

Quality and Adequacy of Responding to Domestic Violence in Slovenia: The Victims' Perspective

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The prosperity in addressing domestic violence depends heavily on the appropriate treatment of victims and an integral approach comprising a functioning network of related stakeholders. Domestic violence is a phenomenon receiving much research attention due to the challenges associated with high recidivism and non-reporting rates. Previous research indicates that adequate treatment of victims is essential for raising their confidence in support mechanisms. However, most research focuses on the work of police officers and social workers, while the work quality and the skills of other involved stakeholders, and factors affecting perceptions of victim treatment, remain less explored.

This study presents a survey conducted among victims of domestic violence accommodated in safe houses in Slovenia. It provides an insight into the broader picture of victims' satisfaction with the work of various organisations commonly included in domestic violence cases. The results indicate that most victims reported violence only after the situation became unbearable or several years after the first case of violence. In most cases, they decided to report it themselves. Overall, the victims were satisfied with the work of different professionals and the treatment they received when reporting domestic violence. However, they were less satisfied with the qualification of health professionals, the professionalism of police officers, and activities related to awareness raising and prevention. The results show that the treatment by first responders significantly impacts the willingness to report violence in case of repeat victimisation. This research provides feedback from victims of domestic violence on the adequacy of work of the professionals and institutions that dealt with their case.

Keywords: domestic violence, responding, safe accommodation, violence victims, quality of treatment

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