

Making a Complaint against the Police

How to make the Complaint

A complaint can be made verbally at a police station, but your views will be more accurately recorded if you submit your complaint in writing and retain a copy for yourself. You can also make complaints at independent organisations such as the CAB. If you make your complaint directly to the IPCC they will forward it to the relevant police force.

Complaints can be made against anyone who is a member of a force, anyone who is both employed by the police authority and under the direction and control of the Chief Constable, any special constables and any contracted staff who are designated as detention and escort officers. Give as many details as you can and be honest and accurate: the police can take legal action against you if you make false accusations of wrongful conduct.

All complaints must be recorded if they meet the criteria set out in the Police Reform Act 2002. By way of example, a complaint relating to policing policy would not meet the criteria. On the other hand, a complaint about by an individual who had been roughly handled while being arrested would meet the criteria. If the police refuse to record your complaint you can appeal against the decision to the IPCC. The police can apply to the IPCC to dispense with a complaint if, for example, it has been made maliciously. In some cases the police can close a complaint themselves. An example is when the complaint was suspended as the person complaining faced criminal charges and they do not renew their complaint after the criminal case has finished.

Independent Police Complaints Commission 90 High Holborn, London WC1V 6BH Tel:
08453 002002 (Local rate)

www.ipcc.gov.uk