of the police. Be clear in what you are reporting and asking. Is your request SMART? What are with the issue? Seek advice if Formal approach OR an informal approach? Written and clear OR phone, conversation. You may wish to use both approaches. Remind your contact that you before your deadline/meeting.

PCC or policing authority to raise formally with senior police officers - serious, high profile or impact. Annual report, ongoing issues and thematic problems Clarify: What are the issues you want to raise with the force? Articulate: What do you want from the police? What outcomes would you like to achieve? Seek Support from your colleague – use local governance processes (e.g. meetings, formal requests0 to hold the police to account). THINK Are you satisfied with the response? YES NO **ISSUE RESOLVED!** Record it and keep the details to demonstrate how ICVs have made a difference.

ICVA - report any important or high impact problems, national problems or areas that ICVA has asked for feedback on. Clarify: what is the issue? Why does ICVA need to know? Articulate: what would you like to achieve? Get in touch with ICVA. ICVA will escalate the issue. **THINK** Are you satisfied with the response? NO YES ISSUE ONGOING. Cannot be resolved at present. Note and repeat work when appropriate.

Record on the report form.

Check that the issue has been resolved.

Consider feeding back to the detainee.

THINK

Are you satisfied with the response?

YFS

NO

ISSUE RESOLVED!

Record it and keep the details to demonstrate how ICVs have made a difference.

THINK.

are waiting for a response

you trying to achieve?

PAUSE

What is the best way to deal

you need to.

Are you satisfied with the response?

YES

NO