

# Application for a Complaint Handling Review

## Important information:

All sections of this form must be completed and a copy of the policing body's final written response must be included with your submission. Incomplete application forms will be refused. You can provide supplementary information with your fully completed application form.

Further information about our role or powers can be found on our website, [www.pirc.scot](http://www.pirc.scot)



If you need this form in a different format, for example in Braille, on audio tape, in large print or in a different language, please call us on **01698 542 900** or email [enquiries@pirc.gov.scot](mailto:enquiries@pirc.gov.scot)



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## Section A – About You

Which title would you like us to use when we are corresponding with you?

Mr       Mrs       Ms       Miss       Other (please tell us)   
Mx       Dr       None

If your application for a review is progressed, which pronouns would you like us to use in our report?

She/her/hers       He/him/his       They/them/their       None

<b>Name</b>	
<b>Address</b>	
<b>Date of Birth</b>	
<b>Phone number</b>	
<b>Email</b>	

### Contact with the PIRC

We will correspond with you by e-mail unless otherwise specified. If you would prefer an alternative form of contact, please indicate below.

By letter to you       Through your personal representative (please complete the attached consent form)

We want to ensure that our services are accessible to all. Please tell us if there are any reasonable adjustments that we can carry out to make this process easier for you, for example, if you require us to change the way that we communicate with you.

Please note, while we will aim to meet your needs, not all requests can be fulfilled.

## Section B – Your complaint case

1. Have you complained to the relevant policing body? Yes  No

2. Which policing body did you complain to?

3. Police Complaint Reference Number

4. Has the policing body finished dealing with your complaint? Yes  No

5. Did the policing body agree a list of complaints with you? Yes  No

6. Is any other organisation dealing with your complaint? Yes  No

If you answered 'Yes', please state the name of the organisation

7. Is your complaint the subject of on-going court proceedings? Yes  No

If you answered 'Yes' please state the nature of the proceedings

8. What is the date of the policing body's final written response?

**Please provide a copy of the policing body's final written response.**

### Is your application delayed?

You must submit your application within three months of the date of your written response from the policing body. If your application falls out with this deadline, we may legally be unable to proceed with the review.

If your application is late, please let us know why. Please also send any supporting evidence with this application form.

Unless we are satisfied that there are exceptional circumstances for the delay, we may not be able to consider your complaint.

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## Section C – Your complaints

**Important: if this section is not complete, your form may not be accepted**

**Please note that we cannot review:**

- a complaint that has not previously been made to the police
- a complaint where you received a response from the police more than three months ago (unless there are exceptional circumstances which you have explained above)
- a criminal allegation about a police officer or civilian member of staff
- complaints from individuals about the terms and conditions of their service with the police

If you wish to proceed with your application, please use the boxes below to describe each complaint that you would like us to review.

If you have agreed “Heads of Complaint” with the relevant policing body, these are the complaints that should be listed below. If you believe that the “Heads of Complaint” agreed with the policing body are incorrect, please tell us why in the “Why are you unhappy with how this complaint was handled by the police?” boxes below.

### Complaint 1

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Why are you unhappy with how this complaint was handled by the police?

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### Complaint 2

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Why are you unhappy with how this complaint was handled by the police?

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### Complaint 3

Why are you unhappy with how this complaint was handled by the police?

### Complaint 4

Why are you unhappy with how this complaint was handled by the police?

### Complaint 5

Why are you unhappy with how this complaint was handled by the police?

If you have more complaints, please continue these on a Word document and send alongside this form by email to [enquiries@pirc.gov.scot](mailto:enquiries@pirc.gov.scot) or post to PIRC, Hamilton House, Hamilton Business Park, Caird Park, Hamilton ML3 0QA

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## Section D – Your Experience

The Equality Act 2010 states that people must not be treated differently because of a protected characteristic.

Protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Do you feel that you were treated differently by the policing body due to a protected characteristic?

Yes

No

If you answered 'Yes' please use the box below to explain.

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## Section E – Expectations

### Please note that we cannot:

- order the payment of compensation or other financial penalty
- order the investigation of criminality or charge individuals
- become involved with criminal procedures
- recommend that an officer is subject to a conduct or disciplinary action

Our function is to review the handling of your complaint. If your complaint also concerns another organisation, such as the Information Commissioner's Office, you may be able to appeal directly to that organisation.

If you are happy to proceed with your review on this basis, using the box below, please describe what you hope or expect to achieve from the review of your complaint(s).

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## Section F – Authorisation

So that the PIRC can deal with your case, please sign and date below.

Signed: ..... Date:.....

### Where to send your application form

By post: PIRC

Hamilton House  
Hamilton Business Park  
Caird Park  
Hamilton  
ML3 OQA

By e-mail: [enquiries@pirc.gov.scot](mailto:enquiries@pirc.gov.scot)



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# Consent form


If you would like somebody to act on your behalf (such as a solicitor, friend or relative), please give their details here:

<b>Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Phone number</b>	
<b>Mobile number</b>	
<b>Email</b>	

To give us your permission to talk to your representative about your case, please sign and date below.

**I agree to you sharing information about my case with my representative named above.**

Signed: ..... Date: .....

 Return your completed complaint handling review request form with your equality and diversity form to [enquiries@pirc.gov.scot](mailto:enquiries@pirc.gov.scot) or post to PIRC, Hamilton House, Hamilton Business Park, Caird Park, Hamilton ML3 0QA