



LEICESTERSHIRE  
POLICE AUTHORITY

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Date: As postmark  
Ref: PA3/G/form Z

Dear Sir or Madam

### **Professional Standards – Quality of Service Survey**

Leicestershire Police Authority has an obligation to ensure the effectiveness and efficiency of the services that are provided by Leicestershire Constabulary. Part of this role is to monitor and oversee the official police complaints process. The Authority is interested in your views in order continually to improve the standard of service that Leicestershire Constabulary provides to its complainants.

As you have recently been involved in the police complaints process, your views could identify areas where improvements may be made. I would be extremely grateful if you could spare a few minutes to complete the enclosed questionnaire.

The reference number at the top of the questionnaire will allow me to access the case details and look at the process of the investigation. I should point out that the Authority is not able to change the outcome of the investigation. If you prefer to respond anonymously, please tear off the reference number on the top right hand corner of the questionnaire.

When you have completed the questionnaire, please return it to the Police Authority using the prepaid envelope provided. Assistance in understanding this documentation is available on request. If you require this information in large print, Braille or audio tape please contact the above number.

Yours faithfully

**Robert Swinfield**  
**Chief Executive to the Police Authority**

Police Authorities are independent local bodies made up of local people who oversee the policing of their area. Acting on behalf of the local community, they are responsible for setting local policing priorities and improvement targets, and for monitoring police performance.