



# Making a complaint against a police officer

If you think a police officer has acted inappropriately, you can make a formal complaint against the officer.

## What can I make a complaint about?

You can make a complaint about any conduct of a South Australia Police (SA Police) officer that you consider to be a breach of professional standards including:

- Negligent performance of duties
- An officer's honesty and integrity
- Criminal or improper behaviour
- Excessive force
- Drug and alcohol use
- Conflicts of interest
- Misuse of information

Relations with the public, groups or organisations

### Action *cannot* be taken on:

- Fines and defect notices issued by police
- Decisions made by a court
- The conduct of Australian federal police
- The conduct of interstate police

## How can I make a complaint?

### Make a complaint to the OPI



**MAIL** this complaint form free of charge to the **Office for Public Integrity, Reply Paid 85880, Adelaide SA 5001**



**ONLINE** by completing the online form at **[www.publicintegrity.sa.gov.au](http://www.publicintegrity.sa.gov.au)**



**PHONE** the OPI on **1300 782 489** (country callers can phone for the cost of a local call)



**EMAIL** the OPI at **[admin@opi.sa.gov.au](mailto:admin@opi.sa.gov.au)**



**IN PERSON** by calling the **OPI** to make an appointment

### Make a complaint to SA Police



**EMAIL** SA Police at **[SAPOLIIS@police.sa.gov.au](mailto:SAPOLIIS@police.sa.gov.au)**



**IN PERSON** by requesting a SA Police officer take your complaint



## What will happen to my complaint?

Your complaint will be referred to the Internal Investigation Section (IIS) of SA Police, unless it is referred to the Independent Commission Against Corruption (ICAC).

Complaints referred to IIS are subject to oversight by the OPI.

The IIS will assess your complaint to determine the most appropriate action.

### That action may include:

A full investigation

A management resolution process

No further action

If the OPI disagrees with the action recommended in an IIS assessment, the OPI can reassess the complaint and IIS will proceed according to the OPI's assessment.

## How will I know the outcome of my complaint?

If your complaint is referred to the ICAC by the OPI, the ICAC will advise you of the outcome.

If your complaint is being managed by the IIS, the IIS will advise you of any outcome from the assessment or investigation of your complaint.

**All queries regarding complaints that are being managed by the IIS must be made to the IIS. The OPI will not be able to update and advise you on matters that are with the IIS.**

The scheme governing the making and management of complaints about SA Police is governed by the *Police Complaints and Discipline Act 2016*.

### More information



COMPLAINTS LINE  
1300 782 489  
*Cost of a local call  
for country callers*



REPLY PAID 85880  
ADELAIDE SA 5001

*The information contained in this document is for general information only and does not constitute legal advice.*

# Your complaint about police

1

Please provide your details:

TITLE GIVEN NAMES SURNAME

DATE OF BIRTH PERSONAL EMAIL ADDRESS

PERSONAL STREET ADDRESS PERSONAL TELEPHONE NUMBER

## Can I make my complaint anonymously?

Yes, however we will be unable to follow up with you for further information or inform you of the outcome

2

## What are the names and details of the police officers about whom you wish to make a complaint?

If you do not know, enter "not known"

Attach additional sheets to this document if required

FIRST POLICE OFFICER

SECOND POLICE OFFICER

THIRD POLICE OFFICER

	FIRST POLICE OFFICER	SECOND POLICE OFFICER	THIRD POLICE OFFICER
NAME			
RANK			
BADGE NO.			
STATION			
CAR NO./REGO.			
IN UNIFORM?	YES NO	YES NO	YES NO
AGE (APPROX.)			
GENDER			
APPEARANCE			

*It is an offence under the Police Complaints and Discipline Act 2016 to make a false or misleading statement in a complaint*

3

## When did the conduct occur?

If you do not know, enter 'not known' or an approximate date

DATE TIME

4

## Where did the conduct occur?

Street name, suburb, landmark

LOCATION / STREET ADDRESS OTHER DETAILS (LANDMARKS)

5

**Describe the conduct that you want to register a complaint about.**

*Attach additional sheets to this document if required*

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**Describe any other circumstances, people or details that may have relevance to your complaint**

*Attach additional sheets to this document if required*

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Information given to the OPI is treated in confidence. However, under the *Police Complaints and Discipline Act 2016*, it is necessary for your information to be disclosed to SA Police to enable them to make an assessment of your complaint, and conduct an investigation where appropriate. In some cases your information will be disclosed to the ICAC if the OPI refers the matter.



**Post this complaint form to the OPI, free of charge.**

No stamp required. Mailing address:

Office for Public Integrity  
Reply Paid 85880  
ADELAIDE SA 5001