

## Contact us

### In person

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

### Mail to

Professional Standards  
Australian Federal Police  
GPO Box 401  
Canberra ACT 2601

### Telephone

#### Professional Standards Hotline

+61 (0)2 6131 6789

### Email

PRS-ComplaintsCoordinationTeam@afp.gov.au

### Via an online form

[www.afp.gov.au](http://www.afp.gov.au)

### Other useful contacts

#### Commonwealth Law Enforcement Ombudsman

GPO Box 442  
Canberra ACT 2601

**Tel:** 1300 362 072

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Web:** [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

#### Australian Commission for Law Enforcement Integrity (ACLEI)

GPO Box 605  
Canberra ACT 2601

**Tel:** + 61 (0) 2 6141 9300

**Email:** [contact@aclei.gov.au](mailto:contact@aclei.gov.au)

**Web:** [www.aclei.gov.au](http://www.aclei.gov.au)

#### Telephone Interpreter Service (24 hours service)

131450

## Keeping you informed

If you indicate you wish to be contacted by the AFP your complaint will be acknowledged. Depending on the seriousness of the practice, procedure or conduct issue/s raised, the AFP will endeavour to keep you informed of the progress and outcome of your complaint. For minor misconduct matters this may be a letter of acknowledgement; for more serious matters, regular contact by phone or in person.

## Who else can you contact?

The Commonwealth Law Enforcement 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 Commonwealth Law Enforcement Ombudsman. You may also complain directly to the Commonwealth Law Enforcement Ombudsman about the AFP, 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.

## False Complaints

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

## Further information

Details about the professional standards of the AFP, including the AFP Code of Conduct and the Complaint System are available on the AFP website: [www.afp.gov.au](http://www.afp.gov.au)

# Feedback about the Australian Federal Police

Compliments and Complaints



# AFP

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 and trust.

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

## Compliments and complaints

The AFP values your feedback as this information helps improve the organisation. The AFP is committed to providing a high level of service, and as an organisation we welcome the opportunity to recognise the efforts of our members and encourage positive feedback from the community.

## Making a complaint about the AFP

You can make a complaint about the conduct of AFP employees or about AFP practices or procedures.

If you tell an AFP employee you wish to make a complaint, the AFP employee must record your complaint, even if it is about them. In certain circumstances, you may be asked to make the complaint in writing.

When making your complaint note that an AFP employee must provide you with their name, AFP identification number and work location if requested.

## How to make a complaint

You can make a complaint in person, by letter, online, by email, 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.

## Information to include in your complaint

When making a complaint, you should include as much information as possible to assist us in responding appropriately, such as:

- Your name and contact details
- Detailed description of the incident including the date, time and location
- Names of people involved (including witnesses)
- Names and AFP Identification Numbers (if known) of AFP employees involved
- Details of any documents/evidence to assist
- Your expectations regarding the outcome of the complaint
- Any other relevant information.

## What happens when you make a complaint?

Complaints about the conduct of an AFP employee, AFP practices or procedures are generally resolved by an AFP supervisor. The supervisor may be able to resolve the issue by explaining police procedure to you. The supervisor may also speak to the AFP employee about whom you are complaining.

Complaints regarding serious misconduct will be referred to AFP Professional Standards, which is responsible for safeguarding the AFP's integrity.