



Greater Manchester Police  
“Working with the Independent Police Complaints  
Commission to improve policing”



# Making a complaint about the police

If you feel disappointed with the service you've had from the police, you are entitled to make a complaint.

You can complain about the way a member of staff has behaved. You can also complain if you feel that we need to change the way we do things. Complaints against the police fall into two groups:

## Complaints about staff

If you tell us that a member of staff has behaved badly, for example, they have been rude to you or unfair, we call this a 'conduct complaint'. Conduct complaints are overseen by the Independent Police Complaints Commission.

## Complaints about the way we do things

Sometimes people think our procedures need to be changed. Often this is to do with police powers, like the power to stop and search a person. We call this a 'policy complaint'. Policy complaints are overseen by the Chief Constable.

## Putting things right

Whatever the problem, our aim is to resolve the matter to your satisfaction as quickly as possible. If you feel that your complaint has not been dealt with properly, you can make an appeal. Details are given in this leaflet.

### If you would like to make a complaint, please contact us as follows:

#### Chief Constable

Greater Manchester Police  
Force Headquarters, Boyer Street, Old Trafford, Manchester M16 0RE  
Tel: 0161 872 5050 Minicom: 0161 872 6633 E-mail: [complaints@gmp.police.uk](mailto:complaints@gmp.police.uk)

#### Deputy Clerk

Greater Manchester Police Authority  
Salford Civic Centre, Chorley Road, Swinton, Manchester M27 5DA  
Tel: 0161 793 3127 E-mail: [info@gmpa.gov.uk](mailto:info@gmpa.gov.uk)

#### Independent Police Complaints Commission

90 High Holborn, London WC1V 6BH  
Tel: 0845 3002 002 E-mail: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

# Resolving your complaint

## Complaints about staff



Your complaint will be recorded by one of our managers. The manager will then take the following steps:

### 1. Explain the options

He or she will explain what can be done to resolve your complaint. This may include issuing an apology, making the member of staff aware of how you feel, asking them for an explanation, and so on. We call this 'local resolution' because the complaint is dealt with by a local manager.

The only thing the local manager can't do is arrange for a member of staff to be formally punished. Formal punishments can only be arranged by specialist staff who are based at force headquarters. This is to ensure that we remain fair and consistent.

### 2. Ask you to choose

The manager will ask if you would like him or her to deal with your complaint in the way they have explained. Most people prefer to have their complaint dealt with locally. If you would prefer to have your complaint dealt with by someone else, it will be sent to a specialist at force headquarters. You need to choose carefully as you cannot change your mind afterwards.

### 3. Resolve your complaint

If you choose to have your complaint dealt with locally, the manager will write down what has been agreed between you. This is called an 'action plan'. He or she will also make a note of how and when you would like to be contacted again. You may be asked to show your agreement by signing your name (unless your complaint is being dealt with over the telephone). The manager will then resolve the complaint as agreed on the action plan. All complaints, however they are resolved, are used to improve service to the public.

### Appeals

Most people are satisfied that the local manager has dealt with their complaint properly. However, if you feel that it has not been resolved in the way you agreed in the action plan, you may appeal to the Independent Police Complaints Commission. This is a watchdog body which makes sure that complaints about staff are dealt with properly.

**The Commission can be contacted as follows:**

**Independent Police Complaints Commission**

90 High Holborn, London WC1V 6BH

Tel: 0845 3002 002 E-mail: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

# Resolving your complaint

## Complaints about the way we do things

Your complaint will be recorded by one of our managers. The manager will then take the following steps:

### 1. Explain the options

He or she will explain what can be done to resolve your complaint. This may include issuing an apology, providing an explanation, changing a procedure and so on.

### 2. Ask you to choose

The manager will ask if you would like him or her to deal with your complaint in the way they have explained. Most people agree because they want to have the issue resolved as quickly as possible. If you would prefer to have your complaint dealt with by someone else, it will be passed on to another manager.

### 3. Resolve your complaint

The manager will record what has been agreed between you. This is called an 'action plan'. He or she will also make a note of how and when you would like to be contacted again. You may be asked to show your agreement by signing your name (unless your complaint is being dealt with over the telephone). The manager will then resolve the complaint as agreed on the action plan. All complaints, however they are resolved, are used to improve service to the public.

### Appeals

Most people are satisfied that their complaint has been dealt with properly. However, if you are not satisfied, you may contact the Head of Greater Manchester Police's Internal Affairs Branch. He or she will review your complaint to see if it has been dealt with correctly. The address is:

#### Head of Internal Affairs Branch

Greater Manchester Police

Force Headquarters, Boyer Street, Old Trafford M16 0RE

Tel: 0161 856 2910 E-mail: [complaints@gmp.police.uk](mailto:complaints@gmp.police.uk)



Greater Manchester  
**POLICE**



If you would like to make a complaint in your own language, please visit your nearest police station and ask to use 'Language Line'. This is a national telephone translation service used by the police and other public services.

Arabic

إذا كنت ترغب في تقديم شكوى بلغتك الخاصة، رجاءً قم بزيارة مركز الشرطة الأقرب إليك وإطلب إستعمال خط اللغة الانغوييتش لاین! وهذه هي خدمة ترجمة هاتفية وطنية تستعملها الشرطة والخدمات العمومية الأخرى.

Bengali

যদি আপনি আপনার নিজের ভাষায় কোন অভিযোগ করতে চান, তবে অনুগ্রহ করে আপনার নিকটস্থ পুলিশ স্টেশনে চলে যান এবং তাদেরকে বলুন যে আপনি “ল্যাংগুয়েজ লাইন” ব্যবহার করতে চান। এটি হচ্ছে সারা দেশজুড়ে টেলিফোন মারফত একটি ট্রান্সলেশন সার্ভিস এবং জনগণকে সেবাদানকারী বিভিন্ন সংস্থা ও পুলিশ এটি ব্যবহার করে থাকে।

Cantonese

倘若你想用你的母語來作出投訴，請到訪你就近的警署和要求使用「語言專線(Language Line)」。這是一項全國性的電話翻譯服務，警方和其他公共服務均使用它。

Farsi

اگر شما می خواهید به زبان خودتان يك شکایتی بکنید، لطفاً به نزدیکترین اداره پلیس مراجعه کرده و از آنها بخواهید که از لنگویج لاین استفاده کنند. این يك سرویس ترجمه ای ملی است که که توسط پلیس و دیگر سرویسهای اجتماعی مورد استفاده قرار می گیرد.

Kurdish

ئە گەر تۆ وەحە زە دە که یت به زمانی خوت سکالا بکه یت ، به یارمه تیت سه ردانی نزیکتیرین فه زمانگه ی پولیس بکه و داوای به کارهینانی (له نگویچ لاین) بکه ، ئە مه کاریکی خزمه تگوزاری نیشتمانی ته رجومه کردنه به ته له فون ، که له لایه ن پولیس و سیرفسه گشتی یه کانی تره وه به کاردیت .

Somali

**Haddii aad jeclaan laheyd in aad dacwad laqudda aad ku hadasho ku soo gudbisato, fadlan tag Saldhiga Booliiska ee kuu dhaw oo codso in aad isticmaasho habka Language Line (Khadka Luqadaha). Kani waa adeeg turjumaad iyo af-celin heer qaran ah oo telefoonka ku baxa oo ay isticmaalaan Booliiska iyo adeegyada kale ee dadweynaha.**

Urdu

اگر آپ اپنی زبان میں شکایت کرنا چاہتے ہیں تو براہ مہربانی اپنے قریبی پولیس سٹیشن میں چلے جائیں اور لینگویج لائن کے استعمال کے لئے کہیں۔ یہ قومی سطح پر قائم ترجمانی کی سروس ہے جسکو پولیس اور دوسری سرکاری ایجنسیاں استعمال کرتی ہیں۔

Hebrew

אם ברצונך להגיש תלונה בשפת-האם שלך, נא לפנות לתחנת המשטרה הקרובה אליך ולדרוש שם להשתמש ב'Language Line'. זה שרות טלפון לאומי לתרגום שבו משתמשים המשטרה ושרותי-צבור אחרים.

Czech

**Pokud si chcete podat stížnost ve vašem vlastním jazyce, navštivte prosím nejbližší policejní stanici a požádejte o "Language Line". To jsou národní telefonické tlumočnické služby, které policie a jiné úřady používají.**