Briefing

Police, Fire and Crime Commissioner's Customer Service Team

The Police, Fire and Crime Commissioner's award-winning Customer Service Team handle a public complaints process for Danielle Stone's office, Northamptonshire Police and Northamptonshire Fire and Rescue Service.

The team of caseworkers assess complaints to achieve a swift and low-level resolution at the earliest opportunity.

For more serious matters, cases will be investigated internally or referred to the Independent Office for Police Conduct.

By recording complaints, it helps to foster a culture of transparency with the public and identify learnings.

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Informing decision making

The Customer Service Team also makes sure patterns of complaints are highlighted to senior leaders.

This feedback informs where improvements are needed.

Insights like these help Danielle hold the Chief Constable and Chief Fire Officer to account.

The team also captures compliments made about staff to highlight what's working well to form a clear picture of the organisations.

Their timely approach and quality of service has seen the team become the first Commissioner's complaints team in the country to be given the Customer Service Excellence award.

It means outside of the Independent Office for Police Conduct, they are the first local policing body who have received an accreditation of this nature.

CUSTOMER SERVICE EXCELLENCE

CSE

How to get in touch?

The Customer Service Team is contactable by email, phone, online forms, and post.

Once you have made contact, the team will record your complaint and aim to get in touch within two working days.

Postal address: **Northamptonshire Police, Fire and Crime Commissioner, Darby House, Darby Close, Wellingborough, NN8 6GS**

Phone: **01604 888881**

Web: **www.northantspfcc.org.uk/complaints**

Email: **customerservice@northantspfcc.gov.uk**

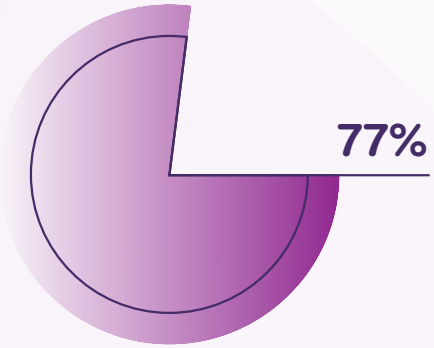
Customer Service Team In Numbers

From October 2024 to September 2025 the team dealt with **1,345** complaints against Northamptonshire Police and **19** complaints against Northamptonshire Fire and Rescue Service.

1,345
complaints
against the Police

19
complaints
against the Fire & Rescue Service

The team was able to resolve **1,036** (77%) of these to the complainant's satisfaction.



309 complaints were referred to the Force's Professional Standards Department either due to the serious nature of the complaint or because the complainant remained dissatisfied with handling by the Customer Service Team.

*(The Customer Service Team assists the Fire Service in the handling and administration of complaints, but they follow a different process to the Force)

Who is eligible to complain?

- ✓ A member of the public who claims they have been directly affected by a matter
- ✓ A person acting on behalf of someone who claims they have been directly affected by a matter

Contact the Commissioner at:

commissioner@northantspfcc.gov.uk

Northamptonshire Police,
Fire and Crime Commissioner,
Darby House, Darby Close,
Park Farm Industrial Estate,
Wellingborough, NN8 6GS

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