

No surprises policy

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Policy statement and principles

What

Some matters require:

- immediate notification to the Commissioner of Police through the National Command and Coordination Centre (NCCC)
- constabulary police (constables) to inform the NCCC through their supervisor or their District Command Centre (DCC).

This chapter details when serious incidents or notifiable matters (matters) encountered by constables in the course of their duty must be reported, and the method of reporting.

Why

To maintain public trust and confidence in Police, the Commissioner should always hear about serious incidents and other matters in a timely way from the NCCC or Police staff first, rather than the media. The Commissioner may also direct in some situations that the Minister of Police's office is advised.

Failure to notify serious incidents as required by this policy can result in significant public embarrassment for the Commissioner and / or Minister of Police if they are surprised by media questions. This will also negatively impact on public trust and confidence in Police.

How

Notifications are made through the Police National Headquarters NCCC or by senior Police staff to the Commissioner of Police (or Acting Commissioner of Police).

Contacting the National Command and Coordination Centre (NCCC)

When must the NCCC be contacted?

The NCCC must be [contacted](#) on certain matters in a timely manner. NCCC operates 24 -7. These matters include (but are not limited to):

- death or serious injury:
- arising from Police duty, e.g. cell deaths, pursuits, shootings, section 13 IPCA matters, or
- of Police employees on duty or arising from their duty or employment with Police
- any [significant incidents involving other agencies and Police](#), e.g. marine or air Search and Rescue (SAR), prison escape/riots, critical incidents, or terrorist incident
- any incidents involving Members of Parliament, politicians, [diplomats or dignitaries](#)
- high profile criminal or other incidents that will [attract media attention](#)
- any [significant complaint relating to Police action or integrity](#) that is in the public domain or could become public.

This guide is not exhaustive and District Commanders, Directors, or their delegates should contact the NCCC if doubt exists.

Serious Incident Database (SID)

Except as detailed below, the person notifying the NCCC or DCC must enter the incident in the Serious Incident Database (SID).

Note: Do not enter onto the SID database any serious complaint against a constabulary or non constabulary employee. Refer to '[Immediate notification to the Commissioner of Police](#)' below.

If in doubt as to whether a SID entry is appropriate, consult with the NCCC or DCC supervising officer.

Immediate notification to the Commissioner of Police

Responsibilities of the NCCC or DCC supervisor

After the call is received, the NCCC or DCC supervisor must follow these steps.

Step	Action						
1	<p>Make an assessment of whether the matter(s) requires immediate referral to Commissioner/ Deputy Commissioners or if it can wait until morning.</p> <p>Note: The Commissioner should hear about the matter from the Police staff first, rather than the media.</p>						
2	<p>The Commissioner of Police must be immediately notified of:</p> <ul style="list-style-type: none"> - death of any employee on duty (constabulary and non constabulary) - police shooting - major disaster - terrorist incident - fatal pursuit - incident involving a Minister of Parliament - sexual allegation against an employee - serious complaints. <p>These are examples of referrals that may be delayed:</p> <ul style="list-style-type: none"> - non-fatal pursuit crash - Police employee evidential breath analysis (EBA) - homicide - major disorder. 						
3	Contact the Commissioner of Police /Deputy Commissioners by sending a text message about the matter. You will receive an acknowledgement and a request for further information/action if required.						
4	Seek advice from the Commissioner regarding informing the Minister of Police.						
5	<p>If contact with the Minister is directed by the Commissioner, telephone the:</p> <ul style="list-style-type: none"> - Police Private Secretary on mobile phone s.9(2)(a) 						
6	<p>Contact the Police 'on call' Media Advisor and advise them about the matter. Contact media advisor via the media centre 0600 - 2300 hrs on 41222. Outside of these hours call 41222, press 0 and the call will automatically transfer to the on-call Media Advisor's cell phone.</p> <p>In addition, the Auckland-based Senior Media Advisors can be called out by Upper North District Commanders or Shift Commanders if required.</p>						
7	Enter the matter into the "Commissioners Brief" mailbox by 0715 hrs. This can be done through email from home if necessary.						
8	<table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>the matter is an IPCA issue</td> <td>inform the Director: Integrity and Conduct by sending a text message on the mobile phone number s.9(2)(a)</td> </tr> <tr> <td>the matter is a serious pursuit or fatality involving a Police vehicle</td> <td>inform the Director: Road Policing by telephoning or sending a text message on the mobile phone number s.9(2)(a)</td> </tr> </tbody> </table>	If...	then...	the matter is an IPCA issue	inform the Director: Integrity and Conduct by sending a text message on the mobile phone number s.9(2)(a)	the matter is a serious pursuit or fatality involving a Police vehicle	inform the Director: Road Policing by telephoning or sending a text message on the mobile phone number s.9(2)(a)
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The NCCC and DCC's shall keep a confidential list of Executive/Directors/District Commanders contact numbers. If you are unable to contact a specific person, contact should be made with the next most suitable Executive member.

Serious complaint defined

A serious complaint is a complaint or issue of significant public interest that puts, or is likely to place, the reputation of the Police at risk.

Examples of serious complaints or issues

Some examples of serious complaints or issues are:

- complaints against Police employees likely to generate significant media coverage
- complaints that would otherwise be considered not serious but involve **a constabulary or non constabulary employee of Inspector level (or equivalent) or above**
- complaints that involve executive level Police employees
- complaints against Police employees regarding any incident of a sexual nature.

How to notify a serious complaint

Where a [serious complaint](#) arises (as described above), the employee receiving that information must immediately ensure that the appropriate District Commander or Director is notified.

The District Commander or Director receiving the notification must immediately contact the National Command & Coordination Centre, or the Assistant Commissioner: District Operations.

The supervising officer of the NCCC must then personally and immediately notify the:

- Commissioner or Acting Commissioner, and
- Director: Integrity and Conduct.

Contact details

The National Command & Coordination Centre keeps a confidential list of Executive/Directors/District Commanders contact numbers.

Method of contact	Contact details
NCCC Telephone	(04) 817 0248