

# NEW POLICE COMPLAINTS SCHEME

On 4 September 2017, a new legislative scheme governing the making and management of complaints about South Australia Police (SAPOL) officers will be introduced.

The new scheme will be governed by the *Police Complaints and Discipline Act 2016* which will replace the *Police (Complaints and Disciplinary Proceedings) Act 1985*.

## WHY THE CHANGE?

At the request of the Attorney-General, the Independent Commissioner Against Corruption (ICAC) conducted a review of the legislative scheme governing the oversight and management of complaints about SAPOL officers (police).

The recommendations made in the review focussed on streamlining the complaints process, while maintaining a robust and fair system for the oversight and management of complaints about police.

The new legislation is the Parliament's response to the recommendations made in the review.

## WHAT WILL HAPPEN WHEN THE NEW SCHEME STARTS?

The transition from the old police complaints scheme to the new police complaints scheme will result in the closure of the Office of the Police Ombudsman.

All unresolved complaints that were received under the previous legislation will be dealt with under the new legislation from transition day.

## HOW TO MAKE A COMPLAINT UNDER THE NEW SCHEME

Under the new legislation, you will be able to make a complaint about the conduct of police to SAPOL or to the Office for Public Integrity (OPI).

## HOW WILL YOUR COMPLAINT BE MANAGED?

The new police complaints scheme invests primary responsibility for the management of complaints about the conduct of police with the Internal Investigations Section (IIS) of SAPOL.


If you make a complaint to SAPOL, it will refer your complaint to IIS within three days. If you make a complaint to the OPI, the OPI will also refer the matter to IIS within three days unless the OPI decide to refer the matter to the ICAC.

Matters that may be referred to the ICAC would include conduct that raises a potential issue of corruption or serious or systemic misconduct or maladministration.



Unless your complaint has been referred to the ICAC, IIS will be responsible for keeping you informed on the status and progress of your complaint.

Under the new scheme, the OPI will oversee the manner in which complaints about police are managed. The OPI will be able to reassess matters already assessed by SAPOL and will be able to issue directions to SAPOL about the investigation of complaints.

## MORE INFORMATION

 GENERAL ENQUIRIES  
(08) 8463 5173  
COMPLAINTS AND REPORTS  
(08) 8207 1777  
OR 1300 782 489  
*Cost of a local call for country callers*

 [WWW.ICAC.SA.GOV.AU](http://WWW.ICAC.SA.GOV.AU)

  
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# FACTSHEET