



## 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 کۆپیهک له ئەم بەلگه به زمانى کوردی سۆرانى به ئیوه بدرییت، تکایه له گهڵ ناوهندی پۆلیس به ژماره تەلهفۆنى 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 involving maladministration**

If your complaint involves maladministration (i.e. the authority has done something that has caused you injustice) you can contact the Local Ombudsman for England and Wales.

For more information visit [www.lgo.org.uk](http://www.lgo.org.uk)

or contact Jerry White  
Local Government Ombudsman  
The Oaks No 2  
Westwood Way  
Westwood Business Park  
Coventry CV4 8JB  
Phone: 024 7682 0000  
Fax: 024 7682 0001

Please note that they cannot question whether an authority's decision or action is right or wrong simply because you disagree with it, and they may not investigate your complaint if it is decided the injustice is only slight.