



NATIONAL POLICE SERVICE

CUSTOMER CARE GUIDELINES

These guidelines apply to each police officer and members of the Service. They are to be implemented and applied at all times to ensure that we maintain quality customer service. All commanders and supervisors must ensure that our service is delivered promptly and professionally inside and outside our Police Stations and Unit Bases.

Treat customers as you would like to be treated

All NPS services are required to be of the highest quality and delivered around the needs of customers. Feedback must be taken seriously and used to improve service quality.

Victim/Witness Support

Ensure that victims receive the OB number and contact details of the police officer working on their matter. Explain to the victim the process of an investigation, what's required of them and what the Service can do to support them. When matters become cases keep the victims and witnesses or supporters informed of the developments during the investigation and in the lead-up to the court date.

Dealing with a difficult customer

No matter what you do, there will always be some customers you will not satisfy and there are many reasons for this. Always remain calm, polite and professional. Listen to and acknowledge customer enquiries. Look at their issue and tell the customer when no further action can be taken and why.

Dealing with customer queries

Take time to listen to customer query. By listening carefully, you may be able to clarify an issue to the customer or simply pass on relevant information. If the customer needs to speak to a particular officer who is not available, find out when they are next on duty. If possible, try to solve the issue yourself.

Receiving a complaint

When receiving complaints, you must recognize the inherent dignity of the customer who has made the complaint and treat them with courtesy and respect. Give the customer clear and comprehensive information about the process that will be followed to manage their complaint. Refer to the Complaint Management Guidelines.

Command responsibilities

Ensure police officers under your command are appropriately informed, trained, skilled and resourced to provide uniform service to all customers. Refer to the National Police Service Customer Charter and Service Standards.

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