

# COMPLAIN / SUGGESTION/ REQUEST FORM

## 1. IDENTIFICATION

TO THE LOCAL POLICE DEPARTMENT OF \_\_\_\_\_

Name and Last Name: \_\_\_\_\_

DNI/NIE nr: \_\_\_\_\_, Birthdate: \_\_\_\_\_

Adress (Street, n°, building, floor): \_\_\_\_\_

Postal Code: \_\_\_\_\_

Town: \_\_\_\_\_, Province: \_\_\_\_\_

Phone: \_\_\_\_\_, Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## 2. COMPLAIN/SUGGESTION/REQUEST:

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## 3. DOCUMENTATION that you attach:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* You can add to this form, an additional document with further details.

<sup>1</sup> It will be answered in a maximum timeframe of 15 days, when the subject is a Local Police competency. Otherwise, it will be forwarded to the corresponding department

\_\_\_\_/\_\_\_\_/20\_\_\_\_.  
(Compulsory signature)

## TO THE PERSON RESPONSIBLE OF THE MARINA BAIXA REGIONAL POLICE QUALITY DEPARTMENT (UCAPOL)

The personal data requested in this document will be included in a file under the responsibility of the corresponding Town Council. They will only be used for the municipal management. You can always use your right to access, modify, cancel or oppose your data by presenting a letter to the Town Council, according to Law 15/1999, from December 13<sup>th</sup>, of Personal data protection.



**Phone and email contacts:**

**L'Alfas del Pi- Police Headquarters:**  
Teléfono: 965 88 71 00 Fax: 9656 86 00 25  
e-mail: [policia@lalfas.com](mailto:policia@lalfas.com)

**Altea- Police Headquarters:**  
Teléfono: 965 84 55 11 Fax: 966 88 25 23  
e-mail: [atpolici@cv.gva.es](mailto:atpolici@cv.gva.es)

**Benidorm- Police Headquarters:**  
Teléfono: 966 80 77 66 Fax: 966 80 95 59  
e-mail: [policialocal@benidorm.org](mailto:policialocal@benidorm.org)

**Callosa d'en Sarrià- Police Headquarters:**  
Teléfono: 965 88 14 05 Fax: 965 88 22 41  
e-mail: [policialocal@callosa.es](mailto:policialocal@callosa.es)

**Finestrat- Police Headquarters:**  
Teléfono: 965 87 80 00 Fax: 965 87 89 04  
e-mail: [policia@finestrat.org](mailto:policia@finestrat.org)

**La Nucia- Police Headquarters:**  
Teléfono: 965 87 05 33 Fax: 966 89 66 71  
e-mail: [policia@lanucia.es](mailto:policia@lanucia.es)

**Polop de la Marina- Police Headquarters:**  
Teléfono: 966 89 50 68 Fax: 966 89 50 36  
e-mail: [policia@polop.org](mailto:policia@polop.org)

**La Vila Joiosa- Police Headquarters:**  
Teléfono: 965 89 00 50 Fax: 966 85 22 36  
e-mail: [inspector.policia@villajoyosa.com](mailto:inspector.policia@villajoyosa.com)

## Information about the letter

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CCPSLMB



# CCPSLMB

Marina Baixa's  
Regional Commission  
for Local  
Security Prevention



Local Police from the  
Town Councils of  
L' Alfàs del Pi, Altea, Benidorm,  
Callosa d'en Sarrià, Finestrat,  
La Nucia, Polop de la Marina  
y La Vila Joiosa



INAP Award from the National Institute of Public Administration,  
the Teaching Innovation in training for employment in  
public administrations

## Presentation

On July 11th 2008 the REGIONAL COMMISSION for the LOCAL SECURITY PREVENTION was created with the aim of improving and coordinating the service of the Local Police present in 8 municipalities of the Marina Baixa belonging to this commission.

As a consequence of the aim to improve, the QUALITY project in the local police services was born. This project has been coordinated and supervised by the Provincial Council of Alicante (Diputación de Alicante) as part of a Learning Community created by the Training and Quality Department, the result of which is this LETTER OF COMPROMISE.

## Services provided

Permanent assistance 24h a day.  
Crime prevention.  
Prevention measures with traffic controls and citizens security.  
Traffic control inside the city.  
Road safety education for schoolchildren.  
Traffic control in school areas.  
Noise level control and measuring.  
Natural, rural and coastal areas surveillance.  
Lost and found custody and management.  
Private conflict intervention.  
Citizens' assistance and help.  
Abandoned cars withdrawal.

## Legal norms applied

▲ Spanish Constitution from December 29<sup>th</sup> 1978.  
▲ Organic Law 2/1986 from March 13<sup>th</sup> of Security Forces.  
▲ Law 6/1999 from April 19<sup>th</sup> of the Generalitat Valenciana, of Local Police Forces and of Coordination of Valencian Region Local Police.

## Compromises of service

1. We respond to urgent requirements within 8 minutes.
2. We manage the return of lost objects to their owner within 15 days.
3. Impart training to social sectors on matters of interest activities with a minimum 10.000 attendees/25.000 hours per year.
4. We will do a minimum of 200 controls, with a minimum of 4.000 vehicles inspected per year.
5. We will answer complains and suggestions received within 12 days.

## Citizen rights

- \*Right to receive general and specific information.
- \*Right to receive a personalized and confidential attention at the police headquarters.
- \*Right to file complains, claims and requests, both in writing and verbally.
- \*Right to receive a correct and respectful treatment.
- \*Right to demand the responsibility to the administration and their staff according to law.

## Colaboration and citizens' participation system

Citizens may participate by using the phone and fax numbers, email and form given in this Letter of Compromise, by post and to the street Local Police officers, and through the complains and suggestion system.

## Quality indicators

1. Percentage of urgent requirements responded within 8 minutes.
2. Percentage of lost objects returned to its owner within 15 days.
3. Number of attendees who have received training activities on matters of interest for the calendar year.
4. Number of controls done and inspected vehicles.
5. 100% of the complains and suggestion percentage responded within 12 days.

## Complains and suggestion system

The complains and suggestions received, about the services given by the Local Police who belong to the Regional Commission, can be filed in any municipality. They will be registered and forwarded to the person in charge of the corresponding Police Quality Units (UCAPOL), who will respond within 12 days.

## Correction measures

Citizens will be immediately contacted using the more appropriate way, with an excuse and an explanation of the situation, indicating the adopted measures to correct the deficiency in the system. Es realitzarà un informe per adjuntar a l'expedient.

## Publication of results

The results of this Letter of Compromise will be published on a biannual report, and in the year's report published by the Regional Commission.