

CORRESPONDENCE STANDARDS

The Police Fire and Crime Commissioner (PFCC) values interaction with the public and the office will respond to all correspondence in a transparent manner with accurate, timely information.

Contact can be made by the following:

Email pfcc@essex.police.uk
Telephone: 01245 161600
In writing: Police Fire and Crime Commissioner's Office
Kelvedon Park
London Road, Rivenhall
Essex
CM8 3HB

- The Police Fire and Crime Commissioner's office will endeavour to respond fully within 25 working days of receipt.
- If the information is not held within PFCC's office, we will forward your enquiry to Essex Police or Essex County Fire and Rescue Service and will ask that they either liaise directly with you or provide this office with the information which we will then pass on.
- We will send an acknowledgement for all correspondence within 3 working days.
- If it is not possible to respond within 25 working days, we shall let you know.
- Freedom of Information and Subject Access requests will be handled within the statutory timeframes and in accordance with our Access to Information Policy available to view: <https://www.essex.pfcc.police.uk/finance-reporting/publications/>
- All correspondence received will be recorded on our correspondence system retained in accordance with our Privacy Notice which is available to view online at: <https://www.essex.pfcc.police.uk/contact-us/privacy-notice/>
- Voicemails received by the PFCC's office (via our main telephone number 01245 291600) will be responded to the first working day thereafter.
- OPFCC Business Support Team to ensure coverage of main office phone between the hours of 09:00 and 17:00, phone to be audible at all times and coverage maintained during lunch breaks/meetings with one staff member.

All reports of non-urgent crime should be made by calling 101 or using Essex Police' online reporting system at: <https://www.essex.police.uk/do-it-online/>

IN AN EMERGENCY, PLEASE CALL 999