



IR-01-22-27621

17 October 2022

Mohammed Khan
fyi-request-20509-ff0cc9db@requests.fyi.org.nz

Dear Mohammed

Thank you for your Official Information Act 1982 (OIA) request of 10 September 2022, in which you asked for information relating to the "No surprises policy" Police Manual Chapter. On 16 September 2022, you clarified that you were seeking information about the part of the police manual regarding on-shift incidents.

My response to each of your questions can be found below.

1. All versions of the "No surprises policy" Police Manual chapter, including:
 - 1a. The date on which it the version came into effect.
 - 1b. The date on which the version ended.
 - 1c. Whether or not there is a current version of this Police Manual chapter, or if it is no longer in effect.

There are five versions of the 'No surprises policy'. Copies of these are attached, and the table below notes when each version came into effect.

Version	Date came into effect
V1	06/09/2021 - Current
V2	05/09/2019
V3	21/03/2018
V4	02/10/2017
V5	15/08/2012

1d. If this Police Manual chapter is still in effect, its next planned review date.

The next review is due the end of 2023.

Police National Headquarters

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand.
Telephone: 04 474 9499. Fax: 04 498 7400. www.police.govt.nz

2. The licence under which this information is released.

This is not applicable.

3. Have Police personnel been subject to disciplinary action under the "No surprises policy?

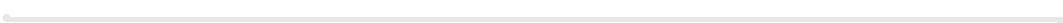
No.

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz.

Yours sincerely



Andrew Fabish
Inspector
Police National Headquarters



No surprises policy

This chapter contains these topics:

[Introduction](#)

[Contacting the PNHQ Duty Officer](#)

[Immediate notification to the Commissioner of Police](#)

[Contact details](#)

Introduction

Overview

This chapter provides instructions to Police employees holding constabulary powers (constables) who may encounter serious incidents or notifiable matters (matters) in the course of their duty and what matters are required to be reported and the method of reporting.

Some of these matters may require [immediate notification](#) to the Commissioner of Police through the PNHQ Duty Officer, while some of these matters require constables to inform [the PNHQ Duty Officer](#) through their supervisor. Refer the relevant sections later in this chapter to identify the instances.

Notifications are made through the Police National Headquarters rostered Duty Officer service, 24 hours a day, as a conduit to the Commissioner of Police.

Contacting the PNHQ Duty Officer

The Duty Officer must be [contacted](#) on certain matters in a timely manner. These matters include (but are not limited to):

death or serious injury:

- arising from Police duty e.g. cell deaths, pursuits, shootings, [s13 IPCA](#) matters
- of [Police employees on duty](#) or arising from their duty or membership of Police

any [significant incidents involving other agencies](#) and Police e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident

any incidents involving Members of Parliament, politicians, [diplomats or dignitaries](#)

high profile criminal or other [incidents that will attract media attention](#)

any [significant complaint relating to Police](#) action or integrity that is in the public domain or could become public.

This guide is not exhaustive and District Commanders, National Managers, Director OFCANZ, and their delegates should contact the Duty Officer if doubt exists.

Serious Incident Database (SID)

An entry must then be made in the Serious Incident Database (SID) by the person notifying the Duty Officer.

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' section later in this chapter.

If in doubt as to whether a SID entry is appropriate, consult with the Duty Officer.

Immediate notification to the Commissioner of Police

Responsibilities of the PNHQ Duty Officer

After the call is received, the PNHQ Duty Officer must follow these processes.

Step	Action
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>The Commissioner should hear about the matter from the Duty Officer first, rather than the media.</p>

2	<p>The Commissioner of Police must be immediately notified of:</p> <ul style="list-style-type: none"> death of a Constabulary or non Constabulary Employee on duty police shooting major disaster terrorist incident fatal pursuit incident involving a Minister of Parliament sexual allegation against an employee <u>serious complaints.</u> <p>These are examples of referrals that may be delayed:</p> <ul style="list-style-type: none"> non-fatal pursuit accident police employee Evidential Breath Analysis (EBA) homicide major disorder.
3	<p>By sending a text message about the matter, contact the:</p> <p>Commissioner of Police. You will receive an acknowledgement and a request for further information/action if required, and</p> <p>Deputy Commissioners.</p>
4	<p>Seek advice from the Commissioner regarding informing the Minister of Police.</p>
5	<p>If contact with the Minister is directed by the Commissioner, telephone the:</p> <p>Police Private Secretary on mobile phone s9(2)(a)</p> <p>Minister's Press Secretary on mobile phone s9(2)(a).</p>
6	<p>Contact the Police 'on call' media advisor and advise them about the matter on Pager (026) 101 082.</p>
7	<p>Enter the matter into the "Commissioners Brief" mailbox by 0715 hrs. This can be done through email from home if necessary.</p>

8	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%; padding: 5px;">If...</th><th style="width: 70%; padding: 5px;">then...</th></tr> </thead> <tbody> <tr> <td style="padding: 5px;">the matter is an IPCA issue</td><td style="padding: 5px;">inform the National Manager: Professional Standards by sending a text message on the mobile phone number [§9(2)(a)]</td></tr> <tr> <td style="padding: 5px;">the matter is a serious pursuit or fatality involving a Police vehicle</td><td style="padding: 5px;">inform the National Manager: Road Policing by telephoning or sending a text message on the mobile phone number [§9(2)(a)]</td></tr> </tbody> </table>	If...	then...	the matter is an IPCA issue	inform the National Manager: Professional Standards by sending a text message on the mobile phone number [§9(2)(a)]	the matter is a serious pursuit or fatality involving a Police vehicle	inform the National Manager: Road Policing by telephoning or sending a text message on the mobile phone number [§9(2)(a)]	
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The PNHQ Duty Phone has numbers for the Executive/National Managers/District Commanders loaded. If you are unable to contact a specific person, check the PNHQ Duty Officer folder (printed copy) for an alternative number or person.

Serious complaint defined

A serious complaint is a complaint or issue of significant public interest that puts, or is likely to place, the reputation of the Police at risk.

Examples of serious complaints or issues

Some examples of serious complaints or issues are:

complaints against Police employees likely to generate significant media coverage

complaints that would otherwise be considered not serious but involve a **constabulary or non constabulary employee of Inspector level (or equivalent) or above**,

complaints that involve executive level Police employees

complaints against Police employees regarding any incident of a sexual nature.

How to notify

Where a serious complaint arises (as described above), the employee receiving that information must immediately ensure that the appropriate District Commander or National Manager is notified.

The District Commander or National Manager receiving the notification must immediately contact the PNHQ duty officer on telephone 027 438 8971 to personally and/ or immediately notify of the complaint or issue. The duty officer will personally and immediately notify the:

Commissioner or Acting Commissioner and

National Manager: Professional Standards and

Manager, Executive and Ministerial Services (via email)

Where there is uncertainty whether a complaint or issue should be notified, [contact](#) the PNHQ duty officer for advice.

Contact details

The duty officer's phone is monitored 24 hours a day and will always be answered.

Method of contact	Contact details
Telephone - mobile	(027) 438 8971

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Policy statement and principles

What

Some matters require:

- [immediate notification](#) to the Commissioner of Police through the [PNHQ Duty Officer](#)
- constables to inform the [PNHQ Duty Officer](#) through their supervisor.

This chapter details when serious incidents or notifiable matters (matters) encountered by constabulary police (constables) in the course of their duty must be reported, and the method of reporting.

Why

To maintain public trust and confidence in Police, the Commissioner should always hear about serious incidents and other matters in a timely way from the Duty Officer first, rather than the media. The Commissioner may also direct in some situations that the Minister of Police's office is advised.

Failure to notify serious incidents as required by this policy can result in significant public embarrassment for the Commissioner and / or Minister of Police if they are surprised by media questions. This will also negatively impact on public trust and confidence in Police.

How

Notifications are made through the Police National Headquarters rostered Duty Officer service, 24 hours a day, as a conduit to the Commissioner of Police.

Contacting the PNHQ Duty Officer

When must the PNHQ Duty Officer be contacted?

The Duty Officer must be [contacted](#) on certain matters in a timely manner. These matters include (but are not limited to):

- death or serious injury:
- arising from Police duty, e.g. cell deaths, pursuits, shootings, section 13 IPCA matters, or
- of Police employees on duty or arising from their duty or employment with Police
- any [significant incidents involving other agencies and Police](#), e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident
- any incidents involving Members of Parliament, politicians, [diplomats or dignitaries](#)
- high profile criminal or other incidents that will [attract media attention](#)
- any [significant complaint relating to Police action or integrity](#) that is in the public domain or could become public.

This guide is not exhaustive and District Commanders, National Managers, Director OFCANZ, or their delegates should contact the Duty Officer if doubt exists.

Serious Incident Database (SID)

Except as detailed below, the person notifying the Duty Officer must enter the incident in the Serious Incident Database (SID).

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' section later in this chapter.

If in doubt as to whether a SID entry is appropriate, consult with the Duty Officer.

Immediate notification to the Commissioner of Police

Responsibilities of the PNHQ Duty Officer

After the call is received, the PNHQ Duty Officer must follow these steps.

Step	Action						
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>Note: The Commissioner should hear about the matter from the Duty Officer first, rather than the media.</p>						
2	<p>The Commissioner of Police must be immediately notified of:</p> <ul style="list-style-type: none"> - death of any employee on duty (constabulary and non constabulary) - police shooting - major disaster - terrorist incident - fatal pursuit - incident involving a Minister of Parliament - sexual allegation against an employee - serious complaints. <p>These are examples of referrals that may be delayed:</p> <ul style="list-style-type: none"> - non-fatal pursuit crash - Police employee evidential breath analysis (<u>EBA</u>) - homicide - major disorder. 						
3	Contact the Commissioner of Police /Deputy Commissioners by sending a text message about the matter. You will receive an acknowledgement and a request for further information/action if required.						
4	Seek advice from the Commissioner regarding informing the Minister of Police.						
5	If contact with the Minister is directed by the Commissioner, telephone the:						
	- Police Private Secretary on mobile phone s9(2)(a)						
6	<p>Contact the Police 'on call' Media Advisor and advise them about the matter. Contact Media Advisor via the media centre 0600 - 2300 hrs on 41222. Outside of these hours call 41222, press 0 and the call will automatically transfer to the on-call Media Advisor's cell phone.</p> <p>In addition, the Auckland-based Senior Media Advisors can be called out by Upper North District Commanders or Shift Commanders if required.</p>						
7	Enter the matter into the "Commissioners Brief" mailbox by 0715 hrs. This can be done through email from home if necessary.						
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The PNHQ duty phone has numbers for the Executive/National Managers/District Commanders loaded. If you are unable to contact a specific person, check the PNHQ Duty Officer folder (printed copy) for an alternative number or person.

Serious complaint defined

A serious complaint is a complaint or issue of significant public interest that puts, or is likely to place, the reputation of the Police at risk.

Examples of serious complaints or issues

Some examples of serious complaints or issues are:

- complaints against Police employees likely to generate significant media coverage
- complaints that would otherwise be considered not serious but involve a **constabulary or non constabulary employee of Inspector level (or equivalent) or above**
- complaints that involve executive level Police employees
- complaints against Police employees regarding any incident of a sexual nature.

How to notify a serious complaint

Where a serious complaint arises (as described above), the employee receiving that information must immediately ensure that the appropriate District Commander or National Manager is notified.

The District Commander or National Manager receiving the notification must immediately contact the PNHQ Duty Officer. The National Command & Coordination Centre maintain the roster of PNHQ Duty Officers. Call 04 817 0248 and NCCC will provide name and cell number for the Duty Officer.

The Duty Officer must then personally and immediately notify the:

- Commissioner or Acting Commissioner, and
- National Manager: Police Professional Conduct.

Where there is uncertainty whether a complaint or issue should be notified, contact the PNHQ Duty Officer for advice.

Contact details

The National Command & Coordination Centre maintain the roster, names and numbers of PNHQ Duty Officers.

Method of contact	Contact details
Telephone - mobile	(04) 817 0248

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Policy statement and principles

What

Some matters require:

- immediate notification to the Commissioner of Police through the National Command and Coordination Centre (NCCC)
- constabulary police (constables) to inform the NCCC through their supervisor or their District Command Centre (DCC).

This chapter details when serious incidents or notifiable matters (matters) encountered by constables in the course of their duty must be reported, and the method of reporting.

Why

To maintain public trust and confidence in Police, the Commissioner should always hear about serious incidents and other matters in a timely way from the NCCC or Police staff first, rather than the media. The Commissioner may also direct in some situations that the Minister of Police's office is advised.

Failure to notify serious incidents as required by this policy can result in significant public embarrassment for the Commissioner and / or Minister of Police if they are surprised by media questions. This will also negatively impact on public trust and confidence in Police.

How

Notifications are made through the Police National Headquarters NCCC (0600 hrs - 0030 hrs), or by senior Police staff to the Commissioner of Police (or Acting Commissioner of Police). Outside these hours contact should be made with the local DCC.

Contacting the National Command and Coordination Centre (NCCC)

When must the NCCC be contacted?

The NCCC must be [contacted](#) on certain matters in a timely manner. NCCC hours of operation are 0600 - 0030. Outside these hours contact should be made with the local DCC. These matters include (but are not limited to):

- death or serious injury:
- arising from Police duty, e.g. cell deaths, pursuits, shootings, section 13 IPCA matters, or
- of Police employees on duty or arising from their duty or employment with Police
- any [significant incidents involving other agencies and Police](#), e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident
- any incidents involving Members of Parliament, politicians, [diplomats or dignitaries](#)
- high profile criminal or other incidents that will [attract media attention](#)
- any [significant complaint relating to Police action or integrity](#) that is in the public domain or could become public.

This guide is not exhaustive and District Commanders, National Managers, Director: National Organised Crime Group, or their delegates should contact the NCCC if doubt exists.

Serious Incident Database (SID)

Except as detailed below, the person notifying the NCCC or DCC must enter the incident in the Serious Incident Database (SID).

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' below.

If in doubt as to whether a SID entry is appropriate, consult with the NCCC or DCC supervising officer.

Immediate notification to the Commissioner of Police

Responsibilities of the NCCC or DCC supervisor

After the call is received, the NCCC or DCC supervisor must follow these steps.

Step	Action						
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>Note: The Commissioner should hear about the matter from the Police staff first, rather than the media.</p>						
2	<p>The Commissioner of Police must be immediately notified of:</p> <ul style="list-style-type: none"> - death of any employee on duty (constabulary and non constabulary) - police shooting - major disaster - terrorist incident - fatal pursuit - incident involving a Minister of Parliament - sexual allegation against an employee - serious complaints. <p>These are examples of referrals that may be delayed:</p> <ul style="list-style-type: none"> - non-fatal pursuit crash - Police employee evidential breath analysis (<u>EBA</u>) - homicide - major disorder. 						
3	Contact the Commissioner of Police /Deputy Commissioners by sending a text message about the matter. You will receive an acknowledgement and a request for further information/action if required.						
4	Seek advice from the Commissioner regarding informing the Minister of Police.						
5	If contact with the Minister is directed by the Commissioner, telephone the:						
	- Police Private Secretary on mobile phone s9(2)(a)						
6	<p>Contact the Police 'on call' Media Advisor and advise them about the matter. Contact media advisor via the media centre 0600 - 2300 hrs on 41222. Outside of these hours call 41222, press 0 and the call will automatically transfer to the on-call Media Advisor's cell phone.</p> <p>In addition, the Auckland-based Senior Media Advisors can be called out by Upper North District Commanders or Shift Commanders if required.</p>						
7	Enter the matter into the "Commissioners Brief" mailbox by 0715 hrs. This can be done through email from home if necessary.						
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The NCCC and DCC's shall keep a confidential list of Executive/National Managers/District Commanders contact numbers. If you are unable to contact a specific person, contact should be made with the next most suitable Executive member.

Serious complaint defined

A serious complaint is a complaint or issue of significant public interest that puts, or is likely to place, the reputation of the Police at risk.

Examples of serious complaints or issues

Some examples of serious complaints or issues are:

- complaints against Police employees likely to generate significant media coverage
- complaints that would otherwise be considered not serious but involve **a constabulary or non constabulary employee of Inspector level (or equivalent) or above**
- complaints that involve executive level Police employees
- complaints against Police employees regarding any incident of a sexual nature.

How to notify a serious complaint

Where a serious complaint arises (as described above), the employee receiving that information must immediately ensure that the appropriate District Commander or National Manager is notified.

The District Commander or National Manager receiving the notification must immediately contact the National Command & Coordination Centre, or the Assistant Commissioner: District Operations.

The supervising officer of the NCCC must then personally and immediately notify the:

- Commissioner or Acting Commissioner, and
- National Manager: Police Professional Conduct.

Contact details

The National Command & Coordination Centre keeps a confidential list of Executive/National Managers/District Commanders contact numbers.

Method of contact	Contact details
NCCC Telephone	(04) 817 0248

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Policy statement and principles

What

Some matters require:

- immediate notification to the Commissioner of Police through the National Command and Coordination Centre (NCCC)
- constabulary police (constables) to inform the NCCC through their supervisor or their District Command Centre (DCC).

This chapter details when serious incidents or notifiable matters (matters) encountered by constables in the course of their duty must be reported, and the method of reporting.

Why

To maintain public trust and confidence in Police, the Commissioner should always hear about serious incidents and other matters in a timely way from the NCCC or Police staff first, rather than the media. The Commissioner may also direct in some situations that the Minister of Police's office is advised.

Failure to notify serious incidents as required by this policy can result in significant public embarrassment for the Commissioner and / or Minister of Police if they are surprised by media questions. This will also negatively impact on public trust and confidence in Police.

How

Notifications are made through the Police National Headquarters NCCC or by senior Police staff to the Commissioner of Police (or Acting Commissioner of Police).

Contacting the National Command and Coordination Centre (NCCC)

When must the NCCC be contacted?

The NCCC must be [contacted](#) on certain matters in a timely manner. NCCC operates 24 -7. These matters include (but are not limited to):

- death or serious injury:
- arising from Police duty, e.g. cell deaths, pursuits, shootings, section 13 IPCA matters, or
- of Police employees on duty or arising from their duty or employment with Police
- any [significant incidents involving other agencies and Police](#), e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident
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This guide is not exhaustive and District Commanders, National Managers, Director: National Organised Crime Group, or their delegates should contact the NCCC if doubt exists.

Serious Incident Database (SID)

Except as detailed below, the person notifying the NCCC or DCC must enter the incident in the Serious Incident Database (SID).

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' below.

If in doubt as to whether a SID entry is appropriate, consult with the NCCC or DCC supervising officer.

Immediate notification to the Commissioner of Police

Responsibilities of the NCCC or DCC supervisor

After the call is received, the NCCC or DCC supervisor must follow these steps.

Step	Action						
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>Note: The Commissioner should hear about the matter from the Police staff first, rather than the media.</p>						
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How to notify a serious complaint

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The District Commander or National Manager receiving the notification must immediately contact the National Command & Coordination Centre, or the Assistant Commissioner: District Operations.

The supervising officer of the NCCC must then personally and immediately notify the:

- Commissioner or Acting Commissioner, and
- National Manager: Police Professional Conduct.

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Policy statement and principles

What

Some matters require:

- immediate notification to the Commissioner of Police through the National Command and Coordination Centre (NCCC)
- constabulary police (constables) to inform the NCCC through their supervisor or their District Command Centre (DCC).

This chapter details when serious incidents or notifiable matters (matters) encountered by constables in the course of their duty must be reported, and the method of reporting.

Why

To maintain public trust and confidence in Police, the Commissioner should always hear about serious incidents and other matters in a timely way from the NCCC or Police staff first, rather than the media. The Commissioner may also direct in some situations that the Minister of Police's office is advised.

Failure to notify serious incidents as required by this policy can result in significant public embarrassment for the Commissioner and / or Minister of Police if they are surprised by media questions. This will also negatively impact on public trust and confidence in Police.

How

Notifications are made through the Police National Headquarters NCCC or by senior Police staff to the Commissioner of Police (or Acting Commissioner of Police).

Contacting the National Command and Coordination Centre (NCCC)

When must the NCCC be contacted?

The NCCC must be [contacted](#) on certain matters in a timely manner. NCCC operates 24 -7. These matters include (but are not limited to):

- death or serious injury:
- arising from Police duty, e.g. cell deaths, pursuits, shootings, section 13 IPCA matters, or
- of Police employees on duty or arising from their duty or employment with Police
- any [significant incidents involving other agencies and Police](#), e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident
- any incidents involving Members of Parliament, politicians, [diplomats or dignitaries](#)
- high profile criminal or other incidents that will [attract media attention](#)
- any [significant complaint relating to Police action or integrity](#) that is in the public domain or could become public.

This guide is not exhaustive and District Commanders, Directors, or their delegates should contact the NCCC if doubt exists.

Serious Incident Database (SID)

Except as detailed below, the person notifying the NCCC or DCC must enter the incident in the Serious Incident Database (SID).

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' below.

If in doubt as to whether a SID entry is appropriate, consult with the NCCC or DCC supervising officer.

Immediate notification to the Commissioner of Police

Responsibilities of the NCCC or DCC supervisor

After the call is received, the NCCC or DCC supervisor must follow these steps.

Step	Action						
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>Note: The Commissioner should hear about the matter from the Police staff first, rather than the media.</p>						
2	<p>The Commissioner of Police must be immediately notified of:</p> <ul style="list-style-type: none"> - death of any employee on duty (constabulary and non constabulary) - police shooting - major disaster - terrorist incident - fatal pursuit - incident involving a Minister of Parliament - sexual allegation against an employee - serious complaints. <p>These are examples of referrals that may be delayed:</p> <ul style="list-style-type: none"> - non-fatal pursuit crash - Police employee evidential breath analysis (<u>EBA</u>) - homicide - major disorder. 						
3	Contact the Commissioner of Police /Deputy Commissioners by sending a text message about the matter. You will receive an acknowledgement and a request for further information/action if required.						
4	Seek advice from the Commissioner regarding informing the Minister of Police.						
5	If contact with the Minister is directed by the Commissioner, telephone the:						
	- Police Private Secretary on mobile phone s9(2)(a)						
6	<p>Contact the Police 'on call' Media Advisor and advise them about the matter. Contact media advisor via the media centre 0600 - 2300 hrs on 41222. Outside of these hours call 41222, press 0 and the call will automatically transfer to the on-call Media Advisor's cell phone.</p> <p>In addition, the Auckland-based Senior Media Advisors can be called out by Upper North District Commanders or Shift Commanders if required.</p>						
7	Enter the matter into the "Commissioners Brief" mailbox by 0715 hrs. This can be done through email from home if necessary.						
8	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">If...</th> <th style="width: 70%;">then...</th> </tr> </thead> <tbody> <tr> <td>the matter is an <u>IPCA</u> issue</td> <td>inform the Director: Integrity and Conduct by sending a text message on the mobile phone number s9(2)(a)</td> </tr> <tr> <td>the matter is a serious pursuit or fatality involving a Police vehicle</td> <td>inform the Director: Road Policing by telephoning or sending a text message on the mobile phone number s9(2)(a)</td> </tr> </tbody> </table>	If...	then...	the matter is an <u>IPCA</u> issue	inform the Director: Integrity and Conduct by sending a text message on the mobile phone number s9(2)(a)	the matter is a serious pursuit or fatality involving a Police vehicle	inform the Director: Road Policing by telephoning or sending a text message on the mobile phone number s9(2)(a)
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The NCCC and DCC's shall keep a confidential list of Executive/Directors/District Commanders contact numbers. If you are unable to contact a specific person, contact should be made with the next most suitable Executive member.

Serious complaint defined

A serious complaint is a complaint or issue of significant public interest that puts, or is likely to place, the reputation of the Police at risk.

Examples of serious complaints or issues

Some examples of serious complaints or issues are:

- complaints against Police employees likely to generate significant media coverage
- complaints that would otherwise be considered not serious but involve **a constabulary or non constabulary employee of Inspector level (or equivalent) or above**
- complaints that involve executive level Police employees
- complaints against Police employees regarding any incident of a sexual nature.

How to notify a serious complaint

Where a serious complaint arises (as described above), the employee receiving that information must immediately ensure that the appropriate District Commander or Director is notified.

The District Commander or Director receiving the notification must immediately contact the National Command & Coordination Centre, or the Assistant Commissioner: District Operations.

The supervising officer of the NCCC must then personally and immediately notify the:

- Commissioner or Acting Commissioner, and
- Director: Integrity and Conduct.

Contact details

The National Command & Coordination Centre keeps a confidential list of Executive/Directors/District Commanders contact numbers.

Method of contact	Contact details
NCCC Telephone	(04) 817 0248