IPCA
Independent Police Conduct Authority
Mana Whanonga Pirihimana Motuhake

Complaint to the Independent Police Conduct Authority

Use this form to make a complaint about New Zealand Police. You can also make your complaint online at www.ipca.govt.nz or complain directly to Police by visiting a Police station.

Please note, we will not respond to abusive or threatening language directed at our staff.

You can find information about our complaint process and our privacy statement at the back of this form.

If you have any questions, please contact us by emailing info@ipca.govt.nz or call free on 0800 503 728 to leave a message.

1. YOUR DETAILS

Name

Preferred title (eg, Mr. Mrs. Ms. Miss. Dr. Other)	
First name(s)*	
Surname (last name)*	
Preferred name	
Are you known by any other name? (eg, alias or maiden name)	
Date of birth* (dd/mm/yyyy)	

For statistical purposes

Gender	
Ethnicity	

Contact details* (provide at least one address for written correspondence)

Email	
Postal address: Number/street	

PO Box (if any)			
Town/city		Postcode	
Country (if not NZ)			

Phone

Mobile phone number		
Landline		

Do you have any special instructions for contacting you?

2. YOUR COMPLAINT

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

If you know them, 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.

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 attach any supporting information you think is relevant - for example, correspondence with Police, photographs, and a doctor's certificate (if you suffered an injury). If you have audio recordings or video, let us know. We will contact you if we decide we want to review it.

I have audio	*Give a brief summary*
I have video footage	*Give a brief summary*

3. YOUR SIGNATURE

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

Signed		**Date**	

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

ABOUT YOUR COMPLAINT

What happens next?

The Authority will write 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.

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

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?

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 www.ipca.govt.nz