

NORDELPH PARISH COUNCIL

Clerk to the Council

Mr R.W.Stannard
Riverside Farm
Birchfield Road
Nordelph
Downham Market
Norfolk
PE38 0BP
Tel: 01366 324217
e-mail: ronstannard@waitrose.com

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Mr Stephen Bett
Chairman
Norfolk Police Authority
Norfolk County Council
County Hall
Martineau Lane
NORWICH.
NR1

Dear Mr Bett

The Parish Council have received several complaints recently regarding the very long time that callers have to wait when making telephone calls to the non-emergency number.

After initial response they are then put on hold sometimes for as long as 10-15 minutes.

This is very frustrating and in some cases results in putting down the telephone in disgust and not reporting nuisance or crime or in some cases then dialling 999 which you will agree is possibly delaying genuine emergency 999 calls.

We would therefore be pleased if you would investigate these concerns as a matter of some urgency.

Yours sincerely



R.W. Stannard
Clerk