



# Our commitment to customers



What you can expect  
when you contact us



**NPIA**  
National Policing  
Improvement Agency



**We deal with a wide range of enquiries from police organisations, partner agencies and individuals – and we aim to deliver high standards of customer service at all times.**

This document tells you about our commitments to you whenever you get in touch – whether to ask us something, use one of our services, provide us with feedback or for any other reason.



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01 NPIA customer service commitments

# Committed to you



**We believe passionately in customer service and our eight customer service commitments are listed below.**

## **NPIA customer service commitments**

We will:

- Publicise our performance to you
- Provide information on our products and services
- Consult regularly about NPIA products and services
- Provide good quality facilities
- Make our services accessible
- Respond promptly and professionally when customers contact us by telephone
- Respond promptly and professionally when customers contact us in writing
- Provide a prompt and professional customer feedback, comments and complaints service.

**The following pages show how we will follow these customer service commitments in our dealings with you.**



02 Keeping you informed about our services and performance

# Keeping you informed



02 Keeping you informed about our services and performance

# Keeping you informed about our services and performance

publicising our performance to you

providing information on our products and services

Our website [www.npia.police.uk](http://www.npia.police.uk) explains what we do and the full range of services we offer.

Each year we publish our business plan which sets out the objectives against which our performance will be measured.

We also publish an annual report showing how we have performed against our key performance indicators and other operating measures.

Both documents are available on the NPIA website see [About us](#).

We also produce a number of publications targeted at the police service and the wider policing family. All publications are available in hard copy and most can be viewed on our website [News and events > Publications](#).





02 Keeping you informed about our services and performance

To request any of our documents in another format please contact the Equality, Diversity and Human Rights team on **01256 602358**, [diversity@npia.pnn.police.uk](mailto:diversity@npia.pnn.police.uk) or

**Equality, Diversity and Human Rights**

NPIA  
Bramshill  
Hook  
Hampshire RG27 0JW

Our publications are published in English and we comply with the Welsh Language Act 1993 as detailed in the NPIA Welsh Language Scheme. Where possible, we will endeavour to provide customers with copies in other languages on request.

We will provide customers with information through a range of communications channels, including external events and the media, to keep customers informed about current developments. At external events customers will have the opportunity to meet NPIA staff and make enquiries.





03 Getting in touch with us

# How can we help you?



# Making it easy to contact us

**making our services accessible**

Our contact email address:

**enquiries@npia.pnn.police.uk**

Our telephone numbers are all shown clearly in the **Contact us** section of the NPIA website:  
**www.npia.police.uk**



We have a freephone number for general enquiries:

**0800 496 3322**

Our website also provides the full postal address and directions for each of our offices:

**About us >**  
**Our locations**

# When you get in touch

**responding promptly and professionally when customers contact us by telephone**

**responding promptly and professionally when customers contact us in writing**


Whenever you contact us by phone, in writing or by email, we will:


- ensure that we properly understand your enquiry and the information or help you need**
- explain how we are going to deal with your enquiry**
- wherever possible provide you with a named contact**
- provide you with a prompt response within agreed timescales and give you updates if your enquiry cannot be answered straight away.**


We will ensure that our staff are polite and helpful and able to provide consistent levels of customer care. We will treat all customers with respect and according to their individual and specific needs.


If your enquiry turns out to be about something that the NPIA does not deal with, we will assist you by trying to find a suitable organisation that can help you.

# When you call us

 We will always aim to answer your call promptly when you ring us. If you call between **9am and 5.30pm, Monday to Friday**, you can expect to speak to someone straight away.

 The person you speak to will tell you their name and will take personal responsibility for making sure that you get the information or support you need. They may need to transfer you – with your agreement – to a specialist person or department in another part of the NPIA. You will not normally be transferred more than once and a maximum of twice (if your call is routed through a specialist helpdesk or team before identifying the most suitable person to deal with your enquiry).

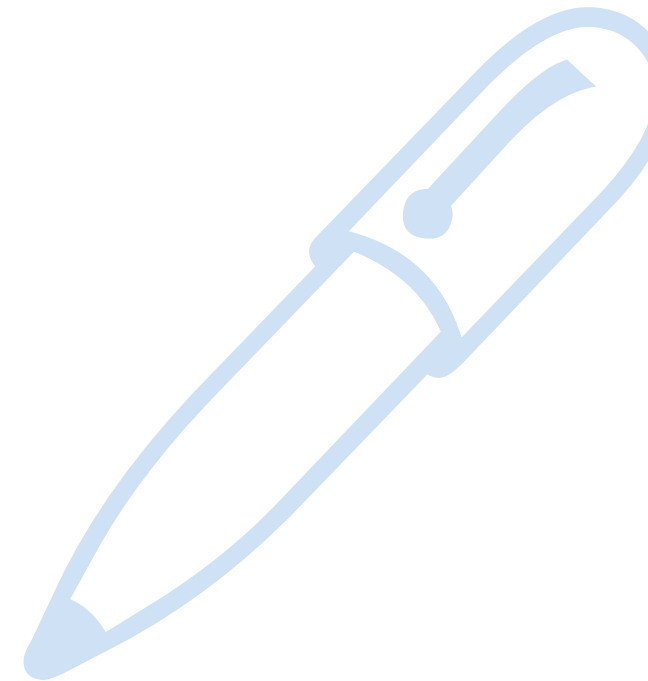
 Exceptionally, if the person you need to speak to is temporarily unavailable, you will be offered the opportunity to leave a voicemail message. You will also usually have the opportunity to speak to someone who can email a message to the person you need to speak to. We will always respond to your message **within 24 hours**.

 If you call our general enquiries number **0800 496 3322** outside working hours or at weekends, you will have the opportunity to leave a message with an operator or by voicemail. We will respond to your message on the next working day.



# When you write to us


- ✍ When you contact us by letter, email or fax, we will acknowledge receipt promptly within five days of receipt. Please note that due to security procedures at some of our sites, receipt of hard-copy post may be delayed.
- ✍ We will send you a full reply within ten working days – or provide you with an update within ten working days if the enquiry will take longer. If you need a quicker response then we will do our best to meet any deadline you have.
- ✍ If we are unable to answer your query within ten days, we will always explain why, what we are doing to reach a decision, and when an appropriate response should be available.
- ✍ All correspondence received will be passed to the appropriate business unit within one working day of receipt. We will spot check our correspondence to ensure we are meeting our customer service standards. Refunds, where appropriate, will be paid to you within 15 working days of receiving your request.




# Freedom of Information and Data Protection Acts

We are committed to complying with the Data Protection and Freedom of Information Acts.

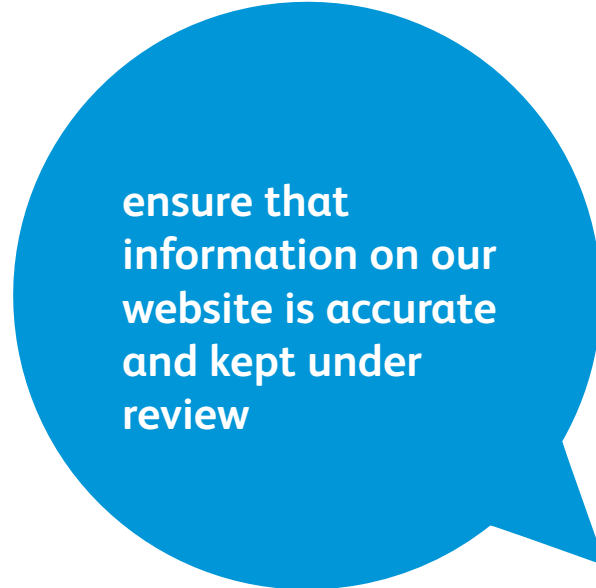
In respect of issues relating to these Acts we will:



**respond to any appropriate request for personal information within 40 calendar days**



**respond to requests for information within 20 working days**



**ensure that information on our website is accurate and kept under review**



04 Providing a professional and high quality service

# Meeting your needs

04 Providing a professional and high quality service

# Providing a professional and high quality service

**making our services accessible**

**providing good quality facilities**

Our staff aim to provide a thorough and professional service, whenever you contact us.

We will:

- ✓ **act with integrity and treat everyone we deal with fairly and openly**
- ✓ **treat you politely and with respect**
- ✓ **take your enquiry seriously and explain how we will respond to it, including whether we are the most appropriate agency to speak to**

- ✓ **provide you with the help and advice you need**
- ✓ **provide high quality products, services and venues.**

We will also ensure that all services are accessible to customers by making reasonable adjustments to provide fair access to facilities, learning and assessment.





04 Providing a professional and high quality service

# Using our office, conference and training facilities

We provide a range of office, training, conference and research facilities.

In most cases we offer residential accommodation on site wherever we provide training or conference facilities. All facilities are well equipped, fit for purpose and of a consistent quality across the Estate.

Where we offer residential accommodation on site, we will provide:

- ☛ **en-suite bedrooms, with hot drinks, TV and email (please check specific facilities at each site when booking)**
- ☛ **alternative accommodation for you at a suitable local venue, if on-site accommodation is not available**
- ☛ **clear information on the type of accommodation you are booking, the cost to you, if applicable, and any conditions of residence**

☛ **information about staying on site and local advice from our trained staff at the location and in publications for guests**

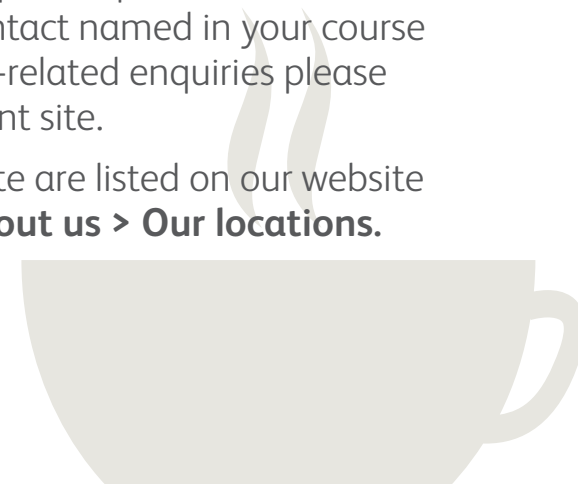
☛ **reasonable notice of any necessary access into your accommodation by facilities staff or contractors.**

We will also give priority for on-site allocation of accommodation to customers with specific needs.

If you have specific dietary requirements, please provide full details at the time of booking and we will tell you about the arrangements we will make for you.

For all course booking-related queries, please contact the course administrator or the contact named in your course details. For all accommodation-related enquiries please contact reception at the relevant site.

Telephone numbers for each site are listed on our website [www.npia.police.uk](http://www.npia.police.uk) – see **About us > Our locations.**





# Listening to you



# Ensuring your voice counts

## consulting regularly about NPIA products and services

We are committed to listening to our customers. We would like to know your views to help us improve the service we provide.

We will:

- provide a range of ways in which you can let us know your views and widely publicise these
- respond to you within agreed timescales
- publish regular updates about what we are doing to improve our services as a result of views received.

If you would like to give us your views, please:

- use the **Contact us** page on the NPIA website
- ring our general enquiries number 0800 496 3322
- email your feedback to [feedback@npia.pnn.police.uk](mailto:feedback@npia.pnn.police.uk)

## write to us at:

**NPIA Customer Service**  
Corporate and Public Affairs  
10 Victoria Street  
London SW1 0NN

Individual service areas within the NPIA have their own mechanisms for consulting their customers within the police service for detailed feedback.

We also seek stakeholder views on the quality of our services and how we can improve them. We will publish a summary of the customer feedback we receive every year.

In addition we will, of course, always meet any statutory obligations to consult.

# Dealing with feedback, concerns and complaints

**providing a prompt and professional customer feedback, comments and complaints service**

We welcome comments from customers and always use these as an opportunity to improve the services we offer.

You can get in touch using the Contact us page on the NPIA website, by emailing [feedback@npia.pnn.police.uk](mailto:feedback@npia.pnn.police.uk) or by writing to:

**NPIA Customer Service**  
Corporate and Public Affairs  
10 Victoria Street  
London SW1 0NN



# If something goes wrong

If things do go wrong we want to put them right.

We suggest that you first speak to the person with whom you have been dealing as they will usually be able to resolve the issue for you. Please call them to explain the problem and what you would like to be done.

If you are in doubt about who to speak with please call our general enquiries number 0800 496 3322 and we will make sure that the right person deals with your query.

If you are still not satisfied, please write to us at the following address:

**NPIA Customer Service**  
Corporate and Public Affairs  
10 Victoria Street  
London SW1 0NN

We will register your complaint and a senior person will take responsibility for making sure it is dealt with promptly and resolved to your satisfaction.

We will try to provide you with a full reply within ten working days of receiving your complaint, and often much sooner. If we cannot give you a full reply within this timescale we will explain why we cannot do so, what we are doing to resolve your complaint and when you can expect a full reply. Once resolved, we will also tell you what steps are being taken to ensure that the same problem does not occur again.

## Monitoring

We monitor all the feedback we receive as part of our effort to improve our service to you. While all comments and complaints will be dealt with on a confidential basis, we will publish, in NPIA publications and on our website, what we are doing to bring about improvements as a result of any suggestions or complaints made.



Everything the NPIA does is aimed at providing excellent customer service and improving public safety.

### **National Policing Improvement Agency**

Headquarters  
4th Floor  
10-18 Victoria Street  
London SW1H 0NN

### **General enquiries**

 0800 496 3322

 [www.npia.police.uk](http://www.npia.police.uk)

 [enquiries@npia.pnn.police.uk](mailto:enquiries@npia.pnn.police.uk)



**INVESTORS  
IN PEOPLE**



**NPIA**

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Improvement Agency**