



## NORFOLK POLICE AUTHORITY

*Ensuring an Efficient and Effective Police Service*

### **COMPLAINTS PROCEDURE**

As a public authority it is important that Norfolk Police Authority is an efficient and effective organisation. If we don't get things right we would like the public to tell us. Equally, we are always appreciative of any complimentary comments when our staff have done something particularly well. When we get something wrong we will apologise and try to put things right.

#### **WHO CAN COMPLAIN?**

Any member of the public or nominated third party, such as a relative or friend (with your consent) who believes the Authority, a Member of the Authority or a member of staff has:

- Treated them unfairly in the way they have conducted police authority business;
- Acted in an inappropriate or discourteous manner;
- Done something badly or provided misleading information;
- Failed to deliver a service within the time specified.

#### **COMPLAINTS PROCEDURE**

The processes for dealing with each type of complaint are different and these are described in the following pages.

Please note that your complaint can be made in writing or by email. It is also possible to make a complaint orally in person or via the telephone by prior appointment.

If your complaint is upheld you are entitled to expect one, or a combination of the following:

- An apology;
- An explanation;
- An assurance the mistake will not happen again;
- Details of action taken to put things right.

If you require this information in an alternative format (for example, Large font or Braille), please contact us on 01953 424455 or email: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)

"ئەگەر دەتانهوئیت کۆپیهک له ئەم بەلگە بە زمانی کوردی سۆرانی بە ئیوه بدریت، تکایه له گەل ناوهندی پۆلیس بە ژماره تەلەفۆنی 01953 424455 یا بە ئیمەیلی [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk) پەيوەندی بکەن."

"Jei šio dokumento kopiją norėtumėte gauti lietuvių kalba, prašome susisiekti su policija telefonu 01953 424455 arba elektroninio pašto adresu [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)."

„Jeśli chcieliby Państwo otrzymać kopię niniejszego dokumentu w języku polskim, prosimy kontaktować się z władzami policji pod numerem 01953 424455 lub pisać na: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)”.

“Se desejar obter uma cópia deste documento em português, por favor contacte a Autoridade da Polícia através do 01953 424455 ou pelo e-mail: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)”

Если вы хотите получить данный документ на русском языке, пожалуйста, обратитесь в полицейское управление по тел. 01953 424455 или по электронной почте: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)”

### **Complaints about the conduct of Members of the Police Authority:**

If it is believed that a Member of the Authority has breached the Code of Conduct (as detailed on our website [www.norfolk-pa.gov.uk](http://www.norfolk-pa.gov.uk) within the Policies, Plans and Reports section), then your complaint should be submitted in writing/via email/orally to the Chairman of the Ethical Standards Committee, Norfolk Police Authority.

Chief Executive  
Norfolk Police Authority  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

By Calling: (01953) 424455. In these circumstances, it will be necessary to make an appointment to either have the details of your complaint transcribed, or you could attend Jubilee House and outline your complaint in person.

Email: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)

Following changes to the Standards Framework, as of 8<sup>th</sup> May 2008, the responsibility for considering complaints that a Member may have breached the Code of Conduct has moved from the Standards Board for England and a new, more locally based standards framework is in place. As a result of this change, the Ethical Standards Committee is responsible for managing the initial assessment of all allegations that a member of the Norfolk Police Authority may have breached the Code of Conduct.

An acknowledgement of your formal complaint will be provided within 10 working days .

In order to process your complaint efficiently, please include the following information:

- Your name, address and other contact details;
- Your status (eg. Member of the Public, fellow Member or Officer);
- Who the complaint is about;
- Details of the alleged misconduct including, where possible, dates, witness details and other supporting information.

Please note that in the interests of fairness, your identity will be disclosed to the Member against whom you have raised the allegation unless exceptional circumstances apply.

The initial assessment of the complaint is reviewed by an Assessment Sub-Committee, the purpose of which is to simply decide whether any action should be taken on the complaint (either as an investigation or some other action). If the Sub-Committee decides to take no further action, you may make a request for the decision to be reviewed by a Review Sub-Committee, using the same contact procedure. This request must be lodged within one month of receiving the response to your initial complaint.

In the event that a complaint is investigated and subsequently considered by the Ethical Standards Committee and you believe that your complaint remains unresolved, you can appeal against the decision to the President of the Adjudication Panel for England. This appeal must be lodged within 21 days of receiving the response to your initial complaint.

The following flowchart illustrates the revised complaints process (in relation to dealing with a complaint concerning a breach of the Code of Conduct):



