

Complaints Policy

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The Birmingham Branch of the National Police Association of Police Officers (NARPO) is committed to providing a high-level service to our members. If you do not receive satisfaction from us we encourage you to tell us about it as this will help us to improve our standards and level of service.

Complaints Procedure

If you have a complaint, please contact the Branch Secretary in the first instance via email: birmingham@narpo.org or via post to The Branch Secretary, 42, Grosvenor Road, Solihull, B91 3PU so that the Executive Committee can try to resolve your complaint informally.

At this stage, if you are not satisfied, with how the complaint has been resolved then please contact The Branch Vice Chairperson, Jean Wachala on Email mailto:jwachala@yahoo.com.

Next steps

1. We will send you a letter by email or post acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint who, where possible, will be a member of the Executive Committee. You can expect to receive our letter within 2-5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We may ask the person who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the reply and the information you have provided for us. This will take up to 5 days from receiving their reply.
5. The Branch Vice Chairperson will then invite you to meet them to discuss and hopefully resolve your complaint. The Branch Vice Chairperson will aim to complete this within 5 days of the end of the investigation.
6. Within 2 days of the meeting, The Branch Vice Chairperson will write to you to confirm what took place and any solutions they have agreed with you.
 - If you do not want a meeting or it is not possible, within 5 days the Branch Vice Chairperson will send you a detailed reply to your complaint which will include suggestions for resolving the matter.
7. At this stage, if you are still not satisfied you can write to the President of the Birmingham Branch c/o NARPO House, 8 Bond Street, Wakefield, WF1 2QP or via email: David.Jeans@NARPO.Org.

If we have to change any of the time scales above, we will let you know and explain why.

Postal responses could be delayed due to delays in postal services.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.