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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