Making a complaint
Making a complaint

Here you can find out about:

- How to Complain
- What a complaints procedure is
- Complaining to the police
If you are not happy with a service it can help to tell someone what is wrong. You can make a complaint. It can help to make things better.

You can choose to:

- Write it down
- Send a letter
- Telephone
- Talk to someone in person

It may help you to make your complaint if you think about the 5 questions:

- **Who** is making me unhappy?
- **What** is wrong?
- **Where** did it happen?
- **When** did it happen?
- **How** can things be made better?
Sometimes it might feel scary or hard to complain.

You can ask for support at any time. This is your right.

You might want support:

To talk to someone
To write a letter
At a meeting

You can ask an advocate or your support worker to help.

You can ask a friend or someone else you trust to support you with your complaint. It’s up to you.
What is a complaints procedure?

A complaints procedure says how you can make your complaint and what will happen.

Each service has their own complaints procedure that tells you who to contact and what to do. You can ask for a copy.

Try to sort it out first with the person who has made you unhappy. You can do this by talking to them and saying you do not like what they have done.
Making a complaint

If you do not want to do this or you are not happy with what they say, then ask to talk to the manager, who will try and make things better.

If they don’t make things better and you are still not happy, you can talk to someone higher and make a formal complaint. Your complaint will be written down and looked into properly.

You will be asked to meet someone and to explain why you are not happy. They will tell you when they can sort it out. If you are still not happy you can ask for your complaint to be looked at again.
Making a complaint

Complaining to the police

If you are not happy with how the police have treated you, you have a right to complain.

You can phone, write or visit the police station in person. You can ask someone to support you.

The officer will listen to what you say and may make an appointment to visit you at home to talk about your complaint.
Making a complaint

They will look into your complaint to see if things can be made better for you.

They will make sure you know how long it will take them to look at the complaint.

This may sort things out.

If you are still not happy you can ask for someone else to look at your complaint.

You can contact the Police Complaints and Discipline Department or the Police Complaints Authority.

Go to Find Out More