Why Police sometimes investigate

Some complaints are referred to Police for investigation. The three main reasons for this are:

- Only Police can lay criminal charges. If you make a complaint alleging that Police have committed a crime, it’s appropriate that Police investigate.

- Our resources are limited.

- Employment related investigations such as disciplinary matters, are investigated by the Police’s internal Professional Conduct group.

We’ll stay in touch

If you make a complaint, we’ll write to you to confirm we’ve received it.

We may seek further details from you.

Once we’ve assessed your complaint, we’ll contact you to explain our decision.

Then, as long as we’re dealing with the complaint, we’ll stay in regular contact to keep you informed.

If you’ve made a complaint and want information about progress, you can contact us on 0800 503 728

How long does it take?

Some complaints are resolved within days or weeks. Very serious complaints that require investigation can take many months.

The time it takes can depend on matters outside our control, such as court cases.

What if I disagree?

If you’re unhappy with the outcome of your complaint, write to us and tell us why. Include any information you haven’t already given us.

We’ll review your complaint and the additional information and write to you with a decision.

Contact us

Independent Police Conduct Authority
www.ipca.govt.nz
p 0800 503 728
p 04 499 2050
f 04 499 2053
info@ipca.govt.nz
PO Box 25221, Wellington 6140

Independent Police Conduct Authority
Mana Whanonga Piriimana Motuhake

Complaints about Police
What happens to your complaint?

To make a complaint to us:
- Visit a police station and ask to make a complaint.
- Write us a letter or email.
- Website: www.police.govt.nz
- Download a complaint form from our website.

If you have a complaint about Police, you can:
- Visit a police station and ask to make a complaint.
- Write us a letter or email.
- Website: www.police.govt.nz
- Download a complaint form from our website.

What you can complain about:
- Police procedures, policies, and procedures.
- Property not doing their duty or not doing it properly.
- Police misconduct.
- Unreasonable force.
- Harassment.
- Intimidation.
- Rape.
- Sex.
- Physical or mental harm.
- Intimidation or threat.
- Harassment.
- Property not doing their duty or not doing it properly.
- Police misconduct.
- Unreasonable force.
- Verbal assaults.
- Police procedures, policies, and procedures.
- Property not doing their duty or not doing it properly.
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