

# How to make a complaint

## Not happy with Greater Manchester Police?

You might want to complain if you have been treated badly or unfairly by someone from Greater Manchester Police. This could be someone in police uniform, or anyone else who works for us.



If a friend or a relative has been treated badly or unfairly, you can complain if you are upset as a result.

If you have seen someone else being treated badly you can also complain.

## How to complain



- You can ask someone to help you.



- Go into a police station and tell them what the problem is.



- Contact us by phone by dialing 101



- Contact us by email on:  
[complaints@gmp.pnn.police.uk](mailto:complaints@gmp.pnn.police.uk)



- Contact us by post:  
Professional Standards Branch, GMP Force HQ,  
Central Park, Manchester M40 5BP



- Contact your local Citizens Advice Bureau, Youth Offending Team, Probation Service or Neighbourhood Policing Team.
- Contact your local advocacy support group or other learning disability group in your area



## Things you will need to explain

Think about why you are complaining. Then try to answer these questions.

- What happened?
- When did it happen?
- Who was involved?
- What was said or done?
- Did someone else see what happened?



These are the sorts of things that you will be asked about when you make your complaint.



Most complaints will be dealt with by your local police.



Serious complaints may be sent to the **Independent Police Complaints Commission**.

They are not part of the Police service. They will let you know how things are going while they deal with your complaint.

When they have finished looking at your complaint, they will tell you what they have decided to do.