



**NATIONAL
TRADING
STANDARDS**

Scams Team

Fraud and Scams Victim Charter



Background

The National Trading Standards (NTS) Scams Team was founded in 2012 to tackle the problem of postal, telephone and doorstep scams. The team works across England and Wales with trading standards and partner agencies to investigate scams and identify and support those who are targeted by them.

Postal, telephone and doorstep scams are often targeted specifically at consumers who may be circumstantially vulnerable. It is estimated that the fraud and scams cost the UK economy £219 billion a year and have devastating effects on those who are targeted.

Introduction to the Fraud and Scams Victim Charter

The NTS Scams Team's Charter supports victims of fraud and scams. It explains the standard of service victims of these crimes can expect from organisations who sign up to the Charter. It reminds us of how we should treat all victims of crime, but with a focus on fraud and scams.

Research has shown that when people realise they have become a victim of a fraud or scam, their most common feelings were 'anger' at themselves, (46%), 'stupid' (40%) or 'embarrassed' (38%). Victims of fraud and scams are not stupid, naïve, or greedy – they are victims of a crime.

The Charter recognises the impact that fraud and scams can have on victims and requires organisations to have the victims' best interests as their primary consideration. Those who sign this Charter, commit to not blaming or shaming victims but to show empathy, understanding and compassion. They will also take the victims' age, maturity, views, needs and concerns into account.

Who is a 'victim' under this Charter?

This Charter acknowledges that the definition of a 'victim' is a person who has suffered any type of harm, including physical, mental, or emotional harm or economic loss which was directly caused by a fraud or scam.

Agreeing to be part of the Charter

Upon signing up to this Charter, the organisation will commit to following the principles of the Charter and to the following:

- Appropriate staff must complete the '*Providing Support to Fraud and Scam Victims*' training.
- Appropriate staff must complete the '[Friends Against Scams](#)' training.
- Appropriate staff must watch the '[What is coercive control](#)' video.
- Share your Fraud and Scams Victim Charter status and logo on social media.
- Support the NTS Scams Team No Blame. No Shame. campaign.

Space for
Organisation
logo



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No blame. No shame.

At *[insert organisation name]* we are signed up to the National Trading Standards Scams Team's Victim Charter. If you have been a victim of fraud or scams, we commit to the following.

- 1. Support and Empathy:** We commit to show empathy, understanding, and compassion to you and ALL victims of fraud and scams, acknowledging the impact of your experiences without judgment.
- 2. Dignity and Respect:** If you need support, you will be treated with the utmost dignity and respect. We will encourage an environment where you feel valued and empowered and are able to make decisions about the support you need.
- 3. No Blame and No Shame:** We are committed to creating a space free from victim blaming and shaming. We will focus on help and support rather than judgment or criticism.
- 4. Clear Communication:** We commit to maintain open, clear, simple, and transparent communication, ensuring you are informed about the support available, your rights, and the process involved in getting the help you need.
- 5. Support for your well-being:** We aim to assist with any immediate challenges you face, but we will also consider and plan how best we can work with you in the future.