



Police and Crime Commissioner for Gwent Decision	
PCCG-2019-061	Police and Crime Commissioner for Gwent Decision
Subject	Managing Customer Contact Policy
Summary	To record the decision of the Police and Crime Commissioner regarding the introduction of the Managing Customer Contact Policy for the Office of the Police and Crime Commissioner for Gwent.

DECISION

1. The Office of the Police and Crime Commissioner (OPCC) is committed to providing a consistent, fair and accessible service to anyone that comes into contact with the organisation. As such we have developed a policy to manage contact with the relatively few customers whose actions or behaviour are considered unacceptable.
2. The policy details the types of behaviour that are deemed to be unacceptable and the steps that the organisation may take to protect its staff and reduce the methods of contact available to the customer. Consideration also has to be given to the resource required to deal with unacceptable behaviour and the detrimental effect that this could have towards other service users.
3. Wherever possible, the OPCC aims to do this in a way that still allows access to its service and will advise customers prior to putting any restrictions in place.
4. I have considered the policy and agree to its implementation.

Jeff Cuthbert B.SC., MDIPD, Police and Crime Commissioner for Gwent	
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.	
The above request has my approval.	
Signed 	Date 2/12/19

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Background papers	Managing Customer Contact Policy  Managing Customer Contact Policy.docx