



POLICE COMPLAINTS AUTHORITY

5th Floor, East Wing, 50 Grenfell Street, Adelaide

Correspondence to:

GPO Box 464

ADELAIDE SA 5001

Telephone: (08) 8226 8677

Facsimile: (08) 8226 8674

email: pca@agd.sa.gov.au

I want to make a complaint

FOR GUIDANCE ON FILLING THIS FORM IN - SEE PAGE 4

COMPLAINANT				
YOUR NAME	<input type="checkbox"/>	Mr	Given Names	Surname
	<input type="checkbox"/>	Mrs		
	<input type="checkbox"/>	Miss		
	<input type="checkbox"/>	Ms		
	<input type="checkbox"/>	Other		
YOUR POSTAL ADDRESS	Number Street			Telephone No.
	Suburb		Postcode	
SPECIAL INSTRUCTIONS FOR CONTACT				

OTHER PERSONS INVOLVED				
HIS/HER NAME	<input type="checkbox"/>	Mr	Given Names	Surname
	<input type="checkbox"/>	Mrs		
	<input type="checkbox"/>	Miss		
	<input type="checkbox"/>	Ms		
	<input type="checkbox"/>	Other		
HIS/HER POSTAL ADDRESS	Number Street			Telephone No.
	Suburb		Postcode	
Are you prepared to authorise the Police Complaints Authority to speak to this person? YES NO				

POLICE OFFICERS INVOLVED			
	FIRST OFFICER	SECOND OFFICER	THIRD OFFICER
NAME			
STATION			
RANK			
BADGE No.			
CAR No.			
IN UNIFORM?	Yes No	Yes No	Yes No
AGE (APPROX)			
DESCRIPTION & APPEARANCE			

THE POLICE COMPLAINTS AUTHORITY

is a statutory authority created to:

- receive complaints about the conduct of South Australian Police Officers;
- oversee the investigation of complaints made to the Authority or to the police force;
- examine investigation reports;
- conciliate to resolve complaints where possible;

and

- recommend disciplinary or other action.

The Authority operates independently of the police force and reports directly to Parliament.

COMPLAINT

Any person may make a complaint to the Authority or make a complaint on behalf of another person. You may also complain directly to the police force.

Complaints should be in writing wherever possible. If you need help in writing a complaint or you wish to talk about it, the staff of the Authority are willing to help you. Interpreter services can be arranged.

A prisoner or a person in police custody must be provided with the facilities to write a complaint and seal it in an envelope. The sealed envelope must be sent to the Authority without delay.

The Authority may decide not to have a complaint investigated where it is considered that the complaint is trivial or vexatious, is made more than six months after the conduct complained about, or where there are legal processes still outstanding in relation to the matter complained about.

INVESTIGATION

This is usually carried out by experienced senior police officers from the Internal Investigation Branch. In most cases the investigator will want to speak to you about your complaint. If you wish, you may ask for staff of the Authority to be present at the interview, and the facilities of the Authority's offices can be made available.

Investigations are carried out in strict confidence and there is no charge for an investigation.

The Authority monitors the conduct of all investigations and you may ring the Authority to discuss your complaint or check progress at any time.

ASSESSMENT AND RECOMMENDATION

The Authority examines all investigation reports to ensure that a thorough investigation has been made and to determine whether any action should be taken against a police officer. Recommendations to this effect will be sent to the Commissioner of Police to be acted upon.

CONCILIATION

Where possible, a process of conciliation will be adopted to try to resolve a complaint to everybody's satisfaction.

FALSE COMPLAINTS

It is an offence to make a false statement in a complaint.

It is also an offence to hinder or prevent somebody from making a complaint.

NOTES ON USING THIS FORM

COMPLAINANT

This section must show the full name of the person who is making the complaint, the address to which letters from the Police Complaints Authority can be sent and a telephone number if you have one.

A complaint can be made on behalf of an organisation or a company. The name of a person authorised to speak for that organisation or company should be given.

If you do not wish to be contacted at your home address or if you cannot be contacted at certain times, give details of the best way to get in touch with you in the box SPECIAL INSTRUCTIONS FOR CONTACT.

OTHER PERSONS INVOLVED

A complaint can be made about something that happened to someone else.

You should use this section if you are the complainant and the police conduct involved another person.

or

Another person witnessed something that happened to you. If so, write WITNESSED BY at the top of this section.

The Authority may wish to speak to any other person involved, so your authorisation or otherwise should be marked in the boxes provided. If you do not want the Authority to speak to the other person, or there are difficulties arranging it, a brief explanation would be helpful.

POLICE OFFICERS INVOLVED

Complete this section where you are complaining about the conduct of specific police officers.

If you do not know the officer's name or cannot complete all sections, leave those boxes blank.

Where you have not seen the officers involved or where you are complaining about policies or procedures of the police force generally, leave the section blank.

Under DESCRIPTION AND APPEARANCE you may wish to include brief details about a male or female officer's height, build or approximate weight, skin colouring, hair colouring, facial hair or whether wearing glasses or not.

THE CONDUCT COMPLAINED OF

Very often the effective investigation of a complaint depends on an accurate account of when and where the conduct complained about happened.

When describing the time of an incident, be sure to state whether it was in the morning (a.m.) or the afternoon (p.m.).

Where you can provide a specific address it will not be necessary to complete the NEAREST CROSS STREET or SPECIAL FEATURES boxes.

SPECIAL FEATURES OF THE LOCALITY might be a particular hotel or shop or a bridge which can help to locate an incident.

THE COMPLAINT

Write a brief summary of the incident, the police conduct or policy or procedure that you did not like.

There is no need to repeat the date or location of the incident in this section.

The sort of information needed will vary from complaint to complaint. For example a complaint about an incident on the road, or involving motor vehicles, should include descriptions of those vehicles and registration numbers where possible. A complaint about something which was said should include an accurate account of conversation.