

Contact us

IN PERSON

At any ACT Police Station, AFP state/ regional office or other AFP Posting.

MAIL TO

Workplace Issues and Complaints Resolution team

Australian Federal Police
GPO Box 401
Canberra ACT 2601

TELEPHONE

Workplace Issues and Complaints Resolution Answering Service

+61 (02) 5126 8323

If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service (NRS). Further information on the NRS can be located at www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service.

If you require a translator, contact the Translating and Interpreting Service (TIS National) on 131 450 (within Australia) or for more information, please visit tisnational.gov.au.

Online form - <https://www.afp.gov.au/contact-us/feedback-and-complaints>

Who else can you contact?

The Commonwealth Law Enforcement Ombudsman (the Ombudsman) has oversight of the AFP complaint process and may review any investigation or action taken by the AFP. If you are not satisfied with the way the AFP has handled the complaint process, you may contact the Ombudsman's Office. Generally, you must lodge your complaint with the AFP in the first instance, however you may also complain directly to the Ombudsman where there is a reason that you cannot approach the AFP about your complaint.

The AFP reports to the Australian Commission for Law Enforcement Integrity (ACLEI) in relation to corrupt activity of AFP employees. ACLEI is an independent and proactive oversight body established to detect and prevent serious or systemic corruption. You may also report a corruption issue directly to ACLEI.

Commonwealth Law Enforcement Ombudsman

GPO Box 442, Canberra ACT 2601
1300 362 072
ombudsman@ombudsman.gov.au
www.ombudsman.gov.au

Australian Commission for Law Enforcement Integrity (ACLEI)

GPO Box 605, Canberra ACT 2601
+ 61 (0) 2 6141 2300
contact@aclei.gov.au
www.aclei.gov.au



Feedback about the Australian Federal Police

Our role and function

The role of the Australian Federal Police (AFP) is to investigate and prevent crimes against the Commonwealth and to protect Commonwealth and national interests in Australia and overseas. This includes performing a community policing role in the ACT.

Our values and Code of Conduct

Professional and personal values are pivotal to the AFP's business. These values are integrity, commitment, excellence, accountability, fairness, trust and respect.

Additionally, all appointees must adhere to the AFP Code of Conduct which describes the Commissioner's clear expectations regarding professional behaviour.

Making a complaint about the AFP

You can make a complaint about the conduct of AFP appointees or about AFP practices or procedures. If you tell an AFP appointee you wish to make a complaint, the AFP appointee must take your complaint, even if it is about them. Please note, where complaints are made verbally, to ensure we capture your complaint accurately, you may be asked to put your complaint in writing.

How to make a complaint?

You can make a complaint in person, online, via mail, by telephone or by sending in a completed 'Compliments and Complaints' form (attached). You may lodge a complaint anonymously; however, this may prevent follow-up inquiries and may limit investigative options.

Information to include in your complaint

When making a complaint, you should be clear and concise and include as much information as possible to assist us to make an informed assessment and respond appropriately, such as:

Your name and contact details

A factual description of the incident including the date/s, time/s and location/s

Names of people involved (including witnesses)

Names and AFP Identification Numbers (if known) of AFP appointees involved

Details of any documents, footage, photographs or other evidence in support of your complaint

Your expectations regarding the outcome of the complaint

Any other relevant information.

What happens when you make a complaint?

Upon receipt, your complaint will undergo initial assessment by the AFP Workplace Issues and Complaints Resolution Team. The AFP may contact you to seek further information or clarification regarding your complaint.

Minor misconduct complaints are referred for formal investigation by the resolution administrative investigators. While Complaints regarding more serious misconduct will be referred to AFP Professional Standards.

Complaints relating to Corruption Issues are also referred to the Australian Commission for Law Enforcement Integrity (ACLEI).

Keeping you informed

Where your complaint is not accepted, you will receive correspondence from us providing a reason for our decision.

Where your complaint is accepted for investigation, you can expect to be provided with an overview of the complaint process, and to be kept updated as to the progress and approximate time frames associated with the management of your complaint.

False Complaints

It is an offence under the Australian Federal Police Act 1979 (Cth) to knowingly make a false complaint.

Unreasonable complainant conduct

The AFP values complaints however will not accept unreasonable conduct. Please refer to www.afp.gov.au/contact-us/feedback-and-complaints for our policy on unreasonable complainant conduct.

Further information

Details about the professional standards of the AFP, including the AFP Code of Conduct and the complaints process are available on the AFP website: www.afp.gov.au