

GUIDE TO THE POLICE COMPLAINTS SYSTEM FOR YOUNG PEOPLE

If you've got a problem or if you're unhappy about something that happened to you which involved the police, it can usually be sorted out by speaking to the police force. But if they can't put things right for you, then you can make a complaint.

WHAT CAN YOU COMPLAIN ABOUT?



You can complain if:

- You are unhappy about the way you are treated by the police or you feel harassed by them.
- You feel that nobody is listening to you.

How can you complain about the police?

- You can complain on the IOPC website, or you can contact the police force involved via their website or by phone. With your permission someone can complain for you.

- The person dealing with the complaint will contact you to get the details.
- They should ask you what you want to happen.
- You can expect to be listened to and treated fairly.
- You will be kept updated about the progress of your complaint.
- You must receive an update every 28 days.
- When your complaint is finalised, you will be contacted about the outcome and any action that will be taken as a result.
- If you're not happy with the result, you may be able to request a review.

WHAT CAN YOU EXPECT IF YOU COMPLAIN?



- The police may give you an explanation for what happened.
- The police may provide you with an apology.
- The officers involved could be given training and development.
- The force may change their policy or procedures.
- The officers involved could face disciplinary action.

WHAT ARE THE POSSIBLE OUTCOMES?



If you're unsure about anything, you can contact the IOPC by phone on **030 0020 0096** or email enquiries@policeconduct.gov.uk or on Twitter [@policeconduct](https://twitter.com/policeconduct) policeconduct.gov.uk