



NSW Police Force

# Complaint Handling Guidelines Policy Statement

Under the provisions of the *Police Act 1990*, the NSW Police Force has responsibility for the investigation of complaints about the conduct of its members

The NSWPF is committed to managing and investigating all complaints in a manner that is timely, accountable, transparent and effective.

## Our commitment is to ensure that NSW Police Force:

- fosters good customer service through the transparent and impartial management of complaints about police conduct
- investigates complaints in an effective and timely manner
- complies with legislative obligations relating to complaint management
- provides fair and just outcomes for officers against whom allegations of misconduct or unsatisfactory performance have been raised.

## The following principles underpin this policy statement.

The aims and objectives of good complaint handling practices ensure that:

- all complaints are administered in a manner that complies with relevant legislation
- all complaint handlers declare any real or perceived conflict of interest to ensure any conflict is managed and the complaint is investigated in an impartial manner
- complaint information is managed so that its integrity is protected at all times. This includes officers treating all information which comes to them in an official capacity as strictly confidential
- the identity of the complainant is only disclosed in accordance with the Commissioner's guidelines
- decisions adverse to the subject officer may only be made on the basis of relevant and logically probative evidence and not opinion
- if required appropriate interim risk management action will be taken
- procedural fairness principles are applied
- complainants are informed of the outcome of investigations.

**Peter Gallagher APM**  
**Assistant Commissioner**  
**Professional Standards Command**  
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