

## **COMPLAINTS PROCEDURE**

### **MAKING A COMPLAINT**

This procedure document provides information regarding who has responsibility for the various types of complaint which might arise and where you should address your complaint. It also advises on how the Office of the Police and Crime Commissioner deals with complaints which are its responsibility.

### **COMPLAINTS ABOUT POLICE OFFICERS AND POLICE STAFF**

If you wish to make a complaint against a police officer (other than the Chief Constable) or a member of police staff that works for Merseyside Police, there is a [dedicated section of the Merseyside Police website](#) which includes all the information you need.

If you choose to put your complaint in writing, please try to provide a full account of the incident to:

Merseyside Police,  
Professional Standards Department,  
PO Box 59,  
Liverpool,  
L69 1JD

Alternatively, you can visit the Independent Office for Police Conduct (IOPC), previously the Independent Police Complaints Commission (IPCC), website at [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk) or contact them by telephone on 0300 020 0096 (press 2 at prompt) or write to them at

Independent Office for Police Conduct,  
PO Box 473,  
Sale,  
M33 0BW

Or e-mail: [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk);

The IOPC oversees the police complaints system in England and Wales. It is completely independent of the police and is responsible for making sure that complaints against the police are dealt with properly. The IOPC investigates the most serious matters, including deaths following police contact, and set the

standards by which the police should handle complaints. In certain circumstances, you can appeal to the IOPC if you are not satisfied with the way your complaint has been dealt with by the police.

**The Police and Crime Commissioner does not deal with complaints about police officers and staff who work for Merseyside Police, apart from the Chief Constable.** The Commissioner regularly monitors information about complaints received by Merseyside Police and the lessons learned by the force.

## COMPLAINTS ABOUT THE CHIEF CONSTABLE

The Police and Crime Commissioner is responsible for recording and investigating complaints against the Chief Constable. In dealing with complaints about the Chief Constable, the Commissioner will follow the [statutory guidance](#) issued by the Independent Police Complaints Commission and in line with the [Police \(Complaints and Conduct\) Regulations 2012](#).

All complaints must be in writing to the Chief Executive at the following address:

### Postal Address

The Office of the Police and Crime Commissioner for Merseyside  
Allerton Police Station  
Rose Lane  
Liverpool  
L18 6JE

### Email Address

[Info@merseysidepcc.info](mailto:Info@merseysidepcc.info)

Complaints may also be made to the Independent Office for Police Conduct (IOPC), formerly the Independent Police Complaints Commission, via their website <http://www.policeconduct.gov.uk/> or by telephone on 0300 020 0096 (press 2 at prompt). In certain circumstances, the Police and Crime Commissioner is required to refer matters to the IOPC.

## 1. COMPLAINTS ABOUT THE POLICE AND CRIME COMMISSIONER (PCC)

The appropriate authority for complaints made against Police and Crime Commissioners, is the [Police and Crime Panel](#). The Police and Crime Panel are responsible for initial recording of complaints and conduct matters and for referring any complaints which allege criminality to the Independent Office for Police Conduct (IOPC), formerly the Independent Police Complaints Commission (IPCC). Where complaints do not allege criminality, the panel is responsible for handling and informally resolving these complaints.

For more detailed information please see the [Elected Policing Bodies \(Complaints and Misconduct\) Regulations](#) and the [Home Office Guidance](#).

If you have a complaint about the Police and Crime Commissioner please make your complaint in writing to the Police and Crime Panel at the following address:

**Postal Address**

Merseyside Police and Crime Panel  
c/o Democratic Services  
Municipal Buildings  
Huyton  
Knowsley  
L36 9YU

**4. COMPLAINTS ABOUT POLICE AND CRIME COMMISSIONER'S SUPPORT STAFF**

If your complaint is about an individual member of the Police and Crime Commissioner support staff (other than the Chief Executive), please write to or email the Chief Executive at:

**Postal Address**

The Office of the Police and Crime Commissioner for Merseyside  
Allerton Police Station  
Rose Lane  
Liverpool  
L18 6JE

**Email Address**

[Info@merseysidepcc.info](mailto:Info@merseysidepcc.info)

If your complaint is against the Chief Executive, please write to or email the Police & Crime Commissioner at:

**Postal Address**

The Office of the Police and Crime Commissioner for Merseyside  
Allerton Police Station  
Rose Lane  
Liverpool  
L18 6JE

**Email Address**

[Info@merseysidepcc.info](mailto:Info@merseysidepcc.info)

## **5. COMPLAINTS ABOUT INDEPENDENT CUSTODY VISITORS**

If you wish to complain about the conduct of an Independent Custody Visitor, please contact the Chief Executive either in writing or by email at the following address:

### **Postal Address**

The Office of the Police and Crime Commissioner for Merseyside  
Allerton Police Station  
Rose Lane  
Liverpool  
L18 6JE

### **Email Address**

[Info@merseysidepcc.info](mailto:Info@merseysidepcc.info)

## **GENERAL INFORMATION: THE OFFICE OF THE POLICE AND CRIME COMMISSIONER COMPLAINTS PROCESS**

The Police and Crime Commissioner can consider the following complaints:

- Complaints about the conduct of the Chief Constable
- Complaints about the conduct of members of staff that work for the Police and Crime Commissioner

The Commissioner will not be able to consider:

- A matter which is subject to any legal dispute or legal proceedings
- Abusive, unreasonable or repeated complaints (as defined by the Independent Police and Crime Commission).

If the complaint is about something or someone over which the Police and Crime Commissioner has no remit, we will pass your complaint to the appropriate person/organisation and you will be contacted to advise you that this is the case.

For complaints which are the responsibility of the Police and Crime Commissioner, we will ensure that your complaint is recorded within 10 working days and given a reference number. We will try to deal with your complaint as quickly as possible and will write to advise you that the matter has been recorded and explain how we intend to deal with or investigate the matter.

Where your complaint takes longer than 28 days to resolve, you will be kept up to date at least monthly with progress. When you are provided with the outcome of your complaint we will also ensure you are aware if there is an appeals process which is relevant to your complaint.