



CONTACT, COMMAND AND CONTROL

Policy

Owning Department:	Contact, Command and Control
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Health & Safety compliant:	Yes
GPMS compliant:	Yes
Records Management compliant:	Yes

Contact, Command and Control Policy

The Police Service of Scotland (PSoS) recognises that anyone contacting the service should experience a high level of service and satisfaction whilst ensuring that an appropriate response is provided.

To facilitate this PSoS will effectively and efficiently manage Contact, Command and Control systems to respond to incidents.

PSoS will provide advice and guidance, record crimes and incidents and may refer callers to other, more appropriate, agencies.