



## NATIONAL POLICE SERVICE

### CUSTOMER SERVICE CHARTER

We are responsible for public safety and security, protective and border security, and criminal investigations. We also perform other functions as required by the law. Our customers are members of the public, foreign visitors, members of the Service and organizations that seek our services.

#### Our Policing Commitments

##### How we will treat you as a person

We will treat you fairly and make sure you can use our services at a time that is reasonably suitable for you. When we speak to you, we will always give you an opportunity to discuss your concerns. Your Community Policing Committee will regularly consult you and your local community. We will update you on problems affecting your area that you have told us about and what we are doing to solve them.

##### How we will provide a professional service

If you phone **999/112/911**, we will try to answer your call immediately. We will let you know when we expect to arrive at the scene of the emergency. We will refer you to your Community Policing Committee and Area Police Officer to work with you to make your community safer. We will make sure that police officers patrol regularly in your community area.

##### How we will protect you

We will keep you informed about serious crime, public safety and security matters that affect your area. If appropriate we will organize a meeting with you and your community to discuss these matters.

##### Feedback on our performance

We welcome feedback on the performance of our police officers and members of the Service. We will ask you for your opinion on the services we provide. If, for any reason, you are dissatisfied with our service, you have the right to make a formal complaint to the Police Station, we will talk to you and try and to agree with you on what we can do to sort out the problem.

##### Complaints against police misconduct

If you are aggrieved by the conduct of a police officer, you have the right to make a complaint with the Police Station in which the officer you want to complain against is stationed. If, for any reason, you don't want to make your complaint at that Police Station, you can still make your complaint with the Internal Affairs Unit or any other lawful organ with the mandate to hear and determine complaints.

##### National Police Service

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