

## WHAT IF I AM NOT HAPPY WITH THE WAY MY COMPLAINT HAS BEEN DEALT WITH?

You have the right of appeal in the following circumstances:-

- If we refuse or fail to record a complaint.
- If we discontinue an investigation into a complaint.
- If we have agreed to do something as part of the Local Resolution Contract but then fail to do it or only partly do what has been agreed.
- If you are not happy with the outcome of a complaint that has been subject to an investigation.

Depending on the circumstances of the complaint, an appeal may be considered by either Durham Constabulary or the Independent Police Complaints Commission (IPCC) [www.enquiries@ipcc.gsi.gov.uk](mailto:www.enquiries@ipcc.gsi.gov.uk) or telephone 0300 020 0096.

## OTHER TYPES OF COMPLAINT

Dissatisfaction

**A Dissatisfaction Complaint is defined as:-**

A breach of an agreed service or process without culpability of conduct.

It means we have agreed a service with you and have failed to deliver the service, but that no individual police officer or police staff member is to blame.

We need to know when you have a dissatisfaction complaint so that we can put things right and ensure no one else is affected in the same way.

For example, you can make a dissatisfaction complaint if:-

- We fail to turn up at a Police and Communities Together (PACT) meeting or other meeting.
- We made a promise or agreement to be present at an area of repeated anti social behaviour and did not attend.
- We failed to respond to an incident within an agreed timescale.

Direction and Control

**A Direction and Control Complaint is defined as:-**

A complaint against strategic or operational management actions and / or decisions.

For example, you may not be happy with:-

- The number of officers policing an event.
- The number of officers policing your local area.
- The closure of a local police station.

It is important that we understand how some of our decisions or actions affect you.

If you think that you have a Dissatisfaction or Direction and Control Complaint, please write to:-

Professional Standards & Legal Services Department  
Durham Police Headquarters,  
Aykley Heads,  
Durham.  
DH1 5TT

- Or you can email the department at: [complaints@durham.pnn.police.uk](mailto:complaints@durham.pnn.police.uk)
- You can visit the Durham Constabulary website: [www.durham.police.uk](http://www.durham.police.uk) and make a report using the easy-to-follow instructions.

Please include your full name, date of birth, address, contact details and explain as fully as you can the matter with which you are dissatisfied / concerned.



*Altogether Better Policing*

# OUR SERVICE



*Altogether Better Policing*

# YOUR VIEWS

Your views, good and bad, about Durham Constabulary are important to us. This leaflet explains how you can express them.

## HAPPY WITH OUR SERVICE?

All the officers and staff of Durham Constabulary are ambassadors for the Force. They are encouraged to be proud of the service they provide to you and go that extra mile, so we are keen to hear about your positive experiences and views.

We welcome your feedback when any contact with Durham Constabulary has gone well.

You may also wish to consider nominating a member of our staff for a WOW! Award.

The WOW! Awards are the UK's only national award for customer service based purely on customer nominations. This award programme really helps organisations to give even better customer service.

If you would like to share your positive view / experience or make a WOW! Award nomination then please contact us by either going to: [www.durham.police.uk](http://www.durham.police.uk) and clicking on the WOW! Award icon or write to:

The Chief Constable  
Durham Police Headquarters,  
Aykley Heads,  
Durham.  
DH1 5TT

## NOT HAPPY WITH OUR SERVICE?

We understand there are times when people are not happy with our service and wish to complain. Complaints are dealt with in a number of ways, as the following explains.

## CAN I MAKE A COMPLAINT?

### You can make a complaint:-

- If you feel a police officer or member of police staff has behaved inappropriately towards you.
- If you have witnessed an incident involving a police officer or member of police staff, or were close enough to see or hear such an incident.

- If you have been adversely affected by an incident, including being distressed or inconvenienced (but not as a result of seeing something on TV or reading about it in the media).

You can also make a complaint on behalf of someone else, if you have their written permission.

## WHAT CAN I COMPLAIN ABOUT?

People who work for Durham Constabulary are expected to behave professionally at all times.

The Standards of Professional Behaviour include the following:-

- To act with honesty and integrity.
- Not abuse their powers / authority.
- To show courtesy and respect for others.
- To act with fairness and impartiality, without unlawful discrimination.
- Use only such force as is reasonable, necessary and proportionate in the circumstances.
- Follow lawful orders and instructions.
- Carry out duties and responsibilities diligently.
- Treat information confidentially, only disclosing information in the proper course of police duties.

If you feel that the conduct of a member of Durham Constabulary has fallen below any of these expectations, you are entitled to complain.

## HOW DO I MAKE A COMPLAINT?

### You can make a complaint in a number of ways:-

- You can attend any Durham Constabulary police station and inform front counter staff you wish to make a complaint. They will ask a supervisory officer to speak to you, either at the time or, if no one is immediately available, at a mutually convenient time.
- You can contact Durham Constabulary on 101 and ask to be put through to the supervisor on duty, in the area where the matter or incident with which you are not happy took place.

- Alternatively you can complain in writing to the Professional Standards and Legal Services Department, Police HQ, Aykley Heads, Durham DH1 5TT.

- Or you can email the department at: [complaints@durham.pnn.police.uk](mailto:complaints@durham.pnn.police.uk)

- You can visit the Durham Constabulary website: [www.durham.police.uk](http://www.durham.police.uk) and make a report using the easy-to-follow instructions.

Please include your full name, date of birth, address, contact details and explain as fully as you can the nature of your complaint in your correspondence.

## WHAT HAPPENS WHEN I MAKE A COMPLAINT ABOUT CONDUCT?

Arrangements will be made for a local supervisory officer (usually a Sergeant or Inspector) to meet you and find out the exact nature of your complaint.

If the supervisor assesses that your complaint should be recorded as a complaint against police, it is likely it will be dealt with under what is known as Local Resolution.

The supervisor will discuss your expectations and what you would consider to be a satisfactory outcome for your complaint.

You will then be asked to agree a Local Resolution Contract, which sets out the steps to be taken to resolve your complaint. The supervisor must stick to the contract and do everything agreed in it.

The supervisor will carry out what has been agreed in the contract and may meet with you again to finalise the matter. If you are satisfied, you will be asked to sign to say that the contract has been fulfilled.

Some complaints are not suitable for Local Resolution and will be dealt with through an investigation.

The supervisor will assess how your complaint should be dealt with, depending on what it is and how serious it is. If the supervisor decides your complaint requires an investigation they will record the details of it, gather any evidence available and forward it to the Professional Standards Department, where an investigator will be assigned. The investigator will then contact you.