

Cumbria Constabulary has adopted the national Policing Pledge.

This means we will:

1. Always treat you fairly and with respect.
2. Provide you with information on your Neighbourhood Policing Team.
3. Be visible in your communities.
4. Respond to your Neighbourhood Policing Team messages within 24 hours.
5. Attend emergency calls within 15 minutes in an urban area and with 20 minutes in a rural area.
6. Answer all non-emergency calls promptly, and within 60 minutes if it is a community priority, or for upset and vulnerable people.
7. Publicise monthly meetings in your area, so you can let us know your ideas and concerns.
8. Provide crime information and court results.
9. Regularly update victims of crime.
10. Put things right if you are dissatisfied.

CONTACT INFORMATION

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Cumbria Constabulary
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Cumbria Constabulary

Tel: 0845 33 00 247

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Independent Police Complaints Commission

90 High Holborn

LONDON

WC1B 6BH

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E-Mail: enquiries@ipcc.gsi.gov.uk



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CONSTABULARY**
SAFER STRONGER CUMBRIA

**CUMBRIA
CONSTABULARY**

Your Guide to Complaints

Did you know?

Throughout an average day, Cumbria Constabulary will receive 1194 telephone calls for service, 163 emergency '999' calls and 56 requests for an immediate response (source: Information Management Section, 2009)

Therefore, although not excusable it isn't surprising that occasionally the level of service may fall below expectations. When this happens, we wish to do our best to rectify any problems encountered and respond to your complaint as swiftly as possible.

The Constabulary also uses complaint information to improve service, measure community accountability and citizen focus.

How do I make a complaint?

You or your representative, e.g. Solicitor or MP can contact us by letter, telephone, email or voice mail.

Alternatively, can also call into any main Police Station and ask to speak to a supervisory member of staff. He or she will record your complaint and, where appropriate, attempt to resolve the matter with you. If this is not possible, the complaint will be passed on to the Professional Standards Department.

Facilities are also available at all libraries including mobile libraries to enable you to make your complaint without having to speak directly to the police in the first instance.

You can also contact the Independent Police Complaints Commission (IPCC) direct.

What happens when we receive your complaint?

Your complaint is assessed by using very strict procedures laid down within the Police Reform Act 2002. From the date of receiving your complaint we aim to inform you of any decision made within 10 days.

Not all complaints are recorded under this Act as they may well be matters involving direction and control as opposed to the conduct of individual staff members. However, you do have a right of appeal to the IPCC should that decision be taken.

We also decide if your complaint is suitable for Local Resolution. This means that your complaint is formally recorded and dealt with either by an Investigator from the Professional Standards Department or a suitable manager within the local area where the complaint originates. This process is designed to deal swiftly and fairly with the issues you raise, and the appointed officer will discuss your expectations and also what action will be taken in relation to your complaint.

What happens if Local Resolution cannot resolve my complaint?

In this situation a member of the Professional Standards Department, will be appointed to investigate your complaint.

If your complaint is connected to court proceedings, the start of the investigation may be postponed because the matter is considered to be sub-judice - which means 'before the court'. This is done to protect you, and not prejudice any proceedings you may be involved in. However, you have the right to waive sub-judice following legal advice.

Once an investigation is complete, a report is prepared. It may be the advice of the Crown Prosecution Service is also obtained and in certain circumstances the IPCC may be involved. You will be informed of the outcome of the investigation and any decision made. You have the right of appeal if you are dissatisfied with the outcome of any investigation.

Will I be kept updated as to how my complaint is progressing?

The appointed officer / investigating officer has a duty to inform you at periodic intervals how your complaint is progressing. This is normally undertaken every 28 days.

What if I want to take civil action against the Constabulary?

Making a complaint against the Police does not affect your right to take any civil action, but you may need to seek legal advice regarding this. The complaints process is completely separate to any civil action you may take.

What is the Independent Police Complaints Commission and what do they do?

The Independent Police Complaints Commission (IPCC) is an organisation that is independent of the Police and Government. The IPCC has the power to conduct an investigation itself, or to manage or supervise police investigations into complaints or allegations of misconduct.

As the IPCC is responsible for overseeing the police complaints system, it wants to see each police service learn from the outcome of investigations, particularly those complaints that are locally resolved.