

Dealing with your complaint



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We want you to be satisfied with our service and how we deal with your complaint. We also want to learn and improve.

In November 2012, the law and guidance relating to how the police service deals with certain aspects of your complaint changed.

Full details of how your complaint should be handled can be found by visiting the Independent Police Complaints Commission (IPCC) website at **www.ipcc.gov.uk**

What is a complaint?

A complaint is an expression of dissatisfaction about the actions of one or more of our officers or staff, or may be dissatisfaction with the Force's actions.

How do we deal with your complaint?

We have a duty to assess your complaint and decide if we should formally record it. If we do not record your complaint you have a right to appeal to the IPCC.

Service Recovery

Our first step is to try, wherever possible, early service recovery - a simple customer led option that allows a supervisor to respond to your concerns in a simple and non bureaucratic manner.

For non emergencies call **101**

In an emergency call **999**

Visit **www.northants.police.uk**

Local Resolution & Investigations

If we cannot undertake service recovery we will assess if your complaint is to be recorded and deal with this by either local resolution - this is a way of trying to agree an outcome with you about your concerns **or** if that is not possible we will undertake a formal investigation.

Appeals

Once we have finalised your complaint:

If we recorded your complaint and dealt with it by way of local resolution or an investigation, and at the conclusion you are dissatisfied with the outcome, you have a right of appeal.

We will tell you right at the start of the process if you will have the right of appeal. We will also tell you who will be hearing the appeal if it does become necessary. We will tell you this before we undertake a local resolution with you or start an investigation.

Appeals have to be lodged within 28 days in all cases and will often be dealt with by Northamptonshire Police **BUT:**

If your complaint related to a Chief Officer **or** amounted to a criminal allegation **or** would have likely justified formal disciplinary proceedings* **or** affected your human rights of protection of the right to life or from torture or inhumane treatment **or** it was necessary to refer the complaint to the IPCC - then your appeal will be heard by the **IPCC and not the Force.**

Whichever organisation (the police or the IPCC) deals with your appeal, if your appeal is not upheld you cannot make a further appeal.

*An officer or member of staff attending a misconduct meeting or a hearing for gross misconduct.

For details on making a complaint, visit:

www.northants.police.uk

www.ipcc.gov.uk

or

Call Northamptonshire Police on **101**

Visit one of our police stations

Call the IPCC on **0300 020 0096**

If you require information in an Easy Read format or a specific language other than English details are available from the IPCC.