



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

"نهگەر دهتانهوئیت کۆپییهک له ئەم بەلگه 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 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."

„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 about the way the Authority conducts its business (including the way staff within the Chief Executive's Office conduct themselves)

If you wish to complain about the way the Authority conducts its business or the way staff within the Chief Executive's Office have conducted themselves 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
- 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 against the decision to the Ethical Standards Committee for Norfolk Police Authority, using the same contact procedure. This appeal must be lodged within one month of receiving the response to your initial complaint.

The following flowchart illustrates the complaints process (in relation to the way the Authority conducts itself and the way in which staff within the Chief Executive's Office conduct themselves):

Written/Emailed/Oral complaint
(Outlining the following information: When it happened, what happened, what was done, what was said, whether there were any witnesses, where the witnesses can be contacted, details of any proof/evidence and your contact details)

Chief Executive:

- Decides if complaint should be considered further or is vexatious (the matter may not be serious enough to justify use of resources involved in an investigation)
- Produces an investigation plan outlining timescales and the people to be interviewed

Within 10 working days

Contact the complainant to acknowledge receipt of complaint and, if appropriate, provide an investigation plan

Complaint pursued

Chief Executive implements investigation plan

Appropriate action taken and complainant notified (including details of what to do if they are unsatisfied)

Complaint not pursued

File Closed

Complainant notified of reasons for no further action (including details of what to do if they are unsatisfied)