



What happens after you report a concern?



Centre for Domestic
Violence, Child Abuse
and Elder Abuse
Contact us for advice and
sharing your concerns



Everyone deserves a home you feel safe in. When the living situation at home is unsafe, help is needed to restore safety. People close to you, such as family, neighbours, your family doctor, the police or a teacher may be concerned about what is happening in your home situation. They may contact Veilig Thuis Utrecht about these concerns.

A concern has been reported

Someone close to you is concerned about your home situation and has reported a concern about your situation to Veilig Thuis.

Everyone can report a concern. It can be done by professionals or people from your own social network. Most concerns about unsafe situations, like domestic violence or child abuse, are made by professionals such as the police. A concern can also be shared by teachers, social workers, nurses, doctors, family members, neighbours or friends. The professional or person in your own social network will often inform you about their concerns before filing their report or concerns.

After receiving a concern, Veilig Thuis has the legal obligation to assess it. Veilig Thuis considers:

1. Whether there is an unsafe situation as a result of domestic violence, child abuse or elder abuse (or a suspicion that this is taking place);
2. What needs to be done to address the concerns;
3. Who is best suited to handle the report: a local team, a SAVE team or Veilig Thuis itself.

If necessary, Veilig Thuis will take immediate action in a crisis situation.





Local team¹

If concerns about you or your family's safety are within reasonable bounds, Veilig Thuis will assign and transfer the report to your local social work organisation. You will receive a letter about this from Veilig Thuis. This is where the involvement of Veilig Thuis ends. The local team will contact you to discuss the report. What is the situation? What is needed to solve any problems? The local team will provide any necessary help. They will also talk to you about what is going well in your home situation and what you want to achieve to ensure safety.


SAVE team

If there are concerns about the safety of underage children, a recurring unsafe situation or a long-term issue, Veilig Thuis will transfer the report to a SAVE team. You will receive a letter about this from Veilig Thuis. This is where the involvement of Veilig Thuis ends. The SAVE team works within your neighbourhood and talks to you about what is going on and what needs to be done to restore safety. They will also talk to you about what is going well in your home situation and what you want need to achieve to ensure safety. If necessary, the SAVE team will set conditions for the living and/or parenting situation and ask you to make a plan to achieve those conditions.

Veilig Thuis

If a serious concern has been made (or a concern has been made anonymously) about the safety and welfare of children, adults or the elderly, Veilig Thuis may decide to investigate the situation themselves or offer short-term counselling. The social worker will gather information and talk to you, your partner, children and any others involved. This could be a family member, your family doctor, a teacher or the community police officer. They will try to understand as clearly as possible what everyone thinks about the concerns and what you would like to achieve. All the information can be used to disprove or confirm a suspicion of an unsafe situation. If confirmed, the social worker will set conditions for the living and/or parenting situation and ask you to contribute to producing a plan to achieve those conditions.

¹ Each community uses different names, such as neighbourhood team, district team, centre for youth and family, social team or local team.



What could a reported concern be about?

People can have major or minor concerns. Some examples:

You and your partner have a fight. There is screaming, shouting and the breaking of things. The police arrives in response to an emergency call from the neighbours. Because the police is worried about safety in your home, they contact Veilig Thuis and report a concern.

You and your former partner have two children together. You often disagree and fight over the visiting schedule. The school wants a meeting because the children are showing concerning behaviour in class. You want to talk to the school, but not with your former partner. The school has informed you that it will contact Veilig Thuis to report a formal concern.

During an evening patrol of the neighbourhood, the police spot a group of young people. They have cans of beer, even though they are visibly under 18. Your 15-year-old son starts swearing at the police when they ask him for ID. He is arrested and the police contact you. The police can conclude from your conversation that there are additional problems. The police is worried about the home situation and contact Veilig Thuis and report their concerns.

Examples of violence

- Hitting, kicking and other physical forms of violence
- Sexual assault: being touched or forced to have sex against your will, or blackmail through social media
- Mental abuse: being sworn at, humiliated, threatened with violence, having your property destroyed, not being allowed to make decisions for yourself, constantly being subject to unkind remarks, being frightened
- Elder abuse: an elderly person being tied up, beaten or neglected, misappropriating their money or property
- Forced marriage: being forced to marry against your will, or being prevented from divorcing
- Neglect: when a child is not given what it needs, for example food, clothing or loving attention
- Children witnessing violence in their family is also considered child abuse

Veilig Thuis Utrecht

Veilig Thuis is the centre for domestic violence, child abuse and elder abuse and the regional centre for domestic human trafficking. Everyone can call or email Veilig Thuis. You can ask questions and share or report your concerns. Our employees will listen attentively, summarise the situation and offer advice. If you wish, you can also remain anonymous. Professionals can also turn to Veilig Thuis for advice or to share or report concerns.

If you are experiencing or witnessing domestic violence or neglect, there is always something you can do about it. Whether it concerns yourself or someone else; whether you have suspicions or know for sure that there is a problem; sharing your concerns is an important first step, no matter how big or small they may be. Call Veilig Thuis.

Veilig Thuis offers advice and support, accepts notifications, assign the case to a specialist or conducts its own investigation and imposes conditions in unsafe home situations. Veilig Thuis will take immediate action in a crisis situation.

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