

# How to make a complaint about the police in Northern Ireland



Easy read



## Who we are

We are called the **Police Ombudsman for Northern Ireland**.

We are **not** part of the police.



## How we can help

We can help if you want to complain about a police officer in Northern Ireland.

For example, if you think a police officer treated you badly or did something very wrong.



To complain means to tell someone you are not happy about something.



We will look at your complaint.



We will decide what should happen.



It **does not** cost any money to get help from us.

---

## How to complain about the police



You must tell us about your complaint no more than **one year** after the problem with the police happened.



We may be able to look at your complaint after that time, but only sometimes.

## How to tell us about your complaint



### 1. You can come to see us

You can bring someone with you if you like.



Our address is

New Cathedral Buildings  
11 Church Street  
Belfast  
BT1 1PG

We are very near St Anne's Cathedral.



We are open Monday to Friday.

From 9am to 5pm.



**2. You can write to tell us about your complaint at the address above.**



**3. You can tell someone at your local police station**

They will ask us to look at your complaint.



**4. You can phone us on**

0845 601 2931 or 028 9082 8600



**Or textphone**

028 9082 8756



**5. You can email us at**

[complaints@policeombudsman.org](mailto:complaints@policeombudsman.org)



## What happens next

We will get in touch with you to find out more about your complaint.



We will look at your complaint.



We will write you a letter to tell you what we have decided.

---

## What we may decide



Here are some of the things we may decide.



- The police officer you complained about should talk to you about what happened.



- The police officer should go to court. We cannot make this happen but we can ask for it.



We may decide

- The police officer should be dealt with by the police force they work for.

This means the police officer could get in big trouble or lose their job if they did something very wrong.



- Or we may find that the police officer did nothing wrong.



**We will tell you what we decide and what will happen next.**



## How long it will take

We will be as quick as we can.



But some complaints take a bit longer to look at.

## If you think we did something wrong



The decision we make about your complaint cannot be changed.



But you can write to us if you think we worked in a bad way.

Our address is on page 4.



**Police Ombudsman for Northern Ireland**

11 Church Street  
BELFAST BT1 1PG

**Tel:** 028 9082 8600

**Fax:** 028 9082 8659

**Textphone:** 028 9082 8756

**Email:** [info@policeombudsman.org](mailto:info@policeombudsman.org)

**Web:** [www.policeombudsman.org](http://www.policeombudsman.org)

