



## 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)

"نهگەر دهتانهوئیت کۆپییهک له ئهم بهلگه به زمانی کوردی سۆرانی به ئیوه بدرییت، تکایه له گهڵ ناوهندی پۆلیس به ژماره تلهفونی 01953 424455 یا به ئیمهیلی [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk) پهیوهندی بکهن."

"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 way the Norfolk Constabulary conducts its business**

There are clear procedures for handling complaints against **Police Officers (below the rank of Assistant Chief Constable) and Police Staff**. The Norfolk Constabulary Professional Standards Department will handle complaints of this nature and can be contacted at:

Professional Standards Department  
Norfolk Constabulary  
OCC  
Wymondham  
NR18 0WW

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

Telephone: 0845 456 4567 – Ask for Professional Standards Department

If you are dissatisfied with the way your complaint has been dealt with, you may wish to contact the Independent Police Complaints Commission ([www.ipcc.gov.uk](http://www.ipcc.gov.uk)).

The Police Reform Act 2002 sets out the responsibilities of police authorities to keep themselves informed about complaints and discipline matters within their force and details of complaints are monitored by the Professional Standards and Human Resources Committee.