**Complaint letter: Unsatisfactory response to reporting of a disability hate crime**

To: Complaints Department

[Police force name]

[Police force address]

From: [Your name]

[Your address]

[Your preferred way of contacting you]

[Date]

Dear Sir or Madam

**Complaint against [name of police force]**

**Unsatisfactory response to the reporting of a disability hate crime**

I write to complain about my recent treatment by your officer(s)/ force on [date] in relation to my recent reporting of the hate crime I was a victim of. The crime took place on [insert date] and I reported it on [insert date/ or the same day].

I am a disabled person under the Equality Act 2010 within the meaning of Section 6 of the Equality Act 2010. I have [describe your impairment; any access and safety needs that you have when reporting crime] which means [describe the impact of your condition on your ability to travel, use services, interact with others, interact with the environment].

**The issue I am complaining about**

* **Give details about the hate crime you experienced**

[For example: On [X date] I was at [X location] and experienced [X abuse].]

* **Give details of the impact of the incident on you**

[For example: [Being threatened/abused in this way left me feeling frightening and humiliated / give details of the impact this might have had on others close to you]

* **Give details of how you reported the crime**

For example: [On [date] I called 999/101 in order to report a hate crime. Then [X officer] called me back/came to my home in order to take further details]

* **Give details of how the investigation proceeded**

Did they take it seriously? How long did it last? How has it concluded?

* **Describe what went wrong**

Include details of how you feel the police response was unsatisfactory, the names of any officers involved and any relevant dates.

For example: ‘[When I gave a statement on [X date] to [Officer X] completely disregarded what I was telling them and did not think a hate crime has taken place. I was not listened to and was not able to provide all the information I had to give.]

* **Describe how you think this behaviour impacted the investigation of the hate crime against you**

For example: [Officer X’s] behaviours has meant that all the relevant details and evidence were not collated and the hate crime was not pursued.]

* **Describe the impact this had on you**

Include any inconvenience caused, feelings of humiliation, feeling unsafe, experiencing a lack a vindication, feeling like it might happen again, loss of faith in the police, rolling effects (e.g. not being able to leave your house due to fear).

For example: [As a result of the above, I continue to feel unsafe and threatened in my local areas as the perpetrator has gone unpunished/ I felt humiliated and undermined.]

* **Describe whether this has happened before**

Was the same police force responsible? Was the same police officer(s) responsible?

My confidence in your police force, as well as my sense of safety and security has been diminished through this experience. I expect to be supported by the police as opposed to being further victimised.

**What I would like to achieve by this complaint** [delete and/or add as appropriate)

1. The officer(s) in question disciplined
2. The officer(s) in questions to be subject to an criminal investigation
3. A written apology
4. A commitment from you to train your officers and staff on disability discrimination
5. A commitment from you to redesign your polices surrounding the treatment of disabled people
6. Reasonable adjustments be made to your buildings

**Next steps**

This is a complaint regarding discrimination. The IOPC Discrimination Guidelines that apply here make it clear that allegations of discrimination are not normally suitable for local resolution. This is because an allegation of discrimination, if proven, will very likely result is disciplinary proceedings. Therefore I trust that this complaint will be referred to the IOPC.

I very much hope we can resolve this matter quickly and without the need for legal representation. I look forward to hearing from you soon, and at the very latest within your 15 day statutory response time.

I am happy to speak to the officer investigating this complaint in person. Were this to happen, I trust that reasonable adjustments would be made to facilitate this.

If you have any further queries about this complaint, or require any further details, please do not hesitate to get in touch.

Yours sincerely