

M O P A C

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Complaints Policy

January 2026



Contents

Introduction	2
Submitting a complaint.....	5
Complaints process	5
Abuse, persistent or vexatious correspondence and complaints	8

Introduction

1. The Mayor's Office for Policing and Crime (MOPAC) is committed to dealing with all correspondence and complaints in a fair, transparent and timely manner. This policy sets out the way complaints about MOPAC service or staff are recorded and investigated. It also sets out the appeals processes if a complainant is unhappy with the outcome of their complaint.
2. In handling complaints, MOPAC adopts the following Principles of Good Complaints handling issued by the [Parliamentary and Health Ombudsman](#):
 - Getting it right
 - Being customer focused
 - Being open and accountable
 - Acting fairly and proportionate
 - Putting things right
 - Seeking continuous improvement

Scope

3. This policy applies in the following circumstances:
 - Complaints about the service received from MOPAC.
 - Complaints about the specific conduct of a MOPAC staff member.
4. We will not usually consider complaints made more than 12 months after the issue has occurred or the complainant became aware of the issue (if later), however we will consider where discretion needs to be applied to accept complaints made outside of this time limit where there are good reasons to do so.
5. Each complaint is considered on its own merits and in line with what is set out within this policy and Abusive, Persistent and Vexatious Correspondence or Complaints policy. If we decide not to accept a complaint, we will explain our reasoning.

Complaints outside of this policy area

MOPAC commissioned service(s)

6. Where a member of the public wishes to complain about a service that has been commissioned by MOPAC, but it is supplied by a third party, the complainant should raise the matter with the service provider. The complaint will then be processed in accordance with that organisation's complaints policy. If the complainant has been through all stages of the organisation's complaints process and the matter has still not been resolved to the satisfaction of the complainant, the complainant may then raise it with MOPAC. In such instances, MOPAC will then conduct a review of how the complaint has been handled by the provider to identify whether the organisation's complaints process has been appropriately followed.

Groups covered by statute

7. This policy **does not apply** in any circumstances where a member of the public is seeking to complain about the following groups as these are covered by statute¹:
 - The general performance, governance or policies of the Metropolitan Police Service (MPS).
 - The performance, conduct or behaviour of an MPS officer or any member of MPS staff.
 - The performance, conduct or behaviour of the Commissioner of Police of the Metropolis (MPS Commissioner).
 - The performance, conduct or behaviour of the Deputy Mayor for Policing and Crime.
8. The applicable processes for the submission and investigation of those complaints are administered by the relevant Appropriate Authority. Details of how to submit complaints about MPS officers, the MPS Commissioner or the Deputy Mayor for Policing and Crime can be found on the MOPAC website: [MOPAC complaints | London City Hall](#).
9. This policy also **does not apply** when individuals are unhappy with the outcome of their police complaint. These individuals can seek a review by the MOPAC Complaints Review Team or by the independent Office for Police Conduct (IOPC), depending on the circumstance of the complaint: [Police Complaints Outcome Reviews | London City Hall](#).
10. This policy also **does not apply** when individuals are unhappy about Freedom of Information responses or about the way MOPAC processes their data. Details on how these complaints will be handled can be found on the MOPAC website: [MOPAC Freedom of Information | London City Hall](#) and [MOPAC Privacy Notice | London City Hall](#).

¹ The Mayor and Deputy Mayor for Policing and Crime are subject to the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012; Expectations about the conduct of the of the MPS Commissioner are set out in the Police (Conduct) Regulations 2020; Complaints against the MPS, MPS officers or staff are governed by the Police Reform Act 2002.

11. This policy **does not apply** to staff members who wish to raise concerns about the way business is being conducted within MOPAC (whistleblowing). This is covered by MOPAC Whistleblowing policy and procedure.
12. This policy **does not apply** to complaints received from data subjects relating to our processing of personal data.

Roles and Responsibilities

13. The audience for this policy is the general public and MOPAC Staff. Guidance for the public will be published on the MOPAC website. Roles and responsibilities in relation to this policy are:
 - **Policy Owners:** Private Office and Secretariat
 - **MOPAC Board:** Responsible for final approval for all new policies and significant policy revisions.

Definitions

14. **Complaint:** A complaint is defined as an expression of dissatisfaction about the standard of service, action, lack of action by MOPAC or its staff, or the conduct or behaviours of MOPAC staff.

Alignment with MOPAC Values

15. This policy reflects MOPAC's core values of:
 - Leadership
 - Contribution
 - Innovation
 - Cooperation
 - Honesty
 - Respect.

16. It does this by committing to dealing with all correspondence and complaints in a fair, transparent and timely manner.

Equality implications

17. MOPAC is committed to dealing with all correspondents and complainants in a fair and impartial manner and in line with our policies and procedures, whilst considering any specific needs of the complainant or correspondent. This should include where relevant, consideration of any access challenges, reasonable adjustments or protected characteristics under the Equalities Act 2010 and our responsibilities under the Public Sector Equality Duty.

Submitting a complaint

18. Individuals who are dissatisfied with MOPAC services, policies or the conduct of MOPAC staff can submit a complaint in the following ways:

- Via email to MOPAC at enquiries@mopac.london.gov.uk
- In writing to:

Mayor's Office for Policing and Crime
169 Union St
London SE1 0LL

19. Complainants must provide the following information when making their complaint:

- Full name
- Email address and other contact details
- Clearly stated details and nature of the complaint

20. Any personal data provide to MOPAC will not be disclosed to any third party without explicit consent from the complainant, or unless there is another lawful basis for disclosure, i.e. for the purposes of safeguarding.

Complaints process

21. There are two stages to the complaints process. These are outlined below:

Stage 1: Consideration of the complaint

22. Once the complaint is received it will be logged by the MOPAC Correspondence Team, who will also acknowledge receipt to the complainant.

23. The complaint will then usually be referred to the line manager of the member of staff against whom the allegation has been made, and the HR team notified. The staff member against whom the complaints has been made will be notified where appropriate. Usually, the line manager will investigate the complaint. To ensure fairness of the process, the investigation may be supported by a member of the HR team.

24. If it is not appropriate for the line manager in the circumstances to investigate a particular complaint, the relevant Head of Service / SMT member, in consultation with the HR team, will identify a suitable alternative. This could include where there is a conflict of interest with the line manager investigating the matter, or where serious concerns have been raised in the complaint, such as financial irregularities.

25. Complaints against senior MOPAC staff will be managed in the following way:

- Complaints against the Chief Executive Officer (CEO), the London Victims Commissioner or the Director of the Violence Reduction Unit will be referred to the Deputy Mayor for Policing and Crime, with support from the Chief People Officer. This is the final stage of complaints for these roles.
- Complaints against MOPAC Board members will be referred to another Board member who will be appointed by the CEO and with support from the Chief People Officer.

26. In most cases, MOPAC will aim to investigate, resolve and communicate the outcome of the complaint within 20 working days of receipt of the complaint. If this is not possible the reason for the delay and the appropriate target date will be communicated to the complainant.

27. The Complaints Policy and process will be followed in all cases, unless depending on the nature of the complaint, and if necessary, all or part of a complaint or the outcome may be considered under other internal policies and procedures. These could include policies and procedures for Grievances, Discipline, or Bullying and Harassment.

28. If it is appropriate for all or part of the complaint to be considered under an internal policy and procedure, this should begin as soon as it becomes necessary. In this situation we will let the complainant know that the complaint will be considered under our internal policies and procedures. The complainant will not be told which internal policy and procedure it will be investigated under, only that we will investigate the matter. We will reassure the complainant that we will take the issue seriously and let them know when the process has concluded.

29. Once the internal process has been concluded, the person investigating will decide whether any details can be shared with the complainant having due regard for the confidentiality of the internal process. We will only inform the complainant that the internal procedures have concluded, not any outcomes of that internal process.

30. Any elements of a complaint that are not investigated under an alternative internal policy and procedure will continue in line with the Complaints Policy.

31. The line manager / person assigned to investigate the complaint will communicate the outcome of the investigation to the complainant including any actions taken. This could include amendments to policies or MOPAC processes, or training where the complaint relates to a member of staff.

Stage 2: Appeal

32. If the complainant is unhappy with the outcome of the complaint, they can appeal the decision. In doing so the complainant should clearly detail why they believe their complaint was not addressed satisfactorily in the first stage.

33. There are two grounds on which an appeal can be submitted:

- The complainant believes the outcome or handling of the complaint was unreasonable.
- There is additional information that reasonably could have been considered in the original complaint.

34. The complainant must clearly set out on which grounds they are seeking an appeal and the reasons they are seeking an appeal on these grounds.

35. At this stage the complaint will be referred to the relevant MOPAC Board member who will review the circumstances of the case and consider whether the outcome determined is both reasonable and proportionate. The MOPAC Board member will also advise the complainant of the outcome of the complaint and of any specific corrective action taken. For complaints against MOPAC Board members, appeals will be referred to the Chief Executive Officer.

36. This is the final stage of the complaints process and there is no further route of appeal within MOPAC.

37. If the complainant is unhappy with the outcome of the stage two process, they can contact the Local Government and Social Care Ombudsman ([Home - Local Government and Social Care Ombudsman](#)) who have limited scope to investigate complaints about MOPAC.

Confidentiality and Record keeping

38. We want people to feel comfortable making a complaint. The identity of anyone making a complaint will be made known only to those involved in handling or investigating the complaint and may extend to organisations who provide services on behalf of MOPAC, if relevant to the complaint. We will endeavour to ensure the subject of the complaint does not learn who made the complaint, but sometimes, based on the nature of the complaint this may be inferred from the investigation or our actions following the investigation.

39. A formal record of all public complaints will also be maintained. This will support MOPAC to seek continuous improvement in all its practice. The MOPAC Correspondence Team will retain a record of:

- The name and contact details of the individual who has made the complaint
- Details of the complaint made
- The outcome of the complaint and any actions taken.

40. Any personal details will only be shared between individuals for the purpose of resolving the complaint, in line with the principles of confidentiality and Data Protection legislation.

41. If an individual believes that MOPAC has not handled their personal information in an acceptable way, they should email MOPACInfoGovernance@MOPAC.london.gov.uk .

Abuse, persistent or vexations correspondence and complaints

42. MOPAC is committed to dealing with all correspondence and complaints in a fair, and timely manner. Accordingly, MOPAC will not normally seek to limit contact that individuals have with us. However, there are some instances where the behaviour of the individual inhibits the capacity of MOPAC to effectively deal with their concerns. There are also, on occasion, circumstances whereby addressing items of public correspondence can cause significant and disproportionate resourcing issues for MOPAC which are not justified by the nature of the concern.

43. In these circumstances, MOPAC will manage communication in line with MOPAC's policy on dealing with Policy on dealing with abusive, persistent, or vexatious correspondence and complaints.

Approved by	MOPAC Board, November 2025
Changes from previous version	<ul style="list-style-type: none"> • Changed from a 3-stage process to a 2-stage process • Clarified scope of policy • Added time limit for consideration of complaint • Added reference to other internal policies • Clarified data protection clauses • Added reference to vexatious complaints policy
Review date	January 2027
Senior owner	Head of Private Office and Secretariat
Document owner	Secretariat Manager