



**Office of the Police and Crime Commissioner
North Wales**

Correspondence Policy

Polisiâu a Gweithdrefnau / Policies and Procedures

Policy and Procedure Summary

The aim of this policy is to explain how the Office of the Police and Crime Commissioner (OPCC) North Wales will deal with all means of correspondence from members of the public, their representatives, and outside agencies.

This policy has been adopted by the OPCC North Wales.

Title:	Correspondence Policy
Policy Owner:	Chief Executive
Policy Writer:	Executive Officer
Policy Number:	9
Effective Date:	31.01.2022
Review Date:	31.01.2026
Version:	Version 5.0

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1. Introduction

- 1.1 This policy outlines how the Office of the Police and Crime Commissioner (OPCC) North Wales will deal with correspondence received at the office either by email, by mail or social media.
- 1.2 The aim of this policy is to increase public satisfaction and confidence in the OPCC by responding in a timely and professional manner to all correspondence.

2. General Principles

- 2.1 It is our aim to provide a full response to all correspondence within a reasonable amount of time.
- 2.2 We will respond to correspondence in either Welsh or English depending on the preferred language of the writer. Reasonable adjustments to our correspondence will be made to meet the needs of disabled people e.g. Braille, large print etc and also those with dyslexia, learning difficulties or disabilities, low literacy skills.
- 2.3 This Policy relates to all means of correspondence received by the OPCC.
- 2.4 Please note that personal email and social media accounts held by the Police and Crime Commissioner and Deputy Police and Crime Commissioner are not monitored by the staff of the OPCC.

3. Reporting a crime or incident

- 3.1 The OPCC is **not** the appropriate office to report a crime or disorder, potential crime or disorder or any other concern that relates to the safety of a person or property.
- 3.2 If the OPCC receives any correspondence which should be reported to the Police, they will ask the author to forward their correspondence directly to North Wales Police or if the matter is serious the correspondence will be forwarded directly to North Wales Police by the OPCC.
- 3.3 Please note that if the matter is considered serious the OPCC has a duty of care to report incidents without the approval of the author.
- 3.4 Please note that in an emergency you should ring 999, and in non-emergency cases you should ring 101.
- 3.5 Full contact details for reporting all incidents can be found here, [North Wales Police](#).

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4. Timescales

General Written Correspondence

- 4.1 We will acknowledge general e-mails, facsimiles and letters within 5 working days.
- 4.2 We will respond in full to your correspondence within 28 calendar days. If a full response cannot be provided within 28 calendar days an update will be sent at least every 28 calendar days thereafter until the matter is resolved.
- 4.3 The OPCC email account is only monitored between 10am – 4pm Monday to Friday and the office is not open on Public and Bank Holidays.
- 4.4 Please note that during the Covid Pandemic, staff are adhering to Government advice by working from home and will not have daily access to facsimiles or mail. Staff will have access to emails on a regular basis therefore this is the best method if you wish to contact us.

Complaints

- 4.5 We will acknowledge receipt of your complaint within 5 working days.
- 4.6 Complaints about Police Officers and/or Staff under the direction and control of the Chief Constable will be referred to the Force's Professional Standards Department. We will inform you that your complaint has been forwarded to the correct appropriate authority.
- 4.7 The Police and Crime Commissioner is the appropriate authority for complaints about the Chief Constable.
- 4.8 If the Police and Crime Commissioner is the appropriate authority, we will respond in full to your complaint as soon as we have sufficient information to make a decision, if we have insufficient information we will inform you of this within 28 calendar days. We will send an update every 28 calendar days thereafter until the matter is resolved.
- 4.9 All complaints will be dealt with by either the Police and Crime Commissioner, Deputy Police and Crime Commissioner or the Chief Executive in accordance with the Independent Office for Police Conduct Statutory Guidance to the police service on the handling of complaints.
- 4.10 Complaints about the Police and Crime Commissioner and/or Deputy Police and Crime Commissioner will be referred to the North Wales Police and Crime Panel.
- 4.11 Information about complaints relating to members of staff that work for the Police and Crime Commissioner can be found in our [Complaints Policy](#).

Freedom of Information Requests

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- 4.12 Requests for information under the Freedom of Information Act will be dealt with under the 'Procedure in dealing with Requests for Information under the Freedom of Information Act 2000 and Internal Review Procedure'. The procedure is available on the OPCC website.
- 4.13 The Office of the Police and Crime Commissioner has an option to deal with these requests as "business as usual" if this would provide a better service.

Telephone and Voicemail Messages

- 4.14 We aim to return your phone call or voicemail message within 5 working days.
- 4.15 The above timescales will be adhered to between 10.00 – 16.00 Monday to Friday. The OPCC is not open on Public and Bank Holidays.

Direct Message by Twitter or Facebook

- 4.16 We will acknowledge your message within 5 working days and a full response within 28 calendar days.
- 4.17 The Twitter and Facebook account is only monitored between 10am – 4pm, Monday to Friday and will not be monitored on Public and Bank Holidays.
- 4.18 Personal Twitter and Facebook accounts held by the Police and Crime Commissioner and Deputy Police and Crime Commissioner are not monitored by the OPCC.

5. Approval of letters

- 5.1 Standard letters and acknowledgements will be prepared and signed by the Administration Team. All other letters sent from the OPCC will be approved and signed by the Police and Crime Commissioner, Deputy Police and Crime Commissioner, Chief Executive or Chief Finance Officer.

6. E-Mails and Web Enquiries

- 6.1 All e-mails and web enquiries will be dealt with in the same manner as paper correspondence.

7. Repetitive and Vexatious Correspondence

- 7.1 This office regrettably has to deal with some correspondence which is classed as repetitive or vexatious. An exact definition of vexatious correspondence is hard to come by. However, it can be said that to be correspondence that:
- Clearly does not have any serious purpose of value
 - Is designed to cause disruption or annoyance

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- Can fairly be characterised as obsessive or manifestly unreasonable
- Using abusive or aggressive language
- Is a burden on the authority
- Is personal grudges
- Is Unreasonably persistence
- Contains unfounded accusations
- Intransigence
- Is frequent or overlapping requests
- Is a scattergun approach
- Is disproportionate effort
- Is futile and frivolous requests

7.2 A decision on whether a correspondence is vexatious will be made by the Senior Officers only and the correspondent will be informed accordingly.

8. General Data Protection Regulations

8.1 As from 25 May 2018 the regulations relating to processing personal information has changed. These are called UK General Data Protection Regulations (UKGDPR).

8.2 Our [Privacy Policy](#) contains information on how we process your personal information and “Your Rights” under UKGDPR.