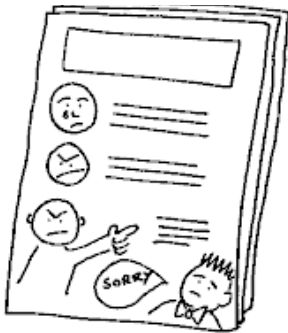




How to make a complaint against the police



Sometimes you might need to make a complaint against the police.



There is now a new system to help you to do this.



There is a new body called the Independent Police Complaints Commission, or the IPCC for short.

We will make sure that complaints are handled well.



This includes complaints that are made about any person who works for the police.

The IPCC is not part of the police. It is independent. Only a court of law has more power than the IPCC.

Who can make a complaint?



You can make a complaint if you think someone who works for the police has treated you badly.

Maybe they were rude to you, or hurt you. Maybe they arrested you when they were not allowed to.



You can make a complaint if you saw someone else being treated badly by the police.



You can complain if this made you upset or you did not feel safe.

You can make a complaint if one of your friends or family were treated badly by the police and you were affected by it.



You can also complain FOR someone else if they want you to.

If you would like someone else to complain to the police for you, you need to write this down.



You can ask someone to write this down for you if you prefer but you may need to sign it.

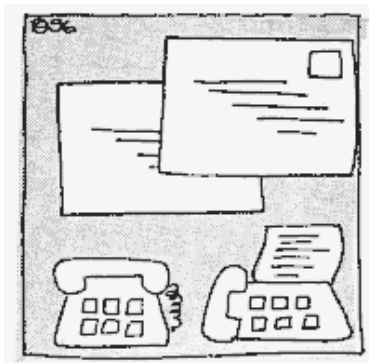
Who do I complain to?



You can complain to the police themselves.



Or you can complain to someone at the IPCC.



Independent Police Complaints Commission
90 High Holborn
London WC1V 6BH

☎ Telephone: 08453 002 002 (local rate)

✉ Email: enquiries@ipcc.gsi.gov.uk

How do I make a complaint?



There are lots of ways that you can complain. You can choose any one of them.



- You can go into any police station and ask them to write down your complaint

or



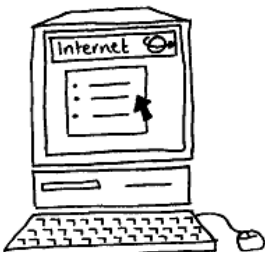
- You can telephone any police force.

or



- You can write to any police force.

or



- You can email any police force.



Other ways to complain:

- You can contact your local Citizens Advice Bureau, Racial Equality Council, Neighbourhood Warden, Youth Offending Team or Probation Service.

They will give you the information you need.



- You can write to the Chief Constable or Commissioner of the police service you want to complain about.



- You can write to the Police Authority



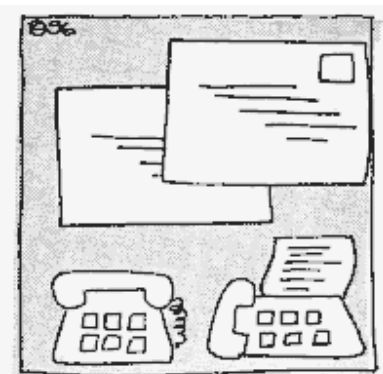
- Or you can contact us at the Independent Police Complaints Commission:

Independent Police Complaints Commission

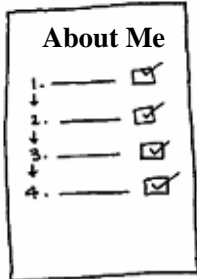
90 High Holborn
London WC1V 6BH

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What should my complaint say?



About Me

1. _____

↓

2. _____

↓

3. _____

↓

4. _____

In your complaint you need to put:

- Your name
- Your address
- Your contact details – this could be your telephone number or where you live.



You then need to say:

- What happened
- When it happened
- Who you are complaining about
- What was said or done
- Whether anyone else was there and how to contact them (if you know this)
- If you were hurt or if anything got damaged.

You can choose to complain to the police, or to the IPCC.

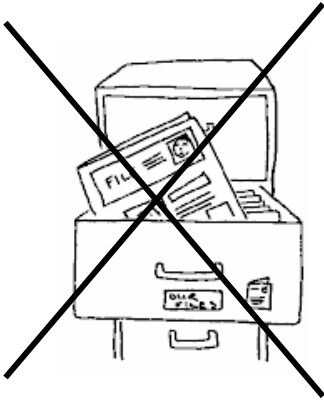
If you are complaining to the IPCC, you need to write down that it is ok for them to tell the police about it.

Who can I complain about?

You can complain about anyone who works for the police.



This includes all police officers. It also includes other people who work for the police.



Can I get an old complaint looked at again?

Before the IPCC, there was an organisation called the PCA. The PCA looked at complaints about the police.

If you have complained to the police before, and your complaint was looked at by the PCA, you cannot get it looked at again by the IPCC.

What happens when I make my complaint?



The police need to make a record of having received your complaint.

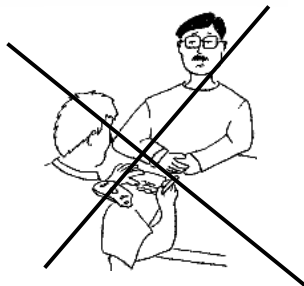


They will ask you some questions.

They may write down your answers on a form.



They may write about the complaint and ask you to agree what they have written. This is called a statement.



Sometimes the police will not make a record of your complaint. If they don't, they must tell you why.

If they don't tell you why, or you think they are wrong, you can ask the IPCC to do something about it.



You can also ask the IPCC to help you if the police won't tell you whether they are recording your complaint.

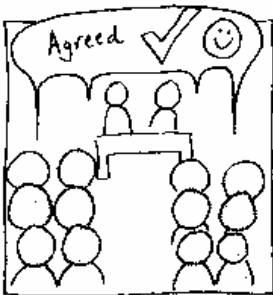


What will be done about my complaint?

Most complaints will be looked at by your local police.

This is called **Local Resolution**.

The police will ask you if you agree to local resolution.



Local Resolution can be good because it is quick. It means that you can explain to the police exactly what went wrong for you.

The police may then explain what they did. They might say they are sorry or try to fix what went wrong.



You have to agree to **local resolution** but before you agree the police need to explain what they will do so that you know what you are agreeing to.

If you think that the police did not do what they said they were going to do, you can ask the IPCC to help you.

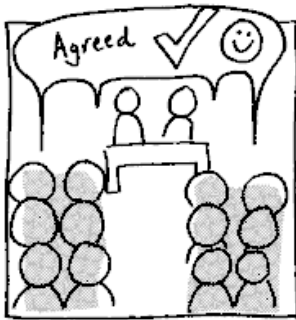
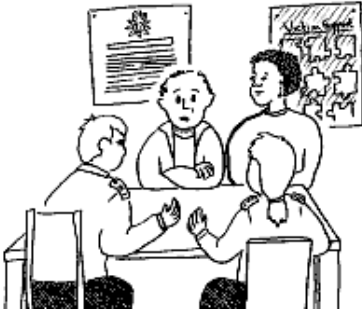


Some complaints will be investigated. Very serious complaints – for example if someone dies or is very badly hurt – will be looked at by the IPCC.

How will I know what is happening?

The person who is looking at your complaint will let you know:

- How they are going to look at your complaint
- What you need to do
- How they will decide what to do
- What will happen afterwards.



They will agree with you how you would like them to tell you what is happening.



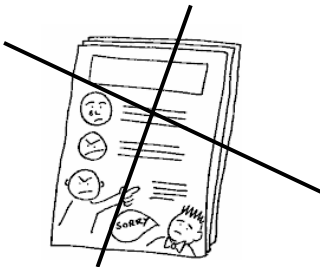
If you prefer, you can ask the police to let someone else know what is happening. For example, this could be a friend, a relative, a carer or an advocate.

What will happen afterwards?

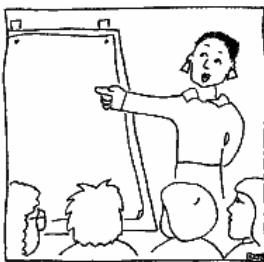


After your complaint has been looked at, the police will let you know what they have decided to do about it.

Some things that might happen include:



- There might not be enough information to do anything about your complaint. This does not mean that the police do not believe you.



- The police may change how they do things.



- The police may do something about the people involved.



- The IPCC or the police might take things further if they think the complaint is very serious. This might mean that your complaint is looked at in court.

What can I do if I am not happy about what has happened?



If you are not happy about what has happened, you can ask the IPCC to help.

You can ask the IPCC to help if you are not happy with the **process**. The IPCC will help you:



- if your complaint was not recorded by the police
or

- if the police have not decided if they are going to record your complaint
or

or

- if the police won't let you know if they are going to record your complaint
or

or

- if you think local resolution was not done in the way that you agreed with the police
or

or

- if you think the police have made a bad decision – for example if they say that nothing went wrong and you say they haven't taken a bit of evidence into account.
or

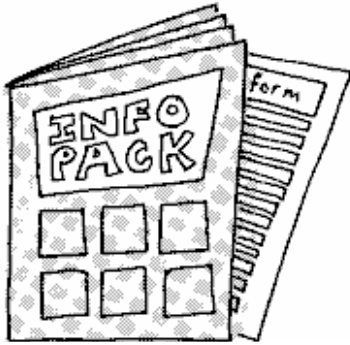
or

- if you have not been given enough information



You can also ask the IPCC to help if you are not happy with what the police are going to **do** about your complaint. For example, the police might say they are going to tell someone off because of what happened. You can ask the IPCC to help if you don't think this is enough.





How to find out more

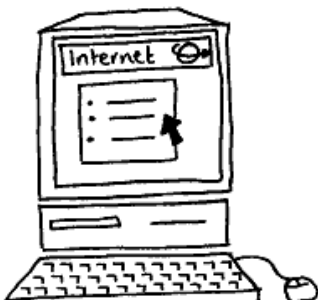
If you want to know more, contact the IPCC:



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90 High Holborn
London WC1V 6BH



Telephone. 08453 002 002 (local rate)



Email: enquiries@ipcc.gsi.gov.uk

www.ipcc.gov.uk

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**on behalf of the Independent Police Complaints
Commission.**



www.ipcc.gov.uk

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