

## Putting things right

We have set high standards of service which we intend to meet and hopefully improve upon. However, there will be times when we do not get it right. We try to keep these to a minimum.

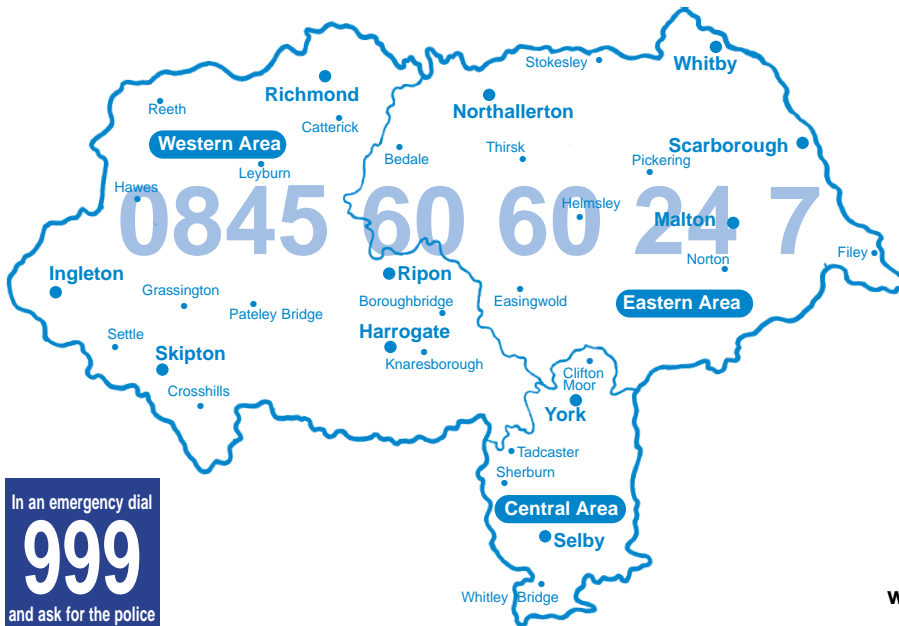
**If you feel that we have not measured up to our call-handling standards in any way, please let us know by writing to:**

**The Public Access Officer  
North Yorkshire Police  
Newby Wiske Hall  
Northallerton  
North Yorkshire  
DL7 9HA.**

We will always respond to justified criticism with a willingness to change.

We will look at your concerns, review the action we have taken and, if we haven't delivered our service properly, we will:

- take action to prevent the same happening again; and
- explain what action we have taken.



In an emergency dial  
**999**  
and ask for the police

## Contact addresses

**Western Area Headquarters**  
Ripon Police Station  
North Street  
Ripon  
HG4 1HJ

**Central Area Headquarters**  
York Police Station  
Fulford Road  
York  
YO10 4BY

**Eastern Area Headquarters**  
Malton Police Station  
Old Malton Road  
Malton  
YO17 7EY

People with hearing difficulties  
can use the following numbers.

**18001 0845 60 60 24 7**



Police Headquarters, Newby Wiske Hall,  
Northallerton,  
North Yorkshire, DL7 9HA

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

Designed and printed by North Yorkshire Police Print & Design Unit  
Issue Sept 2004



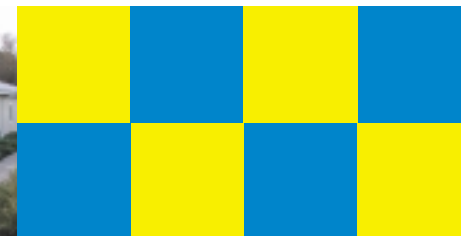
New Phone Number  
**0845 60 60 24 7**

Calls charged at local rate  
(Charges for mobile phone calls may vary)

**CONTACTING  
THE POLICE**



# Contacting North Yorkshire Police



We serve the public 24 hours a day and deal with nearly a quarter of a million incidents each year. We have developed comprehensive service standards to make sure that you receive the highest possible level of service. Our staff will do their best to achieve these standards. This guide sets out how you should be treated when you contact us.

## 999 calls

We receive over 80,000 999 calls every year. We will always try to answer 999 calls within ten seconds of British Telecom putting them through.

## Non-999 calls

We receive 850,000 non-999 calls from the public every year. We aim to answer non-999 calls within 20 seconds.

## Response

We give the highest priority to attending calls which need an immediate response. If our operators decide that your call needs an immediate response, we will aim to have a police officer at the incident within:

- **15 minutes for urban areas; and**
- **20 minutes for rural areas.**

**The following calls will always need an immediate response.**

**Incidents where:**

- **someone's life is in danger;**
- **someone is at risk of violence, or property is about to be damaged;**
- **a serious offence is in progress;**
- **a suspect is at the scene or an early arrest is likely;**
- **serious disruption to the public is likely.**

## Answering calls

**Our staff will aim to do the following:**

- Answer calls in a welcoming and helpful manner.
- Deal with the call or refer the call to the department or agency who can deal with it.
- Agree with you what initial action we will take.
- We will arrange for an officer to attend the incident if appropriate.
- If the incident does not need us to attend, we will transfer your call to our staff who will deal with it.

## Correspondence

We receive a lot of letters and faxes every day and we aim to answer them promptly.

We aim to reply to you within five working days, but if we cannot give you a full reply within that time we will let you know, within five working days, that we have received your letter. We will give you a full response within 15 working days.

In certain cases, we may decide it is more appropriate for a police officer to visit you personally to deal with your correspondence.

You can write to the police by addressing your letter to your Area Commander. (Contact addresses are on the back of this leaflet.)

## Enquiry counters

When you visit one of our police stations you should receive a polite and helpful service. We display opening times at all police station enquiry counters. If you visit a police station and find that it is not open, you will find clear information displayed explaining how to contact the local police.

We aim to keep police station enquiry offices clean and tidy, with up-to-date information on the notice boards.

We will provide an interview room if you want to discuss matters in private.

All our main police stations have been provided with facilities suitable for people with disabilities.

## Monitoring our progress

We will continually monitor our progress to make sure that we are achieving our standards.

We carry out extensive programmes of public surveys, covering all areas of policing. We constantly measure our performance and have comprehensive monitoring procedures to make sure we maintain our service standards. An analysis of our performance is published in the Chief Constable's annual report.