

# APPRECIATION TO MEMBERS OF THE PUBLIC POLICY

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**NORFOLK**  
CONSTABULARY



**SUFFOLK**  
CONSTABULARY

## APPRECIATION TO MEMBERS OF THE PUBLIC (LETTERS AND CERTIFICATES)

**Owning Department:** Executive Services Departments

**Department SPOC:** Staff Officer to CC (N) / Senior Executive Assistant (S)

**Risk Rating:** Low

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Official

Version Number: 1.1

Page 1 of 4

# APPRECIATION TO MEMBERS OF THE PUBLIC POLICY

Official

## Index

|                                      |   |
|--------------------------------------|---|
| 1. Introduction.....                 | 2 |
| 2. Statement of Policy .....         | 2 |
| 3. Applicability .....               | 3 |
| 4. Certificates of Appreciation..... | 3 |
| 5. Letters of Appreciation .....     | 3 |

## Legal Basis

- [Human Rights Act 1998 \(in particular A.14 – Prohibition of discrimination\)](#)
- [Equality Act 2010](#)
- [Health and Safety at Work etc. Act 1974 and associated Regulations](#)
- [General Data Protection Regulation \(GDPR\) and Data Protection Act 2018](#)
- [Freedom Of Information Act 2000](#)

**Other documentation which you must check this document against:**

- [College of Policing – Code of Ethics](#)
- [Norfolk and Suffolk Constabularies' Standards of Professional Behaviour](#)
- [College of Policing – Authorised Professional Practice](#)

## 1. Introduction

- 1.1 Norfolk and Suffolk Constabularies will send a letter or certificate of appreciation to members of the public who assist the forces.
- 1.2 The extent of assistance will determine whether it is a letter or certificate of appreciation that is sent.
- 1.3 Where possible and practicable, a verbal acknowledgement will also be made at the time, by the police officer or staff member responding to the incident.

## 2. Statement of Policy

- 2.1 This policy has been formally agreed via the approved policy development/review process. It will be maintained by both Norfolk and Suffolk Constabularies' Executive Services Departments in conjunction with the Central Policy Unit.
- 2.2 The policy is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.
- 2.3 Managers have a responsibility to ensure this policy is applied fairly, and unless otherwise stated, all policies and procedures are non-contractual.

Official

Version Number: 1.1

Page 2 of 4

# APPRECIATION TO MEMBERS OF THE PUBLIC POLICY

Official

## 3. Applicability

- 3.1 This policy applies to all Norfolk and Suffolk Constabularies' staff and officers.

## 4. Certificates of Appreciation

- 4.1 A Certificate of Appreciation will be awarded on behalf of the Constabularies in cases where no other reasonable form of recognition is available to any member of the public, who:

- Saves or attempts to save any life by taking courageous, intelligent, prompt or commendable action;
- Prevents or reduces injury to others by taking courageous, intelligent, prompt or commendable action;
- Assists officers or staff in the execution of their duty, and in so doing:
  - Puts themselves at bodily risk; or
  - Renders a valuable service; and
  - The matter is worthy of special recognition.

- 4.2 Any case meriting consideration will be reported to the relevant Constabulary's Chief Constable's Staff Officer or Executive Assistant via Departmental Heads or Commanders.

- 4.3 Copies of statements, press cuttings, or any other related material, should be included in the report.

- 4.4 A [nomination form](#) can be found on the intranet.

- 4.5 If approved, a Certificate of Appreciation will either be presented to the recipient at a Constabulary Award Ceremony or sent out under the signature of the Chief Constable, dependent upon the wishes of the recipient.

- 4.6 Certificates will be produced in a format which adheres to accessibility compliance requirements.

## 5. Letters of Appreciation

- 5.1 A Letter of Appreciation will be sent to any member of the public who assists the Constabularies with matters that do not qualify for the consideration of a Certificate of Appreciation.

- 5.2 Letters of Appreciation should always be given in the following types of circumstances:

- Reports made directly to the police leading to an arrest or detection of an offence (other than when the person reporting is the aggrieved party);

Official

Version Number: 1.1

Page 3 of 4

## **APPRECIATION TO MEMBERS OF THE PUBLIC POLICY**

### **Official**

- Rendering assistance to the police or other members of the public at an incident to which the person concerned is not a party.
- 5.3 It is the responsibility of all police officers and police staff to bring to attention matters meriting acknowledgement to their Department Head or Local Policing Commander.
- 5.4 Letters of Appreciation will be specific to each incident and sent out under the signature of either the Local Policing Commander for the area in which the incident occurred, Department Head or Chief Officer as appropriate.
- 5.5 A Letter of Appreciation should be additional to any verbal acknowledgement, and not in place of it.
- 5.6 Letters will be produced in a format which adheres to accessibility compliance requirements.