



## 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 كۆپبەك لە ئەم بەلگە بە زمانی كوردی سۆرانی بە ئیوه بدریت، تگایه له گەل ناوهندی پۆلیس به ژماره تەلەفونی 01953 424455 یا به ئیمەیلی [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk) پەڕۆندی 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 behaviour of the Chief Constable, Deputy Chief Constable and Assistant Chief Constable**

The Police Authority is responsible for acting as the ‘appropriate authority’ in the recording and investigation of complaints and conduct matters against the Chief Constable, Deputy Chief Constable and Assistant Chief Constable. This includes a statutory requirement to obtain and preserve evidence in such cases. It should be noted that if the matter relates to ‘direction and control’, then this will fall outside of the jurisdiction of the Police Authority and should be raised with the Professional Standards Department, Norfolk Constabulary.

Any complaint against the Chief Constable, Deputy Chief Constable or Assistant Chief Constable should be addressed to the Chief Executive who will arrange for the matter to be assessed at a meeting of the Professional Standards & Human Resources Committee.

If you wish to make a complaint orally in person or via the telephone, please call the Chief Executive’s office (01953 424455) to make an appointment to do so. Arrangements will be made for details of your complaint to be transcribed.

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

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

If it is decided that the complaint requires further investigation then the Senior Officer Conduct & Discipline Sub-Committee will be selected (comprising of Police Authority Members) to formally investigate the issue. You will be kept informed of the progress of your complaint throughout the process.