



# Commenting on the service you have received

## How to make a compliment or complaint

Your views are important to us.

You are entitled to make a compliment or complaint about the service you, or someone you represent, have received from Kent Police.

This could address the conduct of a police officer (or special constable), staff member, one of our contractors, or the way we work.

## What to do first

Before you make a complaint it's always best to talk to the person concerned, or their supervisor, to see if the issue can be resolved. If you are still not happy with the outcome, you can make a formal complaint, which will be processed by our Professional Standards Department.

You can make a compliment or complaint

- by completing our online form at [www.kent.police.uk/services](http://www.kent.police.uk/services) or by visiting the Independent Office for Police Conduct (IOPC) website: [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)
- by email to [professional.standards@kent.pnn.police.uk](mailto:professional.standards@kent.pnn.police.uk)
- by writing to: **Kent Police Professional Standards Department, Grugeon House, Kent Police Headquarters, Sutton Road, Maidstone, Kent ME15 9BZ**
- by phone: **01622 652323** (from 8am to 4pm, Monday to Friday)

## Need help?

Please let us know if you need special assistance. A member of our Professional Standards Department can help you, or you can talk to your local Citizens' Advice Bureau or advocacy group.



**Kent  
Police**

**[www.kent.police.uk](http://www.kent.police.uk)**