

An Easy Read guide to the work of the Independent Police Complaints Commission (IPCC)

Who we are and what we do

We are the **Independent Police Complaints Commission (IPCC)**. We are an **independent** group. Being **independent** means we work for ourselves and we decide things for ourselves. We are not part of the police or the government.



We are here to sort out any **complaints** you have against the police.

A **complaint** is something you make when someone has said or done something you are not happy about.

We can only look into complaints from people who live in England and Wales.

We can look into your complaint

- if you have already made a complaint to the police and you were not happy with what they did
- if the complaint is very serious. If this happens then the police have to tell us about it. We might work with the police to sort it out or we might do things on our own



More about complaints



If something bad happens to you or you are not treated in a good and fair way then you should make a complaint.

You need to make your complaint to the **police force** that did this to you first.

They will usually be able to sort it out for you. The **Independent Police Complaints Commission (IPCC)** will only be told about the complaint if the police force does not sort things out properly.

You can make a complaint by



Telephone **08453 002 002**

Or you can go on our website



www.ipcc.gov.uk/complaints

Someone can complain for you



If you do not want to make the complaint yourself then you can ask someone else to do it. This might be a friend or someone in your family. You will have to write something down to say that you are OK for them to do this.

The police have to listen to what we say

This means that



- if you make a complaint to us then we will follow the rules about how to look into a complaint



- if something serious has happened we will ask someone independent to sort out your complaint. This is someone who does not work for the police



- we will learn a lot from what we find out and share it with the police and other groups. This will help everyone learn how to do things better in the future.



We can help to sort any complaints you have with other groups too.

You can find out more about this in this leaflet.

Things we sort out

We can sort out things to do with

Complaints – we will help to sort out the most serious complaints that people tell us about.

This means complaints about how someone who works for the police has been with you.

This might be something they have said that is wrong or something they have done.

Referrals – this means when something is passed on for someone else to sort out.

For example, if someone has died or been hurt very badly and it is to do with the police it will have to be referred to us.

We will look into all the complaints that are passed onto us.



Complaints



Our job is to try and put things right. If you make a complaint then we will try and sort things out. This helps the police do a better job in the future.

Anyone can make a complaint about the police.

The best way to do this is to contact the **police force** that you are making the complaint about.



The **police force** means people who work for the police. They make sure that everyone stays safe and does not break **the law**.

The law are the rules that everyone has to follow.



The law says that every complaint has to be **recorded**.

Recorded means that the complaint is written down or put on a computer and kept safe.

If the complaint is serious then we will look at it first before the police.



You can come to us if you want to about any complaint, but it is a good idea to go to your **local police force** first.

Referrals

The police have to tell us straight away if

- someone has died or been very badly hurt by someone who works for the police
- you make a complaint about someone in the police doing something that is against the law
- you make a complaint about someone in the police treating you in a bad or unfair way



You can find out more about **referrals** on our website.

www.ipcc.gov.uk

Sorting things out where you live

If something happens to you where you live then you need to make a complaint. Your local police station will try and sort it out for you. If they cannot do this then you can ask us to help.



We will need to find out about your complaint. The first thing we will do is to talk to your **local police station**.



When you make a complaint to the police they will want to find out more about what has happened.

They might talk to you



- at the local police station – the police will follow the Independent Police Complaints Commission (IPCC) rules to do this. If you are not happy with what they say then you can tell us about it
- at the local police station but also get help from the Independent Police Complaints Commission (IPCC)



Or the Independent Police Complaints Commission (IPCC) will be asked to find out more about what has happened. The people who will find out more and talk to you work for us and not the police.

If we find that the police have done something wrong



If we find out that someone working for the police did something wrong then we will take that person to court.

We will work with the courts to find out the best thing to do.

It might mean that the person has broken the law and will need to go on trial.

Sometimes the person who has done something wrong will have to be **disciplined**.

Disciplined means they are told what they did wrong and not to do it again. They may get a punishment.

What we do with what we find out



When someone makes a complaint we try and learn as much as we can from this. We want to share the things we find out with other people and groups. This can make things better for everyone in the future.

We will listen to anyone who thinks they have not been treated fairly.



You can find out more about this on our website

www.ipcc.gov.uk



Making a complaint about other groups

The Independent Police Complaints Commission (IPCC) can look into complaints about other groups who are to do with the law.

1. Her Majesty's Revenue and Customs - HMRC



Her Majesty's Revenue and Customs is part of the government. They are in charge of making sure everyone pays their **tax**.

Tax is money that everyone who lives in the United Kingdom has to pay



If you want to make a complaint about this group then you need to get in touch with them first.

If the complaint is serious then they will contact us and ask us to sort it out.



If this happens we will decide how we want to find out more and sort things out.

We might find out more on our own or we might work with Her Majesty's Revenue and Customs.



Making an appeal about a complaint to Her Majesty's Revenue and Customs

An **appeal** is something you make when you are not happy about the way your complaint has been sorted out.

You can make an appeal to us if



- you have already tried to make a serious complaint about someone who works for Her Majesty's Revenue and Customs but no one listened or wrote it down



- you made a serious complaint about the way someone has behaved who works for Her Majesty's Revenue and Customs but you are not happy with what they decided to do about it

2. Serious Organised Crime Agency - SOCA



The **Serious Organised Crime Agency** is in charge of the most serious crimes that happen. Serious crimes are to do with things like drugs and guns.



If you want to make a complaint about this group then you need to contact them first. If the complaint is serious then they will contact the **Independent Police Complaints Commission (IPCC)** and ask us to sort it out.

We might find out more on our own or we might work together with the Serious Organised Crime Agency.



We cannot change anything about the rules the Serious Organised Crime Agency follow at work.

If you have a complaint about these rules then you have to talk to them about this.

Making an appeal about a complaint to the Serious Organised Crime Agency

You can make an appeal to us if the **Serious Organised Crime Agency**



- did not listen to your complaint or write it down



- did not try and sort out your complaint in the way that you agreed to



- tried to sort out your complaint but you were not happy with what they said. For example, they might not have given you enough information about what they decided to do

3. United Kingdom Border Agency - UKBA

The **United Kingdom Border Agency** is in charge of deciding which people from other countries can come to live in the United Kingdom.

If you want to make a complaint about this group then you need to contact them first.

If the complaint is serious then they will contact the Independent Police Complaints Commission (IPCC) and ask us to sort it out.

We can only sort things out for people who live in England and Wales.

If you live in another part of the United Kingdom then you will only be able to make your complaint to the **United Kingdom Border Agency**.

We might find out more on our own or we might work together with the United Kingdom Border Agency.



Making an appeal about a complaint to the United Kingdom Border Agency

You can make an appeal to us if the United Kingdom Border Agency



- tried to do something the police would do then did not listen to your complaint or write it down



- if someone who worked for them tried to do something the police would do and you complained but you were not happy with what was decided

Find out more

You can find out more about the work we do and how to make a complaint. There is lots of information on the website to help you. You need to go to



www.ipcc.gov.uk



You can also send an email to

enquiries@ipcc.gsi.gov.uk

Please ask us if you want this leaflet in a different language or in Braille or in large print.

Contact us



Post

**Independent Police Complaints
Commission
90 High Holborn
London
WC1V 6BH**



Telephone

08453 002 002

Fax

020 7404 0430

Minicom

020 7404 0431

Text Relay

18001 0207 166 3000



Email

enquiries@ipcc.gsi.gov.uk



Website

www.ipcc.gov.uk

**Thanks to Photosymbols for the pictures.
Mencap helped to make this easy read.**

Other people who can help you

You can get help from the **Citizen's Advice Bureau**.

The **Citizen's Advice Bureau** can give you advice on lots of things. You can find them in the telephone book or on the internet.

To find out where the **Citizen's Advice Bureau** is where you live you need to go to

www.citizensadvice.org.uk