

# 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



**OPI**

Office for Public Integrity  
SOUTH AUSTRALIA

## WHAT TYPE OF CONDUCT CAN YOU COMPLAIN ABOUT?

You can make a complaint about any conduct of a police officer that you consider to be a breach of professional standards. This would include conduct that relates to:

- THE NEGLIGENT PERFORMANCE OF DUTIES
- THE OFFICER'S HONESTY AND INTEGRITY
- CRIMINAL OR IMPROPER BEHAVIOUR
- STANDARDS OF PERSONAL BEHAVIOUR
- EXCESSIVE FORCE
- DRUG AND ALCOHOL USE
- CONFLICTS OF INTEREST
- MISUSE OF INFORMATION
- RELATIONS WITH THE PUBLIC, GROUPS OR ORGANISATIONS
- THE USE OF OFFICIAL INFORMATION

## HOW CAN YOU MAKE A COMPLAINT?

TO THE OFFICE FOR PUBLIC INTEGRITY (OPI):



Complete the hard copy complaint form attached to this brochure and mail it free of charge to the **Office for Public Integrity Reply Paid 85033, Adelaide SA 5001**



Complete the online form on the ICAC/OPI website: [www.icac.sa.gov.au](http://www.icac.sa.gov.au)



Call **8207 1777** (country callers can phone **1300 782 489** for the cost of a local call)



Email [admin@opi.sa.gov.au](mailto:admin@opi.sa.gov.au)



Visit the OPI in person at **Level 1, 55 Currie Street, Adelaide** (via appointment only)

TO SOUTH AUSTRALIA POLICE (SAPOL):



Call **7322 3308**



Email [SAPOLIIS@police.sa.gov.au](mailto:SAPOLIIS@police.sa.gov.au)



Request any SAPOL officer to take your complaint



## WHAT WILL HAPPEN TO YOUR COMPLAINT?

The OPI will refer your complaint about police to the Internal Investigation Section (IIS) of SAPOL within three days, unless it has been referred to the Independent Commissioner Against Corruption (ICAC).

ALL COMPLAINTS REFERRED TO THE IIS WILL BE SUBJECT TO OVERSIGHT BY THE OPI.

The IIS will assess your complaint to determine the most appropriate action. If the OPI disagrees with the assessment made by the IIS, the OPI can reassess your complaint and the IIS will proceed according to that assessment.

If the IIS assess your complaint as raising a potential issue of corruption, it will refer it to the OPI who will bring it to the attention of the ICAC.

The IIS will investigate your complaint unless it is resolved by management resolution or the Police Commissioner declines to take any action, which he can do if the matter is considered trivial, frivolous or vexatious, or it has been dealt with previously.

## 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 of any investigation.

If your complaint is being managed by the IIS, the IIS must advise you of the status and progress of your complaint.

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

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

For more information, visit the ICAC/OPI website: [www.icac.sa.gov.au](http://www.icac.sa.gov.au)

### MORE INFORMATION



COMPLAINTS LINE  
(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)



LEVEL 1, 55 CURRIE ST.



GPO BOX 11066  
ADELAIDE SA 5000

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



3

**When did the conduct occur?**  
If you do not know, enter "not known".

[Text input field]

4

**Where did the conduct occur?**  
If you do not know, enter "not known".

[Text input field]

5

**Describe any other circumstances, people, or details which may have relevance to your complaint.**  
Attach additional sheets to this document if required.

[Text input field]

6

**Have you previously reported this matter to SAPOL, the OPI, or the former Office of the Police Ombudsman?**

YES  NO

**Please provide your details:**

TITLE	FIRST NAME	SURNAME
<input type="text"/>	<input type="text"/>	<input type="text"/>
PREFERRED NAME	PERSONAL TELEPHONE NUMBER	
<input type="text"/>	<input type="text"/>	
PERSONAL MAILING ADDRESS	PERSONAL EMAIL ADDRESS	
<input type="text"/>	<input type="text"/>	
<input type="text"/>		

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

Information given to the OPI and ICAC is treated in confidence. However, under the *Police Complaints and Discipline Act 2016*, it may be necessary for your information to be disclosed to SAPOL to enable them to make an assessment of your complaint, and conduct an investigation where appropriate.

While your response will be taken into account, there are still circumstances in which the OPI may provide your details to SAPOL.



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

No stamp required. Mailing address:

Office For Public Integrity  
Reply Paid 85033  
ADELAIDE SA 5001

**Do you consent to your personal details being provided to SAPOL for the reasons outlined above?**

YES  NO