



Sussex Police & Crime Commissioner

Complaints Handling Procedure

- 1.1 We want everyone in Sussex to feel safe and confident in the service provided by Sussex Police and the Office of the Sussex Police & Crime Commissioner (OSPCC).

This guide explains how to make a complaint and who will handle it.

Complaint against the Office of the Sussex Police & Crime Commissioner (OSPCC)

- 2.1 You can complain about:

- OSPCC policies or practices
- The Police & Crime Commissioner (PCC)
- OSPCC staff, contractors, or volunteers

Please send your complaint in writing to:

The Chief Executive (Monitoring Officer)
Office of the Sussex Police & Crime Commissioner
Sackville House, Brooks Close, Lewes, BN7 2FZ
Email: pcc@sussex-pcc.gov.uk

- 2.2 If your complaint is about the Chief Executive, please write directly to the PCC at the address above.
- 2.3 [Complaints against the PCC](#) will be initially received by the Monitoring Officer of the OSPCC. The complaint will then be passed to the Sussex Police and Crime Panel.
- 2.4 The Panel has delegated the handling of complaints to the Clerk of the Panel, who may either dismiss the complaint, or prepare a report for the full Panel to consider.
- 2.5 Please note, that if your complaint relates to the outcome of a complaint about the Chief Constable or review conducted by this office, your complaint will be considered as an abuse of process and no further action will be taken. The correct procedure for challenging the outcome of a Chief Constable complaint is via a review to the Independent Office for Police Conduct (IOPC). The route to challenge the outcome of a complaint review dealt with by this office is via Judicial Review.

Complaints against the Chief Constable

- 3.1 The PCC has a statutory duty to consider complaints against the Chief Constable of Sussex Police *only*.
- 3.2 If you believe the Chief Constable has not met the Standards of Professional Behaviour, please send your complaint (with any evidence) to:

Either email: pcc@sussex-pcc.gov.uk

Or write to:

The Chief Executive (Monitoring Officer)
Office of the Sussex Police & Crime Commissioner
Sackville House
Brooks Close
Lewes
BN7 2FZ

Complaint against Sussex Police Officers, Staff or Policies

- 4.1 The OSPCC monitors how Sussex Police handle complaints but does not investigate them.
- 4.2 If you complain about Sussex Police, we will forward your complaint to the Professional Standards Department (PSD), who will contact you directly.
- 4.3 You can also complain directly to the IOPC.
More information is available at: www.policeconduct.gov.uk

Complaint Reviews

- 5.1 From 1 February 2020, the PCC became the review body for certain complaints about Sussex Police.
- 5.2 You can request a review if:

You made a complaint to Sussex Police, and
You have received their final outcome letter.
- 5.3 A review will look at whether the outcome was reasonable and proportionate. If it was not, the review will be upheld.
- 5.4 To request a review:

You must apply within 28 days of the date your outcome letter was sent.

Please use our online form: SPCC – [SPCC - Complaint Reviews](#)

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Or write to:

Office of the Sussex Police & Crime Commissioner
Sackville House, Brooks Close, Lewes, BN7 2FZ

Please note that the OSPCC cannot consider anonymous complaints