

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 Division;
- 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 Division 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 Division you should contact:

The Head of Public Relations Division
Namibian Police Force
Police National Headquarters
6th Floor, New Building, East Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspännplatz
Windhoek
Namibia

Phone : +264 61 209 3286 / 3470 / 3378/ 3894
Fax : +264 61228 533
Email : PR@nampol.na

- If you are not satisfied with the response from the Division you may approach the Office of the Inspector General Namibian Police Force.
- Should you still not be satisfied you may approach the Office of the Executive Director.
- Should you still not satisfied you may approach the Office of the Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman



Ministry of Home Affairs,
Immigration, Safety and
Security

CUSTOMER SERVICE CHARTER

NAMIBIAN POLICE FORCE

DIVISION: PUBLIC RELATIONS

The Division is responsible to serve as the main link between the public and the Namibian Police Force in promoting and protecting the corporate image of the Force. **(to be provided by OPM)**



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 (OPM to provide additional)

- Disseminate Information to the public;
- Develop communication and publication materials;
- Cover police related events
- Produce documentaries/ video clips and archive footages;
- Conduct community outreach/awareness programs;
- Draft message of condolences;
- Monitor media reports; and
- Provide feedbacks through various media platforms
- Coordinate national and international sport activities;
- Facilitate physical trainings for individual staff members.

OUR CUSTOMERS

- Members of the public
- Public and Private institutions
- Media Houses
- NGOs
- Namibian Police Force Staff members

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely communications 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:

- disseminate information to the public within a day upon receipt;
- develop communication and publication materials on a quarterly basis or when a need arise;
- cover police related events at all times upon request;
- produce documentaries on a quarterly basis/ video clips and archive footages at all times;
- draft message of condolences within two (2) working days upon receipt of notification;
- conduct community outreach/awareness programs on a quarterly basis or-when a need arise;
- monitor media reports daily and provide feedback through various media platforms within five (05) working days.

- coordinate national and international sport activities as per planned sport calendar; and
- facilitate physical trainings for individual staff members weekly

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 with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.