



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

SERVICE STANDARDS

The Police & Crime Commissioner is committed to providing high standards of customer service, and by setting standards it makes it possible for us to measure how much we are improving. The Service Standards have been developed by employees and reflect their wish to provide customers with the most efficient and courteous service.

We will:

- ✓ treat you politely and with respect
- ✓ listen to you and consider your views, wishes and needs seriously
- ✓ make sure that our employees are trained to give you the help and advice that you need
- ✓ use plain language and not use jargon
- ✓ provide information in a format that is accessible to you; whether that be in another language, through Sign Language Interpretation, or in another way.
- ✓ not discriminate against you.

Enquiries in writing - by post or by email

- ✓ We will acknowledge receipt of your letter or email within two working days from receipt
- ✓ We aim to answer letters and emails as quickly as possible, and within ten working days from the day following receipt
- ✓ If we are reliant on information from another source and it is not expected within that timescale, then we will keep you informed.

Enquiries by telephone

- ✓ We will aim to answer all calls within six rings
- ✓ We will aim to answer 100% of calls during core opening times
- ✓ We request that all invitations to the Police and Crime Commissioner (PCC) be made in writing via post or email
- ✓ We may ask that requests for complex information be made in writing.

The core opening hours of the Office of the Police and Crime Commissioner

- Monday - Thursday: 9.00am - 5.00pm
- Friday: 9.00am - 4.00pm

The Office is closed on bank holidays and public holidays.

Complaints

For details on how to make a complaint please visit our [complaints page](#).