

## **COMPLAINTS**

This document provides information on how to make a complaint about:

- The Police Authority.
- Police Authority Members.
- Police Authority Staff.
- Other complaints about the Police Authority
- Complaints against the Police
- Independent Custody Visitors.
- Members of the Independent Advisory Group.

### **The Police Authority**

The Local Government Ombudsman investigates complaints by members of the public who consider that they have been caused injustice by the administrative actions of local authorities and other public bodies, including police authorities.

If you wish to make a complaint about the actions of Suffolk Police Authority, you can do so by contacting the Local Government Ombudsman on 0845 602 1983, by visiting their website at [www.lga.org.uk](http://www.lga.org.uk), by email to [advice@lga.org.uk](mailto:advice@lga.org.uk) or in writing to:

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

### **Police Authority Members**

The Police Authority's Standards Committee is responsible for considering complaints that a member may have breached Suffolk Police Authority's Code of Conduct ([link here to view the Code of Conduct](#)). If you want to complain about the conduct of a Member, you must submit your complaint in writing or by email for the attention of the Chair of the Standards Committee to:

Chief Executive  
Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [spa@suffolk.pnn.police.uk](mailto:spa@suffolk.pnn.police.uk)

Further advice on making a complaint and the information which must be provided is available in the following document [Code of Conduct – Assessment of Complaints Procedure](#).

## **Police Authority Staff**

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

Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [christopher.jackson@suffolk.pnn.police.uk](mailto:christopher.jackson@suffolk.pnn.police.uk)

If your complaint is against the Chief Executive, please write to or email the Chairman of the Authority at:

Chairman, Suffolk Police Authority  
c/o Treasurer to the Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [chris.bland@suffolk.pnn.police.uk](mailto:chris.bland@suffolk.pnn.police.uk)

## **Other complaints about the Police Authority**

There may be complaints against the Authority that do not fall into any of the above categories. For example, complaints about the overall policies and procedures of the Authority. In such instances, complaints should be made in writing to:

Chief Executive  
Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [spa@suffolk.pnn.police.uk](mailto:spa@suffolk.pnn.police.uk)

## **Complaints against the Police**

Information on how to make a complaint against police officers and police staff is available on the website of the Independent Police Complaints Commission (IPCC) at [www.ipcc.gov.uk](http://www.ipcc.gov.uk). The IPCC is completely independent of the police and is responsible for making sure that complaints against the police are dealt with properly. In certain circumstances, you can appeal to the IPCC if you are not satisfied with the way your complaint has been dealt with by the police.

### ***Chief Officers***

The Police authority is responsible for recording and investigating complaints against Chief Officers of the Suffolk Constabulary, i.e. the Chief Constable, the Deputy Chief

Constable and the Assistant Chief Constable. All complaints must be in writing to the Chief Executive at the following address:

Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Complaints may also be made via the Independent Police Complaints Commission via their website or by telephone – 08453 002 002.

### ***The Constabulary***

If you wish to make a complaint against a police officer or member of police staff, there is a dedicated section of the Suffolk Constabulary's website which includes all the information you need

(<http://www.suffolk.police.uk/Useful+Information/Complaints/default.htm>). Alternatively you can visit the Independent Police Complaints Commission (IPCC) website at [www.ipcc.gov.uk](http://www.ipcc.gov.uk) or contact them by telephone on 08453 002 002.

### **Independent Custody Visitors**

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

Chief Executive  
Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [spa@suffolk.pnn.police.uk](mailto:spa@suffolk.pnn.police.uk)  
Telephone: 01473 782773

### **Independent Advisory Group**

If you wish to complain about the conduct of a member of the Independent Advisory Group, please contact the Chief Executive either in writing, by email or by telephone:

Chief Executive  
Suffolk Police Authority  
Police Headquarters  
Martlesham Heath  
Ipswich  
IP5 3QS

Email: [spa@suffolk.pnn.police.uk](mailto:spa@suffolk.pnn.police.uk)  
Telephone: 01473 782773