

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 disapply 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

OTHER TYPES OF COMPLAINT

In a general sense complaints we receive are about the actions of officers or staff, and could be about the individual's behaviour, as well as the standard of the service they, or we as a broader organisation, have delivered. It should not matter to the public what this is, just that we address the issues that have been raised, and recover the poor service as appropriate.

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 Direction and Control Complaint, please write to:-

Professional Standards & Legal Services Department,
Peterlee Police Office,
St Aidans Way,
Peterlee,
SR8 1QR

- Or you can email the department at: complaints@durham.pnn.police.uk
- You can visit the Durham Constabulary website: 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.

OUR VISION

We will deliver excellent policing, inspiring confidence in victims and our communities, by :

- Protecting Neighbourhoods
- Tackling Criminals
- Solving Problems

.... around the clock.

Proud to deliver value for money policing to the people of County Durham and Darlington.



Altogether Better Policing

OUR SERVICE



Altogether Better Policing

YOUR VIEWS

Durham Constabulary has been graded as an outstanding force, but your views are vital to us, so we can improve the service we provide for you.

This leaflet explains how you can express them.

WOW



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 and clicking on the WOW! Award icon or write to:

The Chief Constable,
Durham Police Headquarters,
Ayckley 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 and adhere to our Standards of Professional Behaviour and the Code of Ethics.

These standards and expectations include requirements to:

- Act with honesty and integrity, fairness and impartiality
- Treat members of the public and their colleagues with respect
- Not abuse their powers and authority
- Act in a manner that does not discredit or undermine public confidence in the police service.

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 & Legal Services Department, Peterlee Police Office, St Aidans Way, Peterlee, SR8 1QR.
- Or you can email the department at: complaints@durham.pnn.police.uk
- You can visit the Durham Constabulary website: 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?

You will generally be seen by an Inspector or Sergeant, depending on availability. They will record your complaint, and if appropriate try to locally resolve the complaint with you, trying to retrieve any failings for your benefit. The majority of complaints can be handled this way, and usually concern poor service delivery, lack of communication etc. This process would involve an agreed course of action between you and the supervisor, in an effort to address your concerns.

Some more serious complaints are not suitable for Local Resolution. After obtaining details, these will be forwarded to the Professional Standards Department, where they will be further assessed, and an investigator appointed who will make contact with you.