



safe4
me

Making a Complaint

Sub Charter



HAMPSHIRE & ISLE OF WIGHT
CONSTABULARY



child CENTRED
POLICING

Many young people do not know they have a right to make a formal complaint about the service they receive from the police, and do not know how to do this.

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 this situation it is important you know how to speak up and report this to us. This applies to you whether you have been a victim, witness or bystander.

The following information will provide you with the process to make a complaint, and give you answers to common questions that you might have about making one.

What can I complaint 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 the right to formally report it.

How do I make a complaint?

Online by visiting:

[Complaints | Hampshire and Isle of Wight Constabulary](#)

You can also visit the Independent Office for Police Conduct (IOPC)
[Complaints, reviews and appeals | Independent Office for Police Conduct](#)

You can also gain independent advice from your local Citizens Advice Bureau.
[Citizens Advice](#)

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 against Hampshire Officers and staff. Any serious complaints are passed to the IOPC for them to investigate or monitor.

Your complaint is given to someone who will contact you to talk to about how best to resolve it. Your complaint will be investigated in order for the facts and any supporting evidence to be gathered. An outcome will be decided which can vary between an agreement between you and the officer /staff member you have complained about, to the case being closed with no further action. In more serious cases your complaint may be escalated and resolved by way of a 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..



safe4me



HAMPSHIRE & ISLE OF WIGHT
CONSTABULARY



Child

**CENTRED
POLICING**