



## Customer Service Policy Statement

### Intent

To deliver professional, responsive, and meaningful customer service across all areas of the NSW Police Force.

### Our commitment is to ensure that the NSW Police Force:

- Provides its customers quality service on each interaction.
- Provides service delivery that is aligned to the six core [NSW Government Customer Commitments](#).
- Acts with empathy and compassion, treating our vulnerable customers with respect and fairness.
- Establishes clear communication channels that provide instruction during a customer's engagement with the NSW Police Force.
- Aims to increase public confidence through effective and efficient service delivery to all people and communities.
- Meets commitments arising from the *Victims Rights and Support Act 2013*, *Charter of Victims Rights* and the [NSW Police Force Victims of Crime Policy Statement](#).
- Continually assesses service delivery and levels of customer satisfaction.

### NSW Police Customers

The NSW Police Force has a diverse range of customers that engage the police for many different reasons. The following groups are considered customers of the NSW Police Force: victims, witnesses, the community, internal and external colleagues, other NSW Government agencies, non-government organisations, suppliers, and vendors.

Arrested persons and suspects for crime are exempt and will be dealt with in accordance with the law.

### Responsibilities:

- **Senior Executive** – endorse the NSW Police Force *Customer Service Policy Statement* and promote a customer centric culture.
- **Corporate Sponsor** – direct and lead the implementation of internal controls including policy and procedures aligned to the NSW Police Force *Customer Service Policy Statement* to focus on advancing a customer centric culture.
- **Region Sponsor** – advocate and deliver the principals underpinning the NSW Police Force *Customer Service Policy Statement* and provide advice to the Corporate Sponsor.
- **Commanders/Managers** – communicate the NSW Police Force *Customer Service Policy Statement* and promote a customer centric culture at the local level.
- **All staff** - know and comply with the NSW Police Force *Customer Service Policy Statement*; undertake actions associated with the broader NSW Government customer commitments and internal policy and rules.

**Anthony Cooke APM**  
**Corporate Sponsor**  
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