

## Complaints

The City of London Police aim to provide a high quality service to the public. Occasionally, however, the public will have cause to complain.

One of the ways in which we continue to improve our service is by listening to and responding to your views.

We have tried to make the complaints process as simple as possible. We treat complaints seriously and attempt to deal with them effectively, by;

- Resolving them promptly.
- Responding in the right way with an explanation or an apology, where we have got things wrong.
- Providing information on any action taken.

We try to learn from complaints and take action to improve our service.

## How to make a complaint

You can make a complaint by letter or email

Please direct your complaint to:

City of London Police.  
PO Box 36451, 182 Bishopsgate, London EC1M 4WN

Email: [contact@actionfraud.police.uk](mailto:contact@actionfraud.police.uk)

## What happens next?

When you complain in writing, by letter or email, we aim to respond within 20 working days. If it is not possible to give you a full reply within this time (for example if your complaint requires a more detailed investigation), we will tell you what is being done and when you can expect a full response.

We will acknowledge where things could have been done better, and tell you what will be done to avoid the same thing happening again. Equally if we do not uphold your complaint, we will let you know why.

Your response will include details of what to do if you believe your complaint has not been dealt with properly. You should start by contacting us again, asking for your complaint to be passed on to a more senior member of staff.

If you are unsatisfied with the response given from a complaint you can have it reviewed by getting in touch with PSD: [psd\\_public@cityoflondon.pnn.police.uk](mailto:psd_public@cityoflondon.pnn.police.uk) or in writing to PO Box 36451, 182 Bishopsgate, London EC1M 4WN.