

Phillip's Story

Phillip called the Law Enforcement Conduct Commission (LECC) and stated that he had a few enquiries about what the LECC could do to assist him with his complaint against Police. A Registry Officer took his details and advised Phillip that an Assessment Officer would call him back within the hour to assist with his questions.

Ayishah, an Assessment Officer with the LECC, contacted Phillip and Phillip explained that he was recently the victim of a crime that he had reported to his local Police. Police had taken a statement but Phillip was unsure about the ongoing investigations or whether Police were in fact investigating the matter at all. Ayishah encouraged Phillip to contact local Police to enquire about what action they were taking. Phillip was advised that if he was concerned that Police were not conducting sufficient enquiries, he could ask to speak with a senior officer at the station or the Professional Standards Duty Officer (PSDO) to express his concerns. As the information provided by Phillip did not suggest serious misconduct at this stage by Police, Ayishah provided Phillip with information about making a complaint direct to Police by contacting the Customer Assistance Unit if he remained dissatisfied. Phillip was pleased with this advice and the options available.

Phillip was encouraged to contact the LECC again if he wished to make a formal complaint about Police, and was advised that this could be done in writing to the LECC via the online form, letter or email*.

**The LECC is able to assist a person who is unable to make a complaint in writing. This can be arranged by calling us.*