

## Reviews form

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### Using this form

Please use this form if you are unhappy about the outcome of your complaint, or about how your complaint has been handled.

Your outcome letter from the police service or other organisation who dealt with your original complaint should clearly state who the relevant review body is. **Please only fill in this form if the IOPC is the relevant review body.**

Following confirmation that we are the correct review body, we will let you know when we begin to process your review.

When reviewing your complaint, we will contact the police service or organisation you complained about. We will give them a copy of your request and ask them for any information they have about your original complaint and subsequent review.

Once we have received all the information, we will assess your review and make our decision. Please note that we look at how the police handled your complaint. We do not investigate your original complaint.

You will be asked to provide an email address when completing this form. All future correspondence will be sent to the email address you provide.

To help you complete this form, please have your outcome letter to hand. Also, please consider using the support of a friend, family member or advocate to help you complete the form if needed.

Lines marked with a \* must be completed.

### Accessibility

If you require the IOPC to make any reasonable adjustments to support you to request a review, or if you have any communication needs, please tell us. You can read our reasonable adjustments policy at:

[policeconduct.gov.uk/publications/reasonable-adjustments-service-users-policy](https://policeconduct.gov.uk/publications/reasonable-adjustments-service-users-policy)

## How your information will be handled

The IOPC is committed to ensuring your information is secure. We have robust physical and electronic controls in place to keep your information secure. The information you provide on this form will be entered into our systems and may be sent to the police force (or other relevant organisation) to be processed.

If you have any concerns about your information being passed on to the police, please call us on 0300 020 0096.

We will use any information you provide in accordance with our privacy notice at: [policeconduct.gov.uk/privacynotice](https://policeconduct.gov.uk/privacynotice)

**\* By submitting this form, I confirm I have read and understood the above information about how my data will be handled.**

## Where to send this review form

This form should be completed and sent to the address below.

Email: [NorthCasework@policeconduct.gov.uk](mailto:NorthCasework@policeconduct.gov.uk)

Post: IOPC, PO BOX 473, Sale, M33 0BW

If you are unable to complete this form, you can call us on 0300 020 0096 (press 1 at the prompt).

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## Enter your information here

### About you

\* Are you requesting a review on your own behalf? Delete the option that does not apply to you:

- I am requesting a review on my own behalf
- I am requesting a review on behalf of someone else (you must have their permission to do so. Please complete the boxed section below and include a signed document from the individual agreeing that you can act on their behalf.)

### Your details

\* Title

\* First names

\* Last name(s)

\* Date of birth. Please give the day, month and year:

\* Please provide your contact information:

Address line 1

Address line 2

Town/City

County

Postcode

\* Email address (All future correspondence will be sent to this email address unless a reasonable adjustment is agreed)

Contact number

**Only complete this section if you are requesting a review on behalf of someone else.** Please provide the following details of the person you are requesting the review for. If you are making the request for yourself, you can ignore this section, or delete it completely:

Please include a signed document from the individual agreeing that you can act on their behalf.

\* What is your relationship to the person requesting the review? Delete the options that do not apply:

- Family member
- Friend
- Legal representative
- Other (please give details)

Details of the person you are requesting the review for:

\* Title

\* First names

\* Last name(s)

\* Date of birth. Please give the date, month and year:

Address line 1

Address line 2

Town/City

County

Postcode

\* Email address (All future correspondence will be sent to this email address unless a reasonable adjustment is agreed)

Contact number

## Information about the police service or relevant organisation

### \* Tell us which organisation handled the complaint

You can find a list at the end of this document.

### Date you made your complaint

Please give the day, month and year:

### Force reference number

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## Information about your review

Please note that the information you provide may be passed to the police service (or relevant organisation) involved.

### \* Please enter the date on your outcome letter

- Please give the day, month and year:
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**Only complete the information in this box if more than 28 days has passed since the date on your outcome letter.**

Applications must be made within 28 days, starting with the day after the date you received the outcome letter from the organisation to which you made your complaint. The IOPC can only consider reviews received beyond this date in cases where exceptional circumstances apply.

When determining if we will consider your case, we will take into consideration:

- any reasons for the delay - this will include whether the delay is outside of your control, whether you have taken all reasonable steps to submit your review in time and any other particular vulnerabilities or needs.
- the subject matter of the complaint - whether it is a particularly serious case or one that it would be in the public interest to consider.
- links to other complaints being handled or reviewed.
- the length of the delay - the further beyond the 28 days your review is received, the less likely it is that we will be able to consider it.
- fairness - for example, the potential impact on the complainant or any other members of the public and on any person complained about.

This is your opportunity to provide us with your reasons and evidence if your review is being submitted out of time. **Completing this section does not mean your request will be accepted.** Your reasons and evidence will be considered, and a decision will be made whether to accept your request for a review. You will be informed of our decision in writing.

\* How did you receive your outcome letter from the police service? Delete the options that do not apply to you:

- Email
- Post
- Phone
- Other (please give details)

Please tell us why your request is being submitted outside of the 28-day time limit. Delete the options that do not apply to you:

- Outcome letter not received/delayed
- Medical condition
- Out of the country/on holiday
- Caring responsibilities
- Other (please give details)

\* Please provide your reasons for submitting your request outside of the 28-day time limit, expanding on the reason selected above.

If you were on holiday in the review period or have been in hospital or have any other circumstance that contributed to your request being submitted outside of the 28-day time limit, please provide evidence to support this (e.g. medical records, emails, evidence of post mark if delayed etc).

## Complaints

Please tell us which part of your complaint you would like us to consider. We will not consider any points which are not identified by you in this form. We also cannot consider anything that did not form part of your original complaint. Please be as specific as possible when describing the points of your complaint you would like us to consider.

**We encourage you to be as specific as possible when describing the complaint you would like us to consider.** Providing clear details helps us to better understand your concerns and ensures we focus on the issues that matter most to you.

**Only complete the information in this box if you would like specific points of the complaint to be considered.**

Your complaint may be made up of various points, if so, please tell us each point you want us to look at.

\* Complaint point descriptions:

\* Please explain what you would like to happen in respect of these parts of your complaint through the review process. Delete the options that do not apply to you:

- The individual officers or staff involved to learn from the incident
- Individuals or other organisations to be prosecuted
- Individuals to face disciplinary proceedings
- Police service or other organisation to apologise/acknowledge something went wrong
- Explanation from the police service or other organisation
- Police service or other organisation to return property
- Removal of information from police or other organisation systems
- Police or other organisations to review policy/procedure

I don't know

**Only complete the information in this box if you would like all of your complaint to be considered.**

\* Please explain what you would like to happen in respect of this complaint through the review process. Delete the options that do not apply to you:

- The individual officers or staff involved to learn from the incident
- Individuals or other organisations to be prosecuted
- Individuals to face disciplinary proceedings
- Police service or other organisation to apologise/acknowledge something went wrong
- Explanation from the police service or other organisation
- Police service or other organisation to return property
- Removal of information from police or other organisation systems
- Police or other organisations to review policy/procedure
- I don't know

\* Please explain what you want us to consider for this complaint.

## Supporting documents

Please provide a copy of the final decision letter from the police service or any additional documents that are relevant. The final decision letter from the police can help us process your review more quickly.

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## Feedback

We are constantly striving to improve our service. Please tell us if you have any feedback you would like to provide below:

Would you be happy to be contacted about your experience of the police complaints system? Delete the option that does not apply to you:

- Yes
  - No
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## Confirmation and completion

By submitting this form, you are confirming the information you have provided is truthful and accurate to the best of your knowledge.

Find out how your personal information will be used by reading our privacy policy, and by accessing the websites of the other organisations involved.

**\* By submitting this form I confirm I agree that the information provided in this form will be used by public bodies involved in the police complaints system, including the police and IOPC.**

## Forces and organisations overseen by the IOPC

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| <ul style="list-style-type: none"> <li>• Avon and Somerset Constabulary</li> <li>• Bedfordshire Police</li> <li>• British Transport Police</li> <li>• Cambridgeshire Constabulary</li> <li>• Cheshire Constabulary</li> <li>• City of London Police</li> <li>• Civil Nuclear Constabulary</li> <li>• Cleveland Police</li> <li>• Cumbria Constabulary</li> <li>• Derbyshire Constabulary</li> <li>• Devon and Cornwall Police</li> <li>• Dorset Police</li> <li>• Durham Constabulary</li> <li>• Dyfed-Powys Police</li> <li>• Essex Police</li> <li>• Fair Works Agency</li> <li>• Food Standards Agency</li> <li>• Gloucestershire Constabulary</li> <li>• Greater Manchester Police</li> <li>• Gwent Police</li> <li>• Hampshire Constabulary</li> <li>• Hertfordshire Constabulary</li> <li>• His Majesty's Revenue and Customs (HMRC)</li> <li>• Home Office</li> <li>• Humberside Police</li> <li>• Independent Commission for Reconciliation and Information Recovery</li> <li>• Kent Police</li> <li>• Lancashire Constabulary</li> <li>• Leicestershire Police</li> <li>• Lincolnshire Police</li> <li>• Merseyside Police</li> <li>• Metropolitan Police Service</li> <li>• Ministry of Defence Police</li> <li>• National Crime Agency (NCA)</li> <li>• Norfolk Constabulary</li> <li>• North Wales Police</li> <li>• North Yorkshire Police</li> </ul> | <ul style="list-style-type: none"> <li>• Northamptonshire Police</li> <li>• Northumbria Police</li> <li>• Nottinghamshire Police</li> <li>• Police and Crime Commissioners</li> <li>• Port of Bristol</li> <li>• Port of Liverpool</li> <li>• Port of Tees and Hartlepool</li> <li>• Port of Tilbury Police</li> <li>• Report Fraud</li> <li>• South Wales Police</li> <li>• South Yorkshire Police</li> <li>• Staffordshire Police</li> <li>• Suffolk Constabulary</li> <li>• Surrey Police</li> <li>• Sussex Police</li> <li>• Thames Valley Police</li> <li>• Warwickshire Police</li> <li>• West Mercia Police</li> <li>• West Midlands Police</li> <li>• West Yorkshire Police</li> <li>• Wiltshire Police</li> </ul> |
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