



Making a complaint

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Easy words and pictures

Not happy with Dorset Police?

You might want to complain if you have been treated badly by someone from Dorset Police.

This could be someone in police uniform, or anyone else who works for us.

If a friend or a relative has been treated badly, you can complain if you are upset as a result.

If you have seen someone else being treated badly, you can also complain.



How to complain

You can ask someone to help you.

- Go into a **police station** and tell them what the problem is
- Contact your local Citizen's Advice Bureau, Youth Offending Team, Race Equality Council, Probation Service or local Neighbourhood Policing Team.
- Contact us by **phone** by calling **101** and someone will make contact with you
- Contact us by **emailing** complaints&misconduct@dorset.pnn.police.uk
- Or send a **letter** to:
Professional Standards Department,
Dorset Police Force Headquarters,
Winfrith,
Dorchester,
DT2 8DZ



What you will need to explain

Think about why you are complaining.
Then try to answer these questions:

- What happened?
- When did it happen?
- Who was involved?
- What was said or done?
- Did someone else see what happened?



These are the sorts of things that you will be asked about when you make your complaint.



Most complaints will be dealt with by your local police.

Serious complaints may be sent to the **Independent Office for Police Conduct**. They are **not** part of the police service. They will let you know how things are going while they deal with your complaint and they will tell you what they have decided to do.



policeconduct.gov.uk