

# Hampshire Police Youth Charter

## 'Making a Complaint' Sub-Charter



# Making a Complaint against the Police

Many young people don't know they have a right to make a formal complaint about the service they receive from the police and don't know how to.

On some occasions, a person may feel they weren't treated fairly, respectfully, or in a way they would have expected from the police. In a situation where you might not be happy with how you were treated or dealt with, it is important you know you have a right to speak up and report this to us. This stands for any experience you may have had whether you are victim, witness or bystander.

Because of this, we feel it's important for young people to have a clear understanding about their rights, how to make a complaint, and the complaint process.

The information here aims to give answers to common questions that you might have about making a complaint, which we hope will give you the confidence to report cases to us if ever you felt disappointed or let down by the police at any time.



## What can I complain about?

If you feel a police officer or member of police staff has been unfair or unprofessional, as a young person, you still have a right to make a complaint when you feel let down.

Police officers and staff are given strict guidelines which expects them to:

1. To act honestly and fairly
2. Treat people with respect
3. Not abuse their powers and authority
4. Act in a way that does not portray the police service in a negative way

**Your right to make a complaint:** If you think you've been treated in a way that goes against the officer and staff guidelines above, you have a right to formally report it.

## How do I make my complaint??

**Online:** By visiting the Hampshire Police website:

<https://www.hampshire.police.uk/fo/feedback/tc/thanks-and-complaints/>

**In writing: You can write to:** Professional Standards Department, Hampshire Constabulary, Tower Street, Winchester, Hampshire, SO23 8ZD

**By email:** You can email the Professional Standards Department directly:

[professional.standards@hampshire.police.uk](mailto:professional.standards@hampshire.police.uk)

**You can also get help and advice with your complaint by contacting:**

Citizens Advice Bureau: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

A solicitor or your local Member of Parliament (MP)

The Independent Police Complaints Commission (IPCC): 90 High Holborn, London, WC1V 6BH. [www.ipcc.gov.uk](http://www.ipcc.gov.uk) or call on 0300 020 0096

## What do I need to include in my complaint?

When making your complaint, include as much information as you can including:

1. What happened
2. When it happened
3. Who was involved
4. What was said or done
5. Any witnesses
6. Any damage or injury

Make sure you also include your name, date of birth, address and contact number.

The more details you include the better to help your complaint get dealt with as quickly as possible.

You can make your complaint by yourself or with the support of a friend, parent or other person you trust

## What happens once I have made my complaint?

The Professional Standards Department (PSD) deal with most complaints made against Hampshire officers and staff.

Any serious complaints are passed to the Independent Police Complaints Commission (IPCC) for them to investigate or monitor.

Your complaint is given to someone who will contact you to talk to you about how best to resolve it; this may be a member of PSD or the local area Inspector.

It is likely some form of investigation will take place to get the facts and evidence to support your complaint; outcomes can vary from an agreement between you and the officer/staff you have complained about, to closing the case with no action.

In extreme cases, your complaint may go to a court hearing.

The officer or member of staff dealing with your complaint will keep you updated regularly and will tell you the outcome and decision once their investigation is complete.

