

The Dutch Probation Service advises, monitors and supervises

You are suspected or have been convicted of a crime and now you have to deal with the Dutch Probation Service. What does this mean for you? What can you expect from us and what do we expect from you?

What does the Dutch Probation Service do?

We are an independent organisation that helps you to avoid further dealings with the law. We draw up a risk analysis on the instructions of the court, the prison or the Public Prosecution Service, and use this as a basis to make our own independent assessment. The judge then decides whether the recommendations in this assessment will be adopted. So that

might mean that you will have contact with us again after the court's decision. This is the case if the court imposes a community service order on you or orders that you are to be placed under supervision. You can also be in

Arrangements are made to be kept

contact with us if the prison has asked us to step in. It is also possible that we, the judge or the prison will refer you to a support agency.

What can you expect from us?

Your involvement with the Dutch Probation Service is never without obligation. The judge has given you a community service order, placed you under supervision or ordered you to follow a behavioural training programme. We will supervise you during

WHAT YOU NEED TO KNOW ABOUT THE DUTCH PROBATION SERVICE



these various activities and make sure that you comply with the imposed conditions. We also have our own behavioural training programmes. If you do not keep to the arrangements, the judge can review his judgment and impose stricter conditions on you or even order a prison sentence after all.

What do we expect from you?

Accepting your own responsibility is important. If you want to turn your life around, we will back you all the way. That means that we expect you to keep to the arrangements and that you are open and honest in all your contacts with us. If you want to get your life back on the rails, it is a good idea if you actively cooperate with us.

We can help you to avoid getting in trouble with the law again.

Your privacy

The Dutch Probation Service is obliged to check your identity. We do this by scanning a fingerprint or checking a valid identity document. We also keep your personal data so that we can carry out our tasks.

This data includes such things

as information from the police, the judicial authorities and other organisations.

If necessary, we will pass on your details to other organisations that we work with. Sometimes we also make this information available for scientific research or statistical purposes. This is always done anonymously so that your privacy is guaranteed. The use of personal data is subject to strict regulation. Therefore, we treat your data with the greatest possible respect. We destroy all data seven years after the probation contract has ended.

Consulting your own file

If you wish to consult your own data, you can discuss this with your probation officer. If the information is incorrect, you can apply in writing to have it amended. We then decide whether any corrections need to be made. If you still disagree with the contents of your file, you can ask the Dutch Data Protection Agency to mediate or ask the court to rule on the matter.

Dutch Data Protection Agency (Autoriteit Persoonsgegevens)

P.O. Box 93374
2509 AJ The Hague
Tel. 070 38113 00

Ask your own contact person for our full privacy policy or go to our website:

www.reclassering.nl (in Dutch)

In short

- We give independent advice to the courts.
- We monitor and supervise suspects and those convicted.
- We implement court decisions.
- We provide behavioural training programmes

Do you have a complaint?

If you are not satisfied with the Dutch Probation Service, you can make a complaint, either in writing or by contacting us. But discuss your complaint first with your own contact person and his or her manager. The manager will send you a letter about the way in which your complaint will be dealt with. This usually solves the problem. If no solution is found, write a letter to the independent complaints committee; do this within six weeks of receiving the letter from the manager. You can ask a lawyer or a confidential adviser for help.

The complaints committee first decides whether it will deal with your complaint. If it does so, a written procedure will then follow.

The next step is usually a hearing behind closed doors with all those involved. The complaints committee will give its written decision within a few weeks. It will decide whether or not you have good grounds for your complaint and may make recommendations to our service.

Honesty is the best policy with us

The Dutch Probation Service Complaints Committee

(Klachtencommissie Reclassering Nederland)
P.O. Box 8345 3503 RH Utrecht

Ask your own contact person for the full complaints regulation.

You can find further information about the complaints regulations at www.reclassering.nl (in Dutch).

The Dutch Probation Service

The Dutch Probation Service (*Reclassering Nederland*) is working to build a safer society. We cooperate with the judicial authorities, the police, the prison system and municipalities to prevent criminality and reduce re-offending.

Our task is to produce recommendations for the judges, public prosecutors and prison authorities.

In addition, we are charged with the supervision of suspects and offenders. And we make sure that those convicted carry out their community service. We try to motivate people to change their behaviour by a mixture of persuasion and coercion. Society is entitled to this. And it is also in the interests of suspects and convicted persons.

The Dutch Probation Service

P.O. Box 8215
3503 RE Utrecht
www.reclassering.nl

The Dutch Probation Service

Towards a safer society

