

The mission of the NSW Police Force is to work together with the community to establish a safer environment through the reduction of violence, crime and fear.



COMPLAINTS FROM THE PUBLIC

Members of the public who wish to make a complaint about a NSW Police Force employee or complain about the NSW Police Force must do so in writing (Section 125 of the *Police Act 1990*).

Complaints must be made in writing by:

- lodging the complaint online at www.police.nsw.gov.au, or
- completing a complaint form (P964) and lodging it or mailing it to the local police station, or
- phoning the Customer Assistance Unit on 1800 622 571 if further assistance is required, or
- emailing a complaint form (P964) to the Customer Assistance Unit at customerassistance@police.nsw.gov.au, or
- lodging the complaint with the Law Enforcement Conduct Commission – the independent statutory body responsible for oversight of the NSW Police Force – at www.lecc.nsw.gov.au.



NSW Police Force

