



<b>POLICY</b>	<b>Issue: 1.0</b>
<b>Quality of Service</b>	<b>Date: 28/02/2008</b>

## Policy Statement

The Civil Nuclear Constabulary (the Constabulary) provides a professional policing service which meets customers' requirements and delivers value for money for stakeholders.

Accordingly the Constabulary aims to apply the standards of service set nationally for police forces in so far as they are applicable to the specialist duties of the Constabulary to protect nuclear materials and equipment.

The Constabulary will publish a quality of service commitment to outline what it will do to set and apply standards which will govern day to day interactions with individuals having business on nuclear sites or with members of the public with whom the Constabulary comes into contact outside nuclear site boundaries. This commitment will cover:

- Making it easy to contact the Constabulary;
- Providing a professional and high quality policing service;
- Responding to initial enquiries;
- Keeping contacts informed on progress;
- Seeking views to improve the service we provide;
- Supporting victims of crime;
- Providing information about our work;
- Listening and responding to concerns and complaints.

## Aims of the Policy

Whilst recognising that the Constabulary's core mission to protect nuclear material is paramount, the policy aims to set out how the Constabulary plans to manage interactions with those with whom it comes into contact so that they receive a high quality service which meets the applicable national standards.

This policy is enacted by the following management system documents:

Document Reference CNC/CD/0474 Title CNC Quality of Service Commitment

<b>Document Reference</b>	<b>CNC/POL/2.1.1</b>	<b>Page 1 of 1</b>
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