

Foreword

The Ministry of Police and Prisons is pleased to present its very first Service Charter.

This Service Charter provides an insight into what we do, the different services we provide and the performance standards we have set for ourselves and committed to achieving. In due time, this charter will be reviewed to ensure the needs and concerns of those we serve are met.

We have included herein responsibilities required from you our clients and how you can provide us with information and feedback to enhance our services.

This Charter applies to everyone who has contact with the Ministry of Police and Prisons.

ABOUT US

The Ministry of Police and Prisons is the principal law enforcing body of the Independent State of Samoa. It functions to ensure law and order is maintained in Samoa, peace is preserved, life and property are being protected, and crimes are prevented, detected and investigated and to enforce any general law in Samoa.

OUR MANDATE

The mandates of the Ministry of Police & Prisons are derived from:

- *The Police Service Act 2009*
- *Prisons Act 1967*
- *Police Service Regulations 2010*
- *Manuals of General Instructions*
- *Cabinet Directives*

OUR VISION

By the end of 2013, we want ***“to be a leader in policing.”***

OUR MISSION

“To serve and protect through partnership and professional policing.”

OUR GOALS

- ***Goal 1 – To be “an accountable and ethical police service”***
- ***Goal 2 – To ensure “improved community safety, confidence and support”***
- ***Goal 3 – To ensure “strengthened detection, investigation and prosecution of offenders”***
- ***Goal 4 – To ensure “strengthened national security”***
- ***Goal 5 - To “secure detention and rehabilitation of offenders”***
- ***Goal 6 - To ensure “Improved organizational management and performance”***

OUR CORE BUSINESS

We anticipate achieving our vision and desired goals through the following outputs:

1. Policy Advice to the Minister

Provide through the Commissioner, reports and reviews of all output performance; and advice on general policing, public safety and national security issues and administration of the Police and Prisons Acts and Regulations.

2. Ministerial Support

Provide secretarial and administrative support to the Offices of the Minister and Associate Ministers.

3. General Policing – Upolu

Provide proactive policing through immediate response to requests for assistance received from the community in Upolu.

4. General Policing – Savaii

Provide proactive policing through immediate response to requests for assistance received from the community in Savaii.

5. Criminal Investigations Division

Provide effective investigations resulting from major criminal offences and domestic violence matters reported to ensure enforcement of related legislations and to bring offenders before the justice system.

6. Prosecutions

Monitor and review investigated cases for presentation in courts to ascertain sufficient evidence for prosecuting criminal offenders brought before the justice system.

7. Correctional Services

Provide custodial services for offenders convicted by the courts in accordance with the Prisons Act 1967 and developing strategies and facilities for rehabilitation programmes. Custodial facilities include Tafaigata Prison, Vaiaata Prison and the Olomanu Juvenile Rehabilitation Center.

8. Maritime Unit

Provide protection to Samoa's 200 nautical miles Exclusive Economic Zone and ensures compliance with all fisheries and maritime legislations. It also provides support for national security matters, search and rescue operations and maintenance of maritime links with neighboring countries.

9. Operations

This appropriation is limited to the provision of proactive policing services through protective and security measures to ensure minimization of transnational crimes, adverse impacts of public emergencies and natural disasters, and effective protection of properties and dignitaries.

10. Forensics

Provide crime scene management support through the provision of scientific evidence and criminal record keeping ensuring justice prevails at all costs.

Other services provided to the public include:

- a) *The registration and licensing of firearms*
- b) *Issuance of Police or character reports*

OUR SERVICE STANDARDS

Our service standards are regulated by our Mandate, the Ministry Code of Conduct, good governance principles of transparency and accountability, public service values of integrity, dignity, respect, commitment, teamwork, excellence, fairness and trust.

You can expect us to:

- Deal with you courteously, sensitively and in accordance with the law
- Treat all customers with utmost courtesy and friendliness
- Acknowledge the customs and traditions of Samoa in our dealings with you
- Identify ourselves in our dealings with you
- Respond to your enquiries in a timely and informative manner
- Keep your information private and give access to it in accordance with the law

CONTACTING FOR ASSISTANCE**If you telephone us, we aim to:**

- a. *Answer your call promptly*
- b. *Give our names on the telephone*

- c. *Connect you to the right division immediately upon the receipt of your call. If the person you wish to contact with is not available, we will give you a time when they can be contacted or take your contact details for them to contact you*

If you visit our office, we aim to:

- a. *Attend to you promptly*
- b. *Honour any appointment made*
- c. *Contact the right person or division who can assist you regarding your enquiries*

If you write to us:

For any assistance, we will acknowledge your inquiry or request promptly through a reply within 3 working days wherever possible. This will state:

- a. *What will be done with your inquiry or request, how long it will take and why*
- b. *The need for you to submit further information regarding your inquiries or requests*
- c. *When you will receive a response from us on your inquiry or request*

HOW YOU CAN HELP US TO SERVE YOU

It is only by working together that we can have a safer and more agreeable community in which to live and work.

To assist us to provide high quality service, it is essential that you:

- *Give us accurate, complete and timely information about your circumstances or situation that we can rely on*
- *Abide by the law*
- *Come forward if you witness a crime*
- *Report suspicious circumstances*
- *Work with us to protect public property, revenue and expenditure from fraud*
- *Let us know as soon as possible if you cannot keep an appointment*
- *Treat our staff with courtesy and respect*
- *Do not offer gifts, money or other favours to our staff*

- *Be honest and reasonable when dealing with us*

HOW TO REGISTER A COMPLAINT

Registering a Complaint

Where a person reports a crime or an investigation has established that a crime has been, or appears to have been committed, the victim/complainant will:

- *Be referred to an Investigating Officer or work area responsible for the investigation*
- *Receive a copy of the Crime Report*
- *Be updated on the progress and result of investigations every 21 days while the investigation is ongoing. Notification can be by letter, telephone or personal contact*
- *At the conclusion of every court case the victim/complainant will be notified of the result of the court proceedings by the responsible Investigating Officer*

Investigations will be completed within the following time frames:

- *Government matters – Within 14 days of the complaint being received; and*
- *General matters – Within 21 days of the complaint being received*
- *For any matter exceeding the above mentioned time frames, the victim/complainant will be informed accordingly at reasonable intervals of the progress of investigations, except where such disclosure might jeopardize the investigation.*

Registering a Complaint Against Any Member of the Police Service:

The Ministry of Police & Prisons values your right to make a complaint. If you believe that we have failed to meet your expectations in the standard of our service, we will welcome your feedback.

If you are dissatisfied with any service you had received from us, please inform the staff member(s) concerned. They will listen to what you have to say and resolve the problem if they are able to. If not, they will transfer you to the supervisor or In-charge.

If you are still dissatisfied, you can file a written complaint to the Commissioner. Your complaint will be referred to our Professional Standards Unit for thorough investigations.

We will:

- *Contact you within 10 working days*
- *Advise you on how the complaint will be investigated and how long it will take*
- *Keep you informed about what is happening with your complaint*
- *Advise you of the outcome of the investigation*

HOW TO CONTACT US

You can contact our staff at the following branches/offices:

1. Police Headquarters / Main Office Apia
Telephone : (685) 22-222
Facsimile : (685) 20848
Email address : commissioner_sec@police.gov.ws
Mailing Address : P.O. Box 53
Apia, Samoa
2. Faleata Police Outpost
Telephone : (685) 29-127
Facsimile : (685) 29-321
3. Faleolo Police Outpost
Telephone : (685) 42-685
Facsimile : (685) 42-648
4. Lalomanu Police Outpost
Telephone : (685) 47-700
Facsimile : (685) 47-700
5. Poutasi Police Outpost
Telephone : (685) 40-716
Facsimile : (685) 40-716

- 6. Tuasivi Police Outpost
Telephone : (685) 53-515
Facsimile : (685) 53-884

- 7. Vaitoomuli Police Outpost
Telephone : (685) 50-018

- 8. Fagamalo Police Outpost
Telephone : (685) 54-309

- 9. Asau Police Outpost
Telephone : (685) 58-022

For any emergency situation please ring:

Police Service: 995

To report any intelligence or confidential information free of cost, please ring:

Information line – Toll Free: 800-229

Making Suggestions:

We will welcome any suggestions you make on how we can improve our service delivery.

Hours of Services

The Ministry of Police & Prisons is available daily at all its offices on a 24-hour basis.

Please address all correspondence to:

*The Commissioner
Ministry of Police & Prisons*

