

# Complaint to the Independent Police Conduct Authority

Use this form to make a complaint about New Zealand Police. If you have any questions, please contact the Authority's Case Resolution Team by emailing [info@ipca.govt.nz](mailto:info@ipca.govt.nz) or call free on 0800 503 728.

You can also make your complaint online at [www.ipca.govt.nz](http://www.ipca.govt.nz) or complain directly to the Police by visiting a Police station.

Please note, we will not respond to abusive or threatening language directed at our staff in either verbal or written communications.

## 1. YOUR DETAILS

### Name

Title (Mr/Mrs/Ms)			
First Name			
Family Name			
Date of Birth (dd/mm/yyyy)			
Ethnicity			

### Postal address

Number/street			
Town/city		Postcode	
Country (if not NZ)			

### Phone

Daytime		
Mobile phone number		

Email	
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Do you have any special instructions for contacting you?

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## 2. YOUR COMPLAINT

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Please tell us about the Police actions you wish to complain about. Answer any questions that are relevant to your complaint.

### When did it happen?

Day of week	
Date	
Time	am/pm

### Where did it happen?

Address/location	
Town/city	

### Who was involved?

#### *Police officers*

Please provide the names of any Police staff you wish to complain about.

If you do not know the names, please provide any other identifying details such as rank, badge number, and/or a description of the officer.

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#### *Others*

If possible, please provide the names and contact details of any other people who may be able to help the Authority to resolve your complaint. This may include witnesses or other people involved in the incident.

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**What happened?**

Please tell us about the Police actions you want to complain about. If you need to, you can continue on a separate sheet of paper.

**Supporting information:** Please include any supporting information you think is relevant - for example, correspondence with Police, photographs, and a doctor’s certificate (if you suffered an injury)

**3. YOUR SIGNATURE**

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To the best of my knowledge, everything I have said in this complaint is true.

Signed		Date	
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Please send this form and any supporting information to:  
Independent Police Conduct Authority, PO Box 25221, Wellington 6140

## ABOUT YOUR COMPLAINT

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### *What happens next?*

The Authority will write you a letter to confirm that it has received your complaint. It might also ask for more information.

The Authority can then conduct an independent investigation, or refer your complaint to Police for investigation and resolution. In some circumstances, such as when a complaint is minor, the Authority may decide to take no action.

### *How long will it take?*

Some complaints are resolved within days or weeks; others that are serious and require investigation can take many months or longer. The time taken can depend on matters outside the Authority's control, such as Court cases.

### *Is the complaint confidential?*

The Authority is obliged by law to notify the Police about your complaint and will ask the Police for information.

The Authority may also need to disclose information in order to investigate and resolve the complaint.

The Authority may issue a public report on its findings.

In all other respects, your complaint will remain confidential.

### *Why are some investigated by Police?*

The Authority independently investigates the most serious complaints, for example those involving fatalities or allegations of very serious misconduct.

Other complaints are referred to the Police for investigation and resolution. Many complaints can be quickly and effectively resolved directly with the Police.

If a complaint is referred to the Police, the Authority takes steps to ensure it is properly resolved. This may include overseeing a Police investigation, or reviewing or auditing an investigation once it is completed.

## ABOUT THE INDEPENDENT POLICE CONDUCT AUTHORITY

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The Independent Police Conduct Authority is an independent body set up by Parliament to keep watch over the Police.

It is not part of the Police - the law requires it to be fully independent. The Authority's Board

has three members and is chaired by a Judge. It has its own investigators.

Being independent means that the Authority makes its own findings based on the facts and the law.

## ANY QUESTIONS?

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The Authority's Case Resolution Team will answer any questions or discuss any concerns you have about your complaint.

0800 503 728

[info@ipca.govt.nz](mailto:info@ipca.govt.nz)

[www.ipca.govt.nz](http://www.ipca.govt.nz)