

## MAKE AMENDS CASE STUDY

Nature of case	Assault of a Police Officer (2020)
Narrative around situation	<p>The harmed party was a police officer who attended an incident and was assaulted which resulted in injuries needing hospital treatment.</p> <p>The harmed wanted to explore restorative justice as they felt it important to put across the impact of the incident for the police officer involved and their colleague who was present at the time of the assault.</p> <p>The Police Officer wanted to explain how an officer can feel being called to a serious incident, also, the seriousness of assaulting a police officer since they have the right to carry out their job safely.</p> <p>The harmed wanted the harmer to consider these points and their actions to ensure it doesn't happen again and hoped for an apology.</p>
Restorative interventions provided and outcomes	<p>For this particular case, it was decided that Shuttle Mediation would be the best option for the Restorative Justice process.</p> <p>The practitioner had a number of restorative conversations with the harmer which resulted in the harmer apologising for their actions.</p> <p>Restorative Justice was an opportunity for the Police Officer to get a resolution for the incident.</p>
Learning from experience/case	<p>This case work has reinforced the importance of building a relationship with both parties. This can be a massive step in building trust when the parties involved might find it hard to open up fully about their needs.</p> <p>This case also highlighted the need to take into account the capabilities of each party so that they can feel fully invested in the approach that is used. A case like this where the harmed party had requested a letter, might not have progressed if their expectations hadn't been managed so that shuttle mediation could be used instead.</p>
Any other comments or observations	<p><b>Feedback from the harmed:</b></p> <p>“Gemma was very good at addressing the concerns I had raised with her. She remained in frequent contact and has resolved the situation in a way which we all appear happy with. All of my concerns were raised and challenged with the harmer. Restorative justice was a good alternative way to educate the harmer on the consequences of their actions.</p>



The main outcome I wanted was for the harmer to be spoken to and understand the effect assault on police officers have on 'the person', especially when we are trying to help that person."

**Feedback from the referring agency:**

"The Restorative Justice work completed by Gemma in this case must be complemented. She worked with the harmer and through shuttle mediation has delivered an apology from the harmer to the victim."

