

# Expression of Dissatisfaction Form

Use this form to let us know if you are dissatisfied with our service or decision. If you have any questions, you can contact our Resolution Team by emailing [info@ipca.govt.nz](mailto:info@ipca.govt.nz) or call free and leave a message on [0800 503 728](tel:0800503728).

You can also complete this form online at [www.ipca.govt.nz](http://www.ipca.govt.nz).

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

## 1. YOUR DETAILS AND COMPLAINT DETAILS (so we can find your original complaint in our system)

### Name and details

<b>Title</b>	
<b>First Name</b>	
<b>Family Name</b>	
<b>Email</b>	
<b>IPCA reference number</b>  (This can be found at the top of our outcome letter and in the subject line of any email correspondence)	

## 2. YOUR EXPRESSION OF DISSATISFACTION

Please tick which reason applies, and then provide more information in the box on the next page:

- You are generally unhappy with our outcome
- You want further clarification about something we wrote in our letter
- You believe we misinterpreted something in your complaint
- You believe we did not address one of the issues you raised in your complaint
- You have new information related to your original complaint that you want us to consider
- Other (please describe below)

Please note: if you are raising new issues, especially if they relate to a separate incident, we may use this as the basis for a new complaint in our system with a new and separate IPCA reference number.

Use this box to give further details about why you are dissatisfied with our decision.

### 3. SUPPORTING INFORMATION

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Please attach any supporting information you think is relevant - for example, correspondence with Police, photographs or a doctor's certificate (if you suffered an injury). Please contact us if you have videos you want to provide.

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

## ABOUT YOUR EXPRESSION OF DISSATISFACTION

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### *What happens next?*

Once we've received your correspondence, we will:

- Complete a review of it so we can decide how it will be handled. If you give us new evidence or there are significant issues we didn't address, we'll reconsider your original complaint and all the information collected.
- Contact you either by phone or in writing to let you know the outcome. We will try to contact you within two

months, although this will depend on the complexity of the issues you raise.

### *How long will it take?*

Some matters 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.

## 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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Further information is available on our website or contact us by phone or email.

0800 503 728

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

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