
NOT AVAILABLE ON LINE

ANNOTATION:

Sixteen adult victims of property crime were interviewed seven and a half to eighteen and a half months after mediation. Interviews were conducted by phone. The juvenile offenders in this particular VOM were court ordered, however, fifteen out of sixteen victims that their participation was voluntary. The victim interviews replicated some items from a previous cross national study (Umbreit and Coates, 1992, Umbreit, 1994).

Satisfaction levels were lower than those from the cross national study (56% compared to 79%). Over sixty percent of the victims were angry or frustrated because the restitution was either not yet completed, or they hadn’t been informed whether or not it had been. Still, over eighty percent would go through mediation again and would recommend it to others in similar circumstances. Ninety-four percent said that mediation had been helpful and over eighty percent had a positive attitude toward VOM. While nearly a third of this small group reared retaliation prior to mediation, none did after actually going through mediation.

In all but one circumstance an agreement was negotiated. Eighty-one percent felt the agreement was fair. The majority of these agreements were not completed by the time of the study leaving some of the victims disgruntled. Half the victims were dissatisfied with "the way the justice system handled your case." Victims were annoyed at the lack of information provided by police or that their case wasn't being taken seriously by them, by lack of prosecution, by lack of information about what was happening with their case, that the offender didn't receive appropriate punishment, by the failure of restitution payment, and by the lack of follow up by the program.

Victims had chosen to participate because they wanted to let the offender know how they felt (73%), to receive answers to questions (40%), to be paid back for loses (20%), and to help the offender (20%).

KEYWORDS:
VOM
JUVENILE
PROPERTY
REASONS, SATISFACTION, RESTITUTION
VICTIM DATA
SURVEY
US