



Questions and answers

Can I arrange an interview with the IPCC to make my complaint?

We are sorry but the IPCC does not have the facilities to offer face-to-face interviews.

I have a disability. What services can the IPCC provide me when making a complaint?

The IPCC endeavours to provide a service tailored to meet the needs of the complainant. If you have a specific requirement, please contact us to discuss how we can help you.

Can I make a complaint in a language other than English?

Yes. We also provide our main leaflets in different languages and formats. Visit our website or contact us for further information.

Is there a time limit on making a complaint?

There is no time limit on making a complaint but it is advisable to make a complaint as quickly as possible after the incident/s have occurred. If more than 12 months have passed between the latest incident occurring and the date when the complaint is made, and there is no good reason for the delay, then the Professional Standards Department of the police force concerned may not consider your complaint.

How long will my complaint take to deal with?

There is no limit on the length of an investigation; however the IPCC expects that any investigation should be proportionate to the nature of the complaint. Once a complaint is assigned to an Investigating Officer they should be able to indicate how long a complaint investigation is likely to take. Unless alternative arrangements have been made you should be provided with an update on the progress of your complaint at least once every 28 days.

Can the IPCC help me make a financial claim against the police?

No, the remit of the IPCC does not allow for claims for compensation from the police. If you want to pursue any financial claims against the police, you should write to the Chief Constable of the police force concerned or to the Force Solicitor.

For further advice we would recommend you contact your local Citizens Advice Bureau or seek legal advice.

Can I make a complaint to the IPCC about a fixed penalty notice/caution/ASBO?

You can complain to the IPCC if you are unhappy with the conduct of an officer or member of police staff or if you feel you were treated badly or unfairly by the police. However this would not remove the fixed penalty. This also applies if you have been issued with a caution or have been issued with an ASBO. The IPCC cannot remove a police caution or contest the caution on your behalf. If you would like to challenge a police caution or fixed penalty, or contest an ASBO you should contact your local Citizens Advice Bureau or seek legal advice.

Can the IPCC remove information on my CRB?

No. The Criminal Records Bureau is an executive agency of the Home Office and does not fall under the jurisdiction of the IPCC. Any disputes regarding the information on your Criminal Record Disclosure should be raised directly with the Criminal Records Bureau. If a Criminal Record Disclosure has been applied for but you are experiencing delays, this should again be addressed directly to the Criminal Records Bureau. The delays may be due to the checking procedures conducted by the local police force but this would also fall outside the jurisdiction of the IPCC, as it is an issue of operational management and not a conduct matter.

If your complaint to the Criminal Records Bureau reveals that the local police are responsible for the delay then you may complain to the Chief Constable of the police force concerned or the local Police Authority.

The police have not properly investigated a crime I reported, what can the IPCC do?

If you are dissatisfied with a criminal investigation which the police are currently carrying out or have finished carrying out, then the IPCC can consider a complaint about the conduct of any police officer or member of police staff involved. However this would not necessarily lead to a review of the criminal investigation itself. The IPCC does not have any control over the police handling of a criminal matter; we cannot review the results or instruct the police to reinvestigate a criminal allegation. These are matters relating to the operational management of a police force and should be raised with the Chief Constable of the police force concerned or the local Police Authority.

What can I do if I have reported a crime to the police but they refuse to record or investigate it?

If you believe the recording or investigation of a crime has been prevented due to the conduct of any police officer or members of police staff, then the IPCC can consider a complaint about those involved. However this would not necessarily lead to the recording or investigation of the reported crime.

In the majority of cases, the decision of whether a reported crime warrants an investigation is an operational decision made in accordance with guidelines set by the Home Office. If you believe that a police force is failing to adhere to these guidelines, you should raise it with the Chief Constable of the police force concerned or the local Police Authority

If you have any queries about the information in this leaflet please contact us using the details below:

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

Phone: 08453 002 002

Fax: 020 7404 0430

Minicom: 020 7404 0431

Email: enquiries@ipcc.gsi.gov.uk

Website: www.ipcc.gov.uk

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