

ACT Policing complaint pathway

How do I raise my concerns about ACT Policing?

ACT Policing is the community policing arm of the Australian Federal Police (AFP). They are responsible for providing quality and effective policing services to the ACT. This is performed in partnership with the community and the ACT Government.

How to make a direct complaint to ACT Policing

Your right to complain

ACT Policing supports your right to complain about:

- the conduct or actions of individual ACT Policing appointees
- the practices and procedures of ACT Policing.

How to lodge a complaint

Lodge your complaint directly using the online [complaints form](#). Further information can be found on the AFP – [Make a complaint](#) webpage.

How to make a complaint or report corruption to an independent oversight agency

Anyone can make a complaint about ACT Policing. You should try to resolve your concerns about ACT Policing by contacting the [AFP](#) before you make a [complaint](#) to us. If you are not satisfied after making a complaint to the AFP, you can contact our office.

[Victim Support ACT](#), within the ACT [Human Rights Commission](#), provides support and financial assistance to people who experience crime in the ACT.

Who to contact	What is the issue?	Complaint process	Lodge a complaint or report
ACT Ombudsman	<p>Our Office can investigate complaints about ACT Policing including:</p> <ul style="list-style-type: none"> • Inadequate investigation • Inappropriate action or advice • Taking too long to act • Failure to record or report a matter • Discourtesy <p>Failure to return property.</p>	ACT Policing	Complaints Form
National Anti-Corruption Commission (NACC)	<p>What the NACC does:</p> <ul style="list-style-type: none"> • Receive reports about corruption in the federal public sector • Assess if the report is of corrupt conduct • Investigate serious or systemic corruption issues • Work with the public sector to ensure corrupt conduct is prevented and otherwise investigated. 	Report corrupt conduct	Corruption reporting form
Australian Human Rights Commission (AHRC)	<p>If you want to make a complaint about being discriminated against by members of ACT Policing, contact the AHRC.</p>	Complaints	Make a complaint