

## Easy read: how do I make a complaint about the police?



It is best to make a complaint as soon as possible.



It is also best to complain directly to the police force that your complaint is about.



**You can go to the police station** to speak to someone and make a complaint.



**Or, you can fill in a complaint form** on the website of the police force you are complaining about.



**You can also make a complaint by contacting a solicitor or a Member of Parliament (MP), who can make a complaint for you.**

MPs work in Parliament and speak up for people in your area.

You can find out who your MP is on the Parliament website:

<http://findyourmp.parliament.uk/>  
or call 020 7219 4272.



**Or you can fill in the IOPC's online complaint form.** If you do this we will not read the complaint form. We will send it straight to the police force your complaint is about.



Sometimes we will not send your complaint to the police if there are serious risks. For example, if you think something very bad might happen to you or someone else.



Please tell us if you are worried about what could happen if we send your complaint to the police force.



You can phone us on 0300 020 0096 or email us: [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)

## Who will deal with my complaint?



The police force your complaint is about will deal with it, unless your complaint involves a chief constable. Then the Police and Crime Commissioner for that police force will deal with it.



Each police force has a Police and Crime Commissioner. They are in charge of making sure that everyone in the police force does their job properly.



If something very serious has happened the IOPC will usually need to look into it. For example, if someone has died after having contact with the police.



The people dealing with your complaint must tell you how it will be dealt with and what is going to happen next.

## What happens after I make a complaint?



Your complaint will be recorded by the people the complaint is about.

The IOPC cannot record your complaint but you can appeal to the IOPC if your complaint is not recorded. See our Easy read at [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk): [What to do if I am unhappy with how my complaint was dealt with.](#)

When your complaint has been recorded, the people in charge will look into what happened. They will decide whether what happened was unfair.

This document has been made with the help of



Email us at [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk), call us on 0300 020 0096 or see our website [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk) for more information.