

27 April 2023

Ref: IR-01-23-8624

Amanda Murtagh  
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Dear Amanda

Thank you for your Official Information Act 1982 request of 20 March 2023, in which you asked:

*What is the standard procedure when the NZ Police receive a complaint from the Independent Police Complaints Authority?*

The procedure which is adopted when NZ Police receives a complaint from the Independent Police Conduct Authority (IPCA) is largely dependent on the nature of the complaint.

If the complaint is minor in nature or requires no further action by the IPCA, Police may need to assess the alleged behaviour to ascertain whether there are performance or conduct issues or learning that can improve Police service.

Other complaints may be referred to Police which the IPCA consider are appropriate for a facilitated resolution. These will be considered by Police and steps will be taken to achieve conciliation with the complainant.

Serious or significant matters are referred to Police for investigation with active oversight by the IPCA. These matters will be assessed by Police and will result in either a criminal investigation, an employment investigation, or both.

All complaints which are received from the IPCA are documented in the Police complaint management system. Complainants will be sent a letter of acknowledgment from Police.

Yours sincerely



Superintendent Jason Guthrie  
Director: Integrity and Conduct  
Police National Headquarters

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**Police National Headquarters**

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