

Complaints Review Request Form

# Introduction

Please use this form if you are unhappy about the outcome of your complaint, or about how your complaint has been handled. Fields marked with an \* are mandatory.

The Office of the Police and Crime Commissioner (OPCC) must receive your application for review within 28 days from the day after the date stated on your outcome letter. For example, if your letter is dated 1 April, you have to make sure we receive your review by 29 April.

This form should be completed and sent to the OPCC by email to opcc@warwickshire.police.uk or by post to OPCC Warwickshire, 3 Northgate Street, Warwick CV34 4SP.

**What happens to the information in my review form?**

The information you provide on this form will be entered into our systems. We may also need to pass the details of your review to the relevant police force/organisation. Please note, all the contents of this form may be passed to the relevant police force.

If you have any concerns about your information being passed to the police or you require further information about how your data will be handled please contact us. For information about how we handle your personal information, please read our privacy notice at: <https://www.warwickshire-pcc.gov.uk/policies/privacy-policy/>

**Accessibility**

If it is difficult for you to use this form or this service – for example, if English is not your first language or you have a disability – please contact us by email or by phone on 01926 733523

If you require any adjustments to support you through the complaints system, please outline these below. For example, if you have a visual impairment, you may require the police or other organisation to provide written responses in larger text.

## Section 1 - About you

\*Title:

\*First name(s):

\*Last name(s):

Date of birth:

Please provide at least two forms of contact below.

Address:

Email:

Telephone:

Preferred method of contact:

Are you applying for a review for someone else?

If the answer is no, you do not need to complete Section 2.

## Section 2 – Details of person on whose behalf you are applying for a review

Do not complete this section, if you are applying for a review on your own behalf. If you are applying for review on behalf of someone else, you must have permission from that person.

What is your relationship to the person applying for a review?

\*Title:

\*First name(s):

\*Last name(s):

Date of birth:

Please provide at least two forms of contact below.

Address:

Email:

Telephone:

Preferred method of contact:

## Section 3 – Review details

Please attach the final decision letter from the police force or any additional documents that are relevant. The final decision letter from the police can help us process your review more quickly.

\*Tell us which organisation handled the complaint?

Force reference number: This should be on any correspondence you have had from the force.

Please explain why you want to apply for a review. Please outline if you are unhappy with the way your case was handled, the way it was investigated or the final outcome of the case. Please provide details explaining why.

Please explain what you would like to happen. What can happen is dependent on the circumstances of the case. If you are unhappy with the outcome of your complaint or the way it was investigated, you may want to suggest an alternative final outcome.

## Section 4 – Confirmation that information provided is correct

I confirm the information I have provided is truthful and accurate to the best of my knowledge.

Name:

Date:

## Section 5 – Feedback

We are constantly striving to improve our service. Please tell us if you have any feedback below.

Would you be happy to be contacted about your experience of the police complaints system?

Yes

No

Thank you for the information you have provided.