



Suffolk Constabulary Policies & Procedures

PROCEDURE

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Title: **Appreciation to Members of the Public – Letters and Certificates**

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1 Introduction

- 1.1 Suffolk Constabulary will send a letter or certificate of appreciation to members of the public who assist the force.
- 1.2 The extent of assistance will determine whether it is a letter or certificate of appreciation that is sent.
- 1.3 Where possible and practicable, a verbal acknowledgement will be made at the time, by the police officer responding to the incident.

2 Certificates of Appreciation

- 2.1 A Certificate of Appreciation will be awarded on behalf of the Constabulary in cases where no other reasonable form of recognition is liable to be forthcoming to any person, other than a police officer, who:
 - Saves or attempts to save any life by taking courageous, intelligent, prompt or commendable action;
 - Prevents or reduces injury to others by taking courageous, intelligent, prompt or commendable action;
 - Assists the police in the execution of their duty and in so doing:
 - a) Puts themselves at bodily risk; or
 - b) Renders a valuable service; and
 - c) The matter is worthy of special recognition
- 2.2 Any case meriting consideration will be reported to the Chief Constable's Executive Assistant, Executive Services through Departmental Heads or Commanders.
- 2.3 Copies of statements, press cuttings, or any other related material, should be included in the report.
- 2.4 If approved, a Certificate of Appreciation will either be presented to the recipient at one of the Constabulary's bi-annual Award Ceremonies or sent out under the signature of the Chief Constable, dependent upon the wishes of the recipient.

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3 Letters of Appreciation

- 3.1 A Letter of Appreciation will be sent to any member of the public who assists the police with matters that do not qualify for the consideration of a Certificate of Appreciation.
- 3.2 Letters of Appreciation should always be given in the following types of circumstances:
 - Reports made directly to the police leading to an arrest or detection of an offence (other than when the person reporting is the aggrieved party);
 - Rendering assistance to the police or other members of the public at an incident to which the person concerned is not a party.
- 3.3 It is the responsibility of all police officers and police staff to bring to attention matters meriting acknowledgement to their Department Head or Local Policing Commander.
- 3.4 Letters of Appreciation will be specific to each incident and sent out under the signature of either the Local Policing Commander for the area in which the incident occurred, Department Head or Chief Officer as appropriate.
- 3.5 A Letter of Appreciation should be additional to any verbal acknowledgement, and not in place of it.

Department: Executive Services
See Also:

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