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Compliments & Complaints

We are continually striving to offer the best possible service to the community we serve, and we welcome feedback from you to tell us how we are doing.

Your views are important to us.

Compliments

We hope you will be pleased with the service you receive from us and encourage you to [tell us so](#).

Feedback about what we have done well helps us to understand how we have met your needs and can continue to do so.

Complaints

However if you are not satisfied with the service you have received from us or are unhappy with the conduct of a police officer or member of police staff, you can [make a complaint](#).

Registering your dissatisfaction helps us see where and why we have failed to meet the high standards of service you expect from us. It allows us to learn from our failings and improve the service we provide to the community.

You can make a complaint about:

- ▶ The **service delivery** of Essex Police - for example, you are dissatisfied with the level of service you have received from an officer or member of staff.
- ▶ The **inappropriate conduct** of a police officer or member of police staff - for example, you believe that an officer has behaved incorrectly or unfairly.

You can make a complaint about the conduct of an officer or police staff if:

1. You have been the victim of misconduct by any member of Essex Police
2. You have witnessed or been affected by misconduct
3. You are a friend, relative or representative of the victim of the misconduct.

Making a complaint or compliment

You can make a complaint in the following ways:

- ▶ In person at any [police station](#)
- ▶ By phone on 101 or alternatively, 01245 491491
- ▶ Online or by [e-mail](#)
- ▶ By fax on 01245 452158
- ▶ In writing to:
Professional Standards Department
Essex Police Headquarters,
Springfield Road,
Chelmsford,
Essex,
CM2 6DA.

If your complaint relates to a local crime or anti-social behavior issue, you can also contact your local [Neighbourhood Policing Team](#) in person, by phone or by email.

You can also register a complaint with the [Independent Police Complaints Commission](#) (IPCC), a statutory body who may manage an investigation or,

Useful Links

On this page:

- ▶ Compliments
- ▶ Complaints
- ▶ Making a complaint or compliment
- ▶ What happens next?
- ▶ Professional Standards

External websites:

- ▶ [Independent Police Complaints Commission](#)

Find Your Neighbourhood

Enter a postcode to find out your neighbourhood information

enter postcode

Social Media

POLICE STATION OPENING HOURS

IF YOU SUSPECT IT REPORT IT

CALL 0800 789 321

CONFIDENTIAL ANTI-TERRORIST HOTLINE

WRONG.CO
Useful crime prevention products

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Essex Police on **YouTube**

in some cases, conduct the enquiry itself.

If you chose to make a complaint, you need to provide us with as much information as possible, including:

- ▶ Your name, address and contact details
- ▶ What happened and when
- ▶ Who was involved
- ▶ What was said or done
- ▶ Details of any witnesses
- ▶ Whether any damage or injury took place.

What happens next?

Once you have made your complaint, it will be assessed and acknowledged. To help us fully resolve the matter, we will then discuss with you how your concerns will be handled, provide you with an opportunity to talk in person to someone about it, and agree with you what will be done and how quickly.

If your complaint is about dissatisfaction with the service delivery of Essex police, then it will be resolved locally by the officers and staff in your area with oversight from our central Customer Services Team.

If your complaint is about the conduct of a police officer or member of police staff, then it will be managed by the Professional Standards Department and dealt with in one of three ways:

1. Details of your concern may be sent to the policing area or department it relates to where the issue will be dealt with either on the telephone or in writing if possible.
2. If that's not possible a member of staff may meet with you to complete a complaint form and draw up a 'local resolution' which is an action plan aimed at resolving your complaint within 28 days.

If you are still unhappy following the outcome you have the right to appeal to the IPCC.

3. If a local resolution is not appropriate or you do not agree to the process, your concern may be investigated by an appointed officer or member of staff in the relevant area or department.

If your complaint is so serious that it cannot be dealt with in either of the ways outline above, it will be investigated by the Professional Standards Department.

We aim to investigate within 120 days and will send you a report detailing the outcome including, if appropriate, details of disciplinary action to be taken against staff.

If you are still unhappy you have the right to appeal to the IPCC.

