procedure?**

Number of mediators: .....

**25. Please rate your facilitator / mediator. If different mediators have been involved in the RJ procedure, please rate them altogether (as one person).**

<i>cooperative</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>uncooperative</i>
<i>honest</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>dishonest</i>
<i>empathic</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>repellent</i>
<i>likeable</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>unlikeable</i>
<i>endeavoured</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>indifferent</i>
<i>objective</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>sentimental</i>
<i>friendly</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>unfriendly</i>
<i>attentive</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>distracted</i>
<i>respectful</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>disrespectful</i>
<i>reliable</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>unreliable</i>
<i>full of ideas</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>trite</i>
<i>legitimate</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>dubious</i>
<i>neutral</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>partial</i>
<i>competent</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>incompetent</i>

**Remark:**

The following questions concern the mediation encounter(s), during which, jointly with the mediator(s) and perhaps attended by the offender, have been negotiated about compensation.

**26. How many mediation encounters have been taken place in your case?**

Number of mediation encounters: .....

**27. Have, in your case, mediation encounters with the offender, taken place?**

Yes

No

 (Please continue with question 29)
**28. Have, in your case, mediation encounters without the offender (in terms of an indirect mediation / encounter/ communication) taken place?**

Yes

No

**29. Please evaluate the atmosphere during the mediation encounter(s).**

<i>The atmosphere during the mediation encounter(s) has been...</i>	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>... tense</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... straightforward</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... unpleasant</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... confidential</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... objective</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>... peaceful</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**30. In the following you find some statements regarding the mediation encounter(s). Please mark to what extent they individually apply to you.**

	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I felt like being in good hands."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I had the impression that mainly the offender's interests were represented."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was treated considerately."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>„The mediation encounter(s) was/were just idle talk. “</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I had the impression that my interests had priority."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I could represent my issues actively."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The mediation encounter(s) was/were revealing for me."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I felt misunderstood."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"My point of view was accepted."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The mediation encounter(s) was/were poorly structured."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"My feelings were taken seriously."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**31. How pleased have you been with the mediation encounter(s) in general?**

<i>unsatisfied</i>	<i>rather unsatisfied</i>	<i>rather satisfied</i>	<i>satisfied</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Remark:**

The following questions concern the procedure and the outcomes of the RJ service.



**32. Have your expectations on the RJ service been fulfilled? Please evaluate the following statements regarding this matter.**

	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>„I was able to express my demands and issues.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I was able to give vent to my anger / rage.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I was able to express my trouble / insult.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I have no fear no more.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“Compensation ensued.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“The damage incurred by me has been acknowledged.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“A change in the offender’s behaviour occurred.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I learned about the backgrounds of the offence.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“The RJ service did cost me a lot of time and was too costly overall.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I dealt with the offence.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I came to know the offender.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I have undergone the offender’s remorse.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I was able to put the offence behind myself.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“The offender truthfully bothered about compensation.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“The offender apologized honestly.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I can handle my feelings better now.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“I gave the offender a piece of my mind.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>“An out-of- court agreement was achieved.“</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>33. Have the offender and you agreed on an arbitration arrangement/written agreement?</b>	
<i>Yes, completely.</i>	<input type="checkbox"/>
<i>Yes, partly (in some aspects).</i>	<input type="checkbox"/>
<i>No, not at all.</i>	<input type="checkbox"/> <i>(Please continue with question 37)</i>

<b>34. How satisfied have you overall been with the agreement?</b>			
<i>unsatisfied</i>	<i>rather unsatisfied</i>	<i>rather satisfied</i>	<i>satisfied</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>35. Has the offender fulfilled the agreements (if applicable)?</b>	
<i>Yes, completely.</i>	<input type="checkbox"/>
<i>Yes, partly.</i>	<input type="checkbox"/>
<i>No, not at all.</i>	<input type="checkbox"/>

<b>36. Have financial compensations like compensation for injuries suffered or for damages, been agreed on?</b>	
<i>Yes</i>	<input type="checkbox"/>
<i>No</i>	<input type="checkbox"/>

<b>37. Please evaluate the following statements regarding the outcomes of the RJ service / RJ procedure.</b>					
	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"I found help accomplishing the consequences of the offence."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I was supported and strengthened with regard to my victims' rights."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I would do the RJ service again if I was in the same situation."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The adduced compensations were appropriate with regard to the damage made."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I would refuse a RJ service now."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I would recommend others to participate in a RJ service."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I think that the result of the RJ procedure is unfair."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I feel safe again."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The information given in the preliminary meetings was proven wrong."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The facilitator(s) / mediator(s) did sufficiently consider my interests."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I regret having participated in the RJ service."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"Overall, I am satisfied with the outcome of the RJ procedure."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>38. If you think back once again, how would you evaluate the following statements?</b>					
	<i>Strongly disagree</i>	<i>Inclined to disagree</i>	<i>Neither</i>	<i>Inclined to agree</i>	<i>Strongly agree</i>
<i>"During the whole RJ service / RJ procedure..."</i>					
<i>"...my participation has been voluntary."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"... I had a good feeling."</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Remark:**

The following questions concern legal aspects of your case.

**39. Have you asserted claims towards the offender in a civil court?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**40. Have penal proceedings against the offender been conducted?**

Yes.	<input type="checkbox"/>
No.	<input type="checkbox"/> (Please continue with question 42)
I don't know.	<input type="checkbox"/> (Please continue with question 42)

**41. If penal proceedings have been conducted, have you been informed about the outcome(s)?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**42. How would you generally rate the penal reaction to the offence?**

<i>way too soft</i>	<i>too soft</i>	<i>adequate</i>	<i>too strong</i>	<i>way too strong</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

---

**43. Below you have the opportunity to express yourself freely. You are welcome to do well on the questionnaire especially or on the RJ service / RJ in general.**

.....

.....

.....

.....

.....

.....

.....

.....

**Thank you for your support!**