



## **Protocol for contacting or meeting the Police and Crime Commissioner.**

A key role of the Police and Crime Commissioner is to listen to the views of local people. He does this in a number of ways, including meeting people at public meetings and through regular surgeries.

Anyone wishing to speak to the Commissioner can call his office, the Office of the Police and Crime Commissioner (OPCC), on **0300 333 3456** to speak to one of his staff, or by email to: **cambs-pcc@cambs.pnn.police.uk**.

When you contact the OPCC, we will need to know the details about your issue and your name, address and contact details so we can help you in the most appropriate way.

We may provide you with further information or give you details of another person, department or organisation if your issue is one the Commissioner is unable to deal with.

We may also share information with Cambridgeshire Constabulary to provide you with a response. Our Privacy Notice and Data Sharing Agreement can be found on **<https://www.cambridgeshire-pcc.gov.uk/accessing-information/>** or you can request a paper copy.

We may suggest that you can meet with the Commissioner to discuss your matter. These meetings are by appointment only and he will not meet with anyone attending his office without prior agreement.

### **Anyone can book a surgery appointment with the Commissioner.**

Surgeries are rotated in locations around the county in order to provide a suitable meeting place for everyone, details of which can be found on the Commissioner's website: **<https://www.cambridgeshire-pcc.gov.uk/whats-new/events/>**.

Appointments are by appointment only. If you wish to book a 15-minute appointment slot at one of the surgeries please email: **cambs-pcc@cambs.pnn.police.uk** or phone **0300 333 3456**, stating the date, time, preferred location and your contact details (name, address, telephone number or email address) and the issue you would like to discuss, as this will enable any preparation to be undertaken so as to make the best use of the time available.

A member of the Commissioner's officer will also be in attendance at the surgery appointment to make notes and any follow up any actions arising from the meeting.

The Commissioner or his office (the OPCC) are not the police. Therefore in some cases, for example, to report a crime, or contact a police officer regarding an update on an investigation, you will need to contact Cambridgeshire Constabulary. They can be contacted on 101 for non-emergency enquiries or by webchat through their website at **<https://www.cambs.police.uk/information-and-services/Contact/Contact>**. If it is an emergency please call 999.