

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 29th 1978.
- ▲ Organic Law 2/1986 from March 13th of Security Forces.
- ▲ Law 6/1999 from April 19th 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 10 minutes.
2. We manage the return of lost objects to their owner within 15 days.
3. We will teach road safety education course to a minimum of 5000 students per year.
4. We will do a minimum of 50 controls, with a minimum of 5000 vehicles inspected per year.
5. We will answer complains and suggestions received within 15 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 10 minutes.
2. Percentage of lost objects returned to its owner within 15 days.
3. Number of students that have received road safety education during the school year.
4. Number of controls done and inspected vehicles.
5. 100% of the complains and suggestion percentage responded within 15 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 15 days.

Correction messures

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.