



CCP

COUNTER CRIME PARTNERSHIP

5 STEP APPEAL

COLLEGE OF POLICING

THIS MODEL ALSO PROVIDES A WAY FOR DOOR SUPERVISORS AND SECURITY GUARDS TO DEAL WITH RESISTANCE AND GIVES THE PERSON EVERY CHANCE TO COMPLY WITH OUR REQUESTS...

- (1) **SIMPLE APPEAL** - ASK THE PERSON TO COMPLY WITH THE REQUEST.
- (2) **REASONED APPEAL** - EXPLAIN *WHY* WE ARE MAKING THE REQUEST.
- (3) **PERSONAL APPEAL** - REMIND THE PERSON THAT THEY MAY BE JEOPARDISING THINGS THAT ARE IMPORTANT TO THEM, SUCH AS BEING BANNED OR THEIR FREEDOM (IF ARRESTED).
- (4) **FINAL APPEAL** - "IS THERE ANYTHING THAT I CAN REASONABLY DO OR SAY THAT WILL MAKE YOU COOPERATE?"
- (5) **ACTION** - REASONABLE FORCE MAY BE THE ONLY OPTION LEFT.
 - INTRODUCE YOURSELF, ASK FOR THE PERSONS NAME AND USE IT.
 - BE HONEST ABOUT WHAT IS GOING TO HAPPEN NEXT AND NEVER MAKE ANY PROMISES YOU ARE NOT GOING TO KEEP.
 - KEEP TALKING, EVEN DURING AND AFTER GOING HANDS-ON.
 - MINIMISE THE NUMBER OF PEOPLE DEALING WITH THE SITUATION, BUT KEEP OTHERS ON STANDBY IN CASE NEEDED.
 - THANK PEOPLE FOR THEIR HELP AND CREATE A WRITTEN RECORD OF THE INCIDENT.

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