

Information Regarding Our Email Service

The Cambridge Rape Crisis Centre exists to provide telephone support to female survivors of rape or childhood sexual abuse. We do however appreciate that it is not always easy or convenient to seek advice or request information over the telephone, and we will therefore provide our service where possible via email.

We will endeavour to reply to all emails within three working days and all emails will, of course, remain entirely confidential within the CRCC collective. Under no circumstances will the contents of an email sent or received by CRCC be shared with a third party. This includes the police and Social Services. As with the helpline, relationships between individual collective members and a survivor will not be encouraged and so replies that you receive to emails will not always be from the same person. There is no pre-defined limit to the number of emails that will be replied to from one individual, however we often feel that we can better provide the services that we offer over the telephone and the email service is not intended to be depended upon for regular support.

We will not take referrals via email, so please do not email us and ask us to contact someone else via email or telephone. We are very happy for our contact details to be given out so please do this if you feel that someone you know may benefit from our service. If you wish to know more about why we do not take referrals please see our information pack which is available to download on our home page.

If inappropriate use is made of our email service all necessary action will be taken.