



## 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 in relation to the Treasurer**

If you wish to complain about the Treasurer, please contact the Chief Executive either:

- In writing – Mr C G Harding  
Chief Executive  
Norfolk Police Authority  
Jubilee House  
Falconers Chase  
Wymondham  
NR18 0WW
- By Email – [hardingc@norfolk.pnn.police.uk](mailto:hardingc@norfolk.pnn.police.uk)
- Call – (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.

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

If you believe your complaint has not been satisfactorily resolved you can appeal the decision with the Chairman of Norfolk Police Authority using the same contact procedure. This appeal must be lodged within one month of receiving the response to your initial complaint.