

## Conceptual Model Providing More Information on the Contact Situation between Crime Victim and the Police

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**Abstract :** In contemporary society, victims of crime has been given more recognition, which have contributed to advancing the knowledge on the effects of crime. There exists a complexity of who gets the status of victim and that the typology of good versus bad can interfere with the contact situation of the victim with the police. The aim of this study is to identify the most central areas affecting the contact situation between crime victims and the police to develop a conceptual model to be useful empirically. By considering previously documented problem areas and different theoretical domains, a conceptual model has been developed. Preliminary findings suggest that an area that should be given attention is to get a better understanding of the victim, not only in terms of demographics but also in terms of risk behavior and social network. This area has been considered to influence the status of the crime victim. Another domain of value is the type of crime and the context of the incident in more detail. The police officer approach style in the contact situation is also a pertinent area that is influenced by how the police based victim services are organized and how individual police officers are suited for the mission. Suitability includes constructs from empathy models adapted to the police context and especially focusing on sub-constructs such as perspective taking. Discussion will focus on how these findings can be operationalized in practice and how they are used in ongoing empirical studies.

**Keywords :** empathy, perspective taking, police contact, victim of crime

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