

# **ipcc**

## **independent police complaints commission**

This information relates to complaints received by the police force on or after 22 November 2012.

If your complaint was received before 22 November 2012, your appeal will be handled under a different system. Please see our website ([www.ipcc.gov.uk](http://www.ipcc.gov.uk) ) for the information you need.

## **Appealing about local resolution**

### **Can I appeal about the outcome of the local resolution of my complaint?**

If you made a complaint about the police that was dealt with using local resolution and you are not happy with the outcome you may be able to appeal.

The exception to this is when the complaint was about a direction and control issue. Direction and control means the overall policies of a police force, for example police resources and policing standards.

### **You can appeal if:**

- you do not agree with the outcome of the local resolution
- you think that the outcome of the local resolution of your complaint was not a proper one. This means that, for example, you believe the outcome was not appropriate to the complaint, or the outcome did not reflect the evidence available.

## **How do I make an appeal?**

You will have been told how to appeal and who to appeal to. If this has not happened, please contact the police force that dealt with your complaint.

## **Who do I submit my appeal to?**

When the police wrote to you about the outcome of your complaint, they also told you who you could appeal to. This could be the chief officer of the police force or the IPCC, and you should send your appeal to the relevant organisation.

In most circumstances, appeals against the outcome of the local resolution process will be handled by the chief officer of the police force (usually the chief constable).

Please ensure that you send your appeal to the organisation you were told would handle your appeal in order to avoid delays.

## **Appealing to the IPCC**

You have three options. You should choose from one of the following:

- use the IPCC's online appeal form
- print off, complete and post the appeal form to the IPCC
- complete the appeal form, save it and email it to the IPCC.

We must receive your appeal within 29 days of the date of the letter telling you about the outcome of the complaint. This includes the time your appeal spends in the post.

If we do not receive your appeal within 29 days, we do not have to consider your appeal. It may be possible to extend this time period if you have very special circumstances and you can fully explain why you are asking for an extension.

## **How will my appeal be dealt with?**

You will receive a letter to tell you your appeal form has been received. Your appeal will then be assessed and a decision will be made.

If the IPCC is responsible for dealing with your appeal, we will also contact the police force or other organisation you complained to tell them you have appealed. We will send them a copy of your appeal and ask for any information they have about your original complaint.

Please note that during the appeals process, your original complaint will not be investigated. The appeal will consider whether the outcome of the complaint was appropriate.

## **If your appeal is upheld**

If your appeal is upheld, you will receive a letter telling you what will happen next. This must tell you about any planned action/s.

## **If your appeal is not upheld**

If your appeal is not upheld, you will receive a letter explaining this decision.

## **What should I do if I need more advice?**

We have produced some FAQs about appeals. You can read these on our website.

If you are not sure what to do next or you need more information, contact the police force that handled your complaint or the IPCC. You can also talk to a legal advisor.

Get in touch with the police force or the IPCC if you have difficulty filling in the online or paper form, or if you need to obtain the form in another language or format.

Email us at [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk), call us on 0300 020 0096 or see our website [www.ipcc.gov.uk](http://www.ipcc.gov.uk) for more information.