

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Directorate;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Directorate you should contact:

The Head of
Gender and Welfare Directorate
Namibian Police Force
Police National Headquarters
5th Floor, New Building, West Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264-61-209-3201/3890

Fax: +264-61-220621

E-mail: gwd@nampol.na

- If you are not satisfied with the response from the Directorate, you may approach the Office of the Deputy Inspector General for Administration.
- Should you still not be satisfied you may approach the Office of the Inspector General of the Namibian Police Force.
- Should you still not be satisfied you may approach the Office of the Executive Director.
- Should you still not be satisfied you may approach the Office of the Minister.
- If still not satisfied you may approach the Office of the Ombudsman



Ministry of Home Affairs,
Immigration, Safety and
Security

CUSTOMER SERVICE CHARTER NAMIBIAN POLICE FORCE



DIRECTORATE: GENDER AND WELFARE

The Directorate is responsible for providing Employee wellness services in the Force.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Provide psycho-social and spiritual support;
- Conduct spiritual ceremonial services;
- Conduct home and hospital visits;
- Provide health care services;
- Conduct environmental health inspection;
- Advocate for gender equality and equity;
- conduct wellness awareness campaigns;
- Develop and distribute wellness promotional materials; and
- Facilitate National, Regional and International activities;

OUR CUSTOMERS

- Namibian Police force staff members and their immediate family members
- People in police holding cells
- Police shortlisted Applicants

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient wellness services.
- ✓ We strive to execute our duties within the following guiding **VALUES**:

Value	Description
Synergy	Value team work, effective communication and coordination towards achieving our vision.
Ethics	Provide reliable and quality service with dignity, honesty, confidentiality and integrity
Efficiency	Strive to achieve more with available resources whilst maximising output.
Patriotism	Showing devoted love, support and being loyal to our country.
Accessibility	Cultivate a culture of access to information, and services without prejudice
Innovation	Foster continuous improvement through technological advancement research and evidence based practices
Customer centric	Serve with courtesy, politeness, humility, respect, helpfulness

OUR SERVICE PROMISE/STANDARDS

We will:

- provide psycho-social and spiritual support services in regions with service providers within 24 hours and in other regions within three (3) days;
- conduct spiritual ceremonial services at all times upon request;
- conduct home and hospital visits to sick members in regions with service providers within 24 hours and in other regions within three (3) days upon receipt of notification;
- provide health care services in regions with service providers within 24 hours and in other regions within three (3) days upon receipt of request or when need arise;

- Conduct environmental health inspection of police facilities and food handling processes bi-annually;
- Conduct health and occupational safety drill exercise on a quarterly basis;
- Advocate for gender equality and equity in accordance with national regulatory frameworks on a quarterly basis or when need arise;
- conduct wellness awareness campaigns on a quarterly basis or when need arises;
- develop wellness promotional materials bi-annually, and distribute on a quarterly basis or when need arise;
- facilitate National, Regional and International activities at all times when need arise and produce reports on a quarterly basis; and
- ensure compliance to the Health Professionals Councils of Namibia (HPCNA) at all times.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes with or without an appointment with us;
- We will respond to your questions while you are with us, if we cannot