



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

"ئەگەر دەتانهوئیت کۆپیەک لە ئەم بەلگە بە زمانی کوردی سۆرانی بە ئیوه بدریت، تکایه له گەل ناوهندی پۆلیس به ژماره تەلەفۆنی 01953 424455 یا به ئیمەیلی 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."

„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”.

“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”

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”

Complaints involving financial maladministration

Under certain circumstances you may be able to complain to the Authority’s Internal Auditors (Norfolk Audit Services), particularly if the matter relates to fraud, financial misconduct or financial irregularity.

Please contact:

Mr A Thompson
Chief Internal Auditor
Norfolk Audit Services
4th Floor
County Hall
Martineau Lane
Norwich
NR1 2DW.

Email: adrian.thompson@norfolk.gov.uk

Telephone (01603) 222784. In these circumstances, it will be necessary to make an appointment to either have the details of your complaint transcribed, or you could attend County Hall and outline your complaint in person.

An acknowledgement of your formal complaint will be provided within 10 working days and, once investigated, you will be contacted with the results of the investigation and what action, if any, will be taken.