

**Non-PACE Areas Police Complaints
A briefing for ICVs and Schemes
February 2025**



Introduction

Following ICVA's online ICV event about the IOPC (Independent Office for Police Conduct) who deal with police complaints in England and Wales, ICVA have decided to produce a briefing for non-PACE areas on how complaints work in their respective areas.

Northern Ireland

The body that looks into police complaints in Northern Ireland is the Police Ombudsman for Northern Ireland. The Police Ombudsman's Office provides a free, independent and impartial service for dealing with complaints about the conduct of police officers in Northern Ireland. They investigate complaints, which are received directly, deaths following custody and make recommendations to the relevant people based on their findings. They do not investigate complaints about operational matters, complaints against off duty officers or retired officers. You can find out more on their website [here](#).

Scotland

The body that looks into police complaints in Scotland is the Police Investigations & Review Commissioner who independently investigate incidents involving policing bodies in Scotland including incidents such as; Serious injuries or death following police contact, allegations of criminality by on-duty officers and senior officer misconduct cases. Complaints are received directly by requesting a review of how the force handled the complaint in the first instance. They can also make recommendations to the relevant people based on their findings. They do not investigate criminal allegations against retired officers, internal staff grievances in police bodies or any misconduct involving any officer of the rank chief superintendent and under. You can find out more on their website [here](#).

Jersey

The body that is relevant in police complaints in Jersey is the Jersey Police Complaints Authority. They administer independent oversight of the police complaints system and supervise investigations, including death or serious injury matters and make decisions entirely independently of the government, the police or interest group. The Jersey Police Complaints Authority does not receive complaints directly, but rather supervises complaints administered to the State of Jersey Police to ensure they are investigated appropriately. You can find out more on their website [here](#).

Briefing Ends.