

Reviews form

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

To consider your review, we will contact the police force that you complained about. We will give them a copy of your review 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, if we handle your review, we look at how the police handled your complaint. We do not investigate your original complaint.

Lines marked with a * must be completed.

Accessibility

If you require any adjustments to support you through the complaints system, please outline these below. For example, if you have a visual impairment, you may require the police or other organisation to provide written responses in larger text.

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 (relevant authority) to be processed.

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

We will use any information you provide in accordance with our privacy notice at: www.policeconduct.gov.uk/privacynotice

Where to send my review form

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

Email: NorthCasework@policeconduct.gov.uk

Mail: 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).

Enter your information here

Information about who is making the complaint

* Are you requesting an appeal/review on your own behalf? Delete the option that does not apply to you:

- I am requesting an appeal/review on my own behalf
- I am requesting an appeal/review on behalf of someone else (you must have their permission to do so)

Your details

* Title

* First names

* Last name(s)

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

* What is your preferred method of contact? Delete the options that do not apply to you:

- Email
- Post
- Phone

* Address line 1

Address line 2

* Town/City

County

* Postcode

Email address

Contact number

If you are making the complaint for someone else, please provide the following details of the person you are requesting the review/appeal for. If you are making the request for yourself, you can ignore this section, or delete it completely:

What is your relationship to the person making the appeal/review? Delete the options that do not apply:

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

* I confirm the person making the complaint has given me permission to act on their behalf.

Their details

* Title

* First names

* Last name(s)

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

* Their preferred method of contact? Delete the options that do not apply to them:

- Email
- Post
- Phone

* Address line 1

Address line 2

* Town/City

County

* Postcode

Email address

Contact number

Police force/other organisation information

*** Tell us which organisation handled the complaint?**
(you can find a list of forces on our website)

Date you made your complaint

Please give the day, month and year:

Force reference number (if you have one)

This should be on any correspondence you have received:

Information about your appeal/review

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

*** Please explain why you want to appeal/request a review**

Please outline if you are unhappy with the way your case was recorded or handles, the way it was investigated or the final outcome of the case. Please provide details explaining why.

*** Please explain what you would like to happen.**

What can happen as a result is dependent on the circumstances of the case and whether it is an appeal or a review. For example, if you are unhappy with the way your complaint has been handles (i.e. it has not been recorded or the investigation stopped) you may want your complaint to be recorded or investigated.

If you are unhappy with the outcome of your complaint or the way it was investigated, you may want further evidence to be considered or you may want to suggest an alternative final outcome.

Examples of possible answers are:

- 'I would like my complaint to be investigated'
- 'I would like an apology'
- 'I would like my complaint investigation to continue'
- 'I would like the final outcome to take into account evidence that has been missed'
- 'I would like the outcome to be changed to...' etc.

This question is included so we can understand what you want to happen as a result of your appeal/review. This helps us to focus our efforts on addressing what matters most to you.

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

If you are unable to add the decision letter, please add the date of the decision letter to help us identify your case. Please give the date, month and year:

Equality information

We want to make sure that everyone has an equal chance to use and benefit from our services.

To help us ensure we continue to do this, it would help us if you could answer the following questions.

If you prefer, you can skip the question as it will not affect your complaint in any way. The information provided in this form will be used by public bodies involved in the police complaints system, including the police and IOPC.

You can find out how your personal information will be used in the privacy notices found on the website of each organisation.

Sex

- Female
- Male
- Other
- Prefer not to say

Is your gender different to that assigned at birth? Delete the option that does not apply to you.

- Yes
- No
- Don't know
- Prefer not to say

Sexual orientation. Delete the options that do not apply to you.

- Heterosexual/straight
- Bisexual
- Gay/lesbian
- Not known
- Prefer not to say
- Other (please add details here)

Do you have a disability? The *Equality Act 2010* defines 'Disability' as, 'a physical or mental impairment that has a substantially adverse and long-term effect on your ability to carry out normal day-to-day activities'.

- Yes
- No
- Don't know
- Prefer not to say

Ethnicity

- White: English/Welsh/Scottish/Northern Irish/British
- White: Irish
- White: Gypsy or Irish Traveller
- White: Roma
- White: any other white background (please describe)
- Mixed: White and Black Caribbean
- Mixed: White and Black African
- Mixed: White and Asian

- Mixed: any other mixed/multiple ethnic background (please describe)
- Asian: Indian
- Asian: Pakistani
- Asian: Bangladeshi
- Asian: Chinese
- Asian: any other Asian background (please describe)
- Black: African
- Black: Caribbean
- Black: any other Black/African/Caribbean background (please describe)
- Other: Arab
- Other: any other ethnic group (please describe)
- Not known
- Prefer not to say

Religious belief/faith

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion (please describe)
- Not known
- Prefer not to say

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

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.

*** 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.**