

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 Division
Special Reserve Force Division
Namibian Police Force
Police National Headquarters
C/O Julius Nyerere and Jan Bell Street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 81477 4533

Fax: +264 61 255115

E-mail: specialreserveforce@nampol.na

- If you are not satisfied with the response from the Division 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

DIVISION: SPECIAL RESERVE FORCE (SRF)

The Division is responsible for conducting high-risk operations



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

- Restore order at public gatherings and Police holding cells;
- Track lost, dangerous or suspected persons;
- Conduct rescue and recovery operations;
- Handle hostage and suicide negotiations;
- Escort National protected resources and dangerous suspects;
- Provide court security during trials of high profile and dangerous suspects;
- Conduct Special Reserve Force training; and
- Conduct tactical intervention (Counter terrorism acts).

OUR CUSTOMERS

- Namibian Police Force staff members
- Members of the public
- O/M/As and RCs
- Public and Private Institutions
- Suspects (High profile and dangerous)
- international fugitives

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of high level community safety,
- ✓ 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:

- restore order at public gatherings and police holding cells at all times upon request or when need arise;
- commence tracking lost, dangerous or suspected persons within a day upon receipt of notification;
- respond to hostage and suicide negotiations, call-out for rescue, retrieve bodies and recover evidence upon receipt of notification ;
 - ⊖ within one (1) hour in regions with SRF Sub-division;
 - ⊖ Within two (2) hours, a distance of 100 kilometres from regions with SRF Sub-division;
 - ⊖ Within nine (9) hours, a distance of 1000 kilometres from regions with SRF Sub-division;

- escort national protected resources and dangerous suspects at all times upon request;
- provide court security during trials of high profile and dangerous suspects at all times upon request;
- conduct basic Special Reserve Force training annually; and
- conduct counter terrorism operations at all times when a need arise.

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