

# Making a complaint to Action Fraud

## COMPLAINTS POLICY

**Action Fraud is the UK's national reporting centre for fraud and cyber crime.**

Victims' reports are assessed by specialists to see if they are suitable for further action and are then sent to the relevant law enforcement agency to investigate.

**Action Fraud does not investigate crime.**

The service is run by The City of London Police and aims to provide a high quality service to the public. Occasionally, however, there may be 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?

If you are not satisfied with the service you have received from Action Fraud, you can make a complaint by email or letter.

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

Or alternatively: Action Fraud PO Box 36451, 182 Bishopsgate, London EC1M 4WNW.

# 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 the City of London Police's Professional Standards Directorate (PSD).

- ▲ Email: [psd\\_public@cityoflondon.pnn.police.uk](mailto:psd_public@cityoflondon.pnn.police.uk)

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[www.actionfraud.police.uk](http://www.actionfraud.police.uk)