

Hate crime victims in London have access to cost free restorative justice services, provided by the charity, Calm Mediation and funded by the London Mayor.

If you or someone you know has been the victim of hate crime, restorative justice may be able offer a safe space to help come to terms with what happened, address harm, seek accountability, and improve wellbeing.

What is Restorative Justice?

Restorative Justice (RJ) is a process where victims of crime can communicate directly or indirectly with the person who caused them harm. This could involve a face-to-face meeting, a written exchange, or messages delivered through a trained facilitator. The goal is to help victims explain how they were affected, seek answers, and hold the offender accountable in a meaningful way.

- **Victim-Offender Communication:** RJ focuses on creating a safe environment for victims to express their feelings and for offenders to acknowledge the harm they caused.
- **Safe and Supportive:** All communication is managed by trained facilitators to ensure the process is respectful, constructive, and emotionally safe.
- **Separate from Legal Proceedings:** RJ is independent of the court system and can happen regardless of whether a legal case is ongoing or resolved.
- **Accessible at Any Time:** There is no time limit — RJ can take place whenever both parties feel ready.
- **Voluntary Process:** Both the victim and the offender must agree to participate for the process to happen.

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I felt supported and safe throughout the whole process

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Calm Mediation's experienced facilitators support participants throughout the process, helping create a space for meaningful communication and potential healing.

Why might someone choose restorative justice?

- **Seeking Closure:** Victims may want answers or an acknowledgment of the harm caused.
- **Accountability:** Restorative justice encourages offenders to take responsibility in a meaningful way
- **Emotional Healing:** The process can help reduce feelings of anger, fear, or helplessness
- **Sense of Justice:** Some victims may feel the traditional justice system alone doesn't fully address their personal experience
- **Rebuilding Trust:** It can help restore a sense of safety and belonging, reducing the isolation often felt after hate crimes
- **Supportive Process:** With Calm Mediation's trained facilitators, participants are guided through a safe, confidential, and structured process

When can a case be referred to Calm mediation?

Restorative Justice through Calm Mediation can be appropriate in many situations, whether or not the police are involved, as long as the offender has been identified and both parties are willing to engage. Referring a client may be suitable if:

- **The Offender Has Been Identified:** Restorative justice requires a known offender who admits responsibility for their actions.
- **The Police Are Involved:** If the crime has been reported, Calm Mediation can collaborate with the criminal justice system, including police and probation services, to facilitate communication between the victim and offender as part of the justice process.
- **The Police Are Not Involved:** If the crime has not been reported but the offender is known, Calm Mediation may still be able to facilitate a voluntary process. This can be particularly helpful where the victim and offender are in regular contact, such as being neighbours
- **The Offender Is Willing to Engage:** Offenders must be willing to participate voluntarily and take responsibility for their actions.

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Thank you so much for making the meeting happen, it was extremely emotional
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Victim centred:

Hate crime can have a profound and lasting impact on victims. Being targeted because of who you are — your identity, disability, sexual orientation, background, or beliefs — can cause deep emotional and psychological harm. For this reason, many victims of hate may feel nervous or uncertain about engaging with the person who harmed them. At Calm Mediation, the safety and wellbeing of the person who was harmed comes first:

- **Comprehensive Risk Assessments:** Every referral undergoes a detailed risk assessment before any contact is made. We regularly update these assessments to respond to changing circumstances, ensuring your safety and comfort.
- **Voluntary Participation:** Both victims and offenders must willingly agree to take part, with no pressure or obligation. We only proceed if it is safe and appropriate for everyone involved.
- **Highly Trained Experts:** Our restorative justice practitioners are accredited professionals, trained in managing complex and sensitive cases, including hate crime. They also receive regular safeguarding and specialist restorative justice training.
- **Confidential and Impartial:** The process is entirely confidential, separate from the criminal justice system, and managed impartially by experienced facilitators.

Making a referral:

A person affected by hate crime can refer a case themselves or a supporting organisation can make a referral on the person's behalf.

Organisations can refer using the form at this link

<https://www.calmmediation.org/restorative-justice/refer/>

Individuals can self-refer using the form here

<https://www.calmmediation.org/restorative-justice/harmed/>