

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 Police Conduct and Investigation
Directorate
Namibian Police Force
Police National Headquarters
3rd Floor Old Building, East Wing
C/O Jan Jonker Road and Julius Nyerere street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 209 3266/3267
Fax: +264 61 2093358
E-mail: pcid@nampol.na

- If you are not satisfied with the response from the Directorate you may approach the office of the Deputy Inspector General for Operations.
- 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: POLICE CONDUCT AND INVESTIGATIONS

The Directorate is responsible for investigating criminal cases, allegations and misconducts against police officers.



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

- Attend to all matters against police officers;
- Investigate cases against police officers;
- Conduct outreach/ awareness campaigns; and
- Conduct screening on police officers;

OUR CUSTOMERS

- Namibian Police Force members
- Windhoek City Police Officers
- Members of the public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is effective and efficient policing 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:

- attend to all matters against police officers within one (1) hour upon detection and within four (4) hours upon receipt of complaints;
- compile docket investigation on criminal cases against police officers within the following timeframe, provided that such investigation does not require scientific analysis:

Nature of Dockets	Circumstances	Dockets Compiled on Period
Minor offences	Where complainant, witness and suspect are known and available	07 days
	Where suspect is not known, or known and not available	2 months
Moderate offences	Where complainant, witness and suspect are known and available	14 days
	Where suspect is not known, or known and not available	3 months
Serious offences	Where complainant, witness and suspect are known and available	3 Months
	Where suspect is not known, or known and not available	06 Months

Note! Scientific investigation analysis takes 3 months

- finalise investigation of misconduct / departmental cases as prescribed in the disciplinary policy within three (3) months and serve the charge sheet to the suspect within seven (7) working days before first appearance;
- attend to complaints without criminal elements (10/8/5) against police officers within three (3) working days upon receipt;
- submit prosecution/trial outcome report for Inspector General of Police's decision within Seven (7) working days after the final hearing;
- conduct outreach/ awareness campaigns on a quarterly basis; and
- conduct screening on NamPol members considered for transfer, promotion or deployment for foreign missions within five (5) working days.

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 if you have an appointment with us;
- We will respond to your questions while you are