

PNLD Customer Charter

Our Commitment to You

At PNLD, we are dedicated to providing an excellent standard of service to all our customers. We strive to support the Police Service and other criminal justice professionals with accurate, comprehensive, and accessible legal information.

Our Values

- **Integrity:** We conduct ourselves with honesty and transparency in all our interactions.
- **Professionalism:** We deliver a polite, respectful, and professional service at all times.
- **Expertise:** We share our extensive knowledge to assist you in applying the law correctly.
- **Collaboration:** We believe in working together to achieve better outcomes.
- **Innovation:** We continuously improve and expand our services to meet your needs.

Our Service Standards

- **Maintain current ISO 2009:2015 international accreditation for** PNLD processes, which supports business management and ensures an effective Quality Management System. Providing reassurance that our products and services meet customer needs.

When You Contact Us

- **Emails:** We will acknowledge your email within three working days and provide a meaningful response within five working days, allowing for research on complex legal queries. If a full response is not possible within this timeframe, we will inform you of the anticipated date for a complete response.
- **Voicemail:** We will respond to your messages left promptly or provide a method to leave a message. We will aim to resolve your query or pass it onto the appropriate team member as soon as possible.

Our Communication

- We will use clear and easy-to-understand language.
- We will keep you informed and explain any delays.
- We will treat all customers fairly and respectfully.

Our Services

- **Legal Database:** A subscription service. A comprehensive resource of criminal justice legislation, including explanatory notes, case law summaries, and national standard offence wordings and codes.
- **Ask the Police:** A public-facing service providing answers to frequently asked questions about the law and police procedures.
- **Publications:** Blackstone's Police Operational Handbook: Law and Counter-Terrorism Handbook, PNLD Definitions and Points to Prove booklet. Resources and support for training, including legal articles and features.

Service Improvements

- **Continuous Feedback:** We actively seek feedback from our customers to identify areas for improvement.
- **Regular Reviews:** We conduct regular reviews of our services to ensure they meet your needs and expectations.
- **Innovation and Development:** We invest in new technologies and training to enhance our service delivery.
- **Customer Involvement:** We involve customers in the development of new services and improvements to existing ones.

Feedback and Complaints

- We value your feedback and use it to improve our services. You can provide feedback via email at pnldmarketing@westyorkshire.police.uk.
- If you have any concerns, we will address your issues promptly and fairly.

Your Responsibilities

- By using the **PNLD legal Database**, the End User confirms that they accept these terms and conditions and that they agree to comply with them. If the End User does not agree to these terms, they will not be able to use the platform.
- By submitting a query to **Ask the Police** you acknowledge that your query and answer is submitted and answered in accordance with the website terms and conditions.
- Please be courteous and respectful in your interactions with us to help us meet these standards and provide you with the information you need.