

# UNDERCOVER POLICING INQUIRY

## External Complaints Procedure

1. You can make a complaint under this procedure if you are unhappy with the way you have been treated in your dealings with the Inquiry - for example:
  - if you are unhappy with the time that we took to respond (or if we didn't respond);
  - if you disagree with anything done by a member of the Inquiry team in the exercise of their administrative functions;
  - if we made inaccurate or misleading statements; or
  - If you experience any rudeness or offensive or discriminatory remarks or behaviour;
2. This complaints procedure does not cover:
  - The substantive course of the Inquiry's work, including any decision relating to fulfilling the Inquiry's terms of reference or complying with any other applicable duty under the Inquiries Act 2005. This includes, but is not limited to decisions on costs, decisions about what evidence to consider and when and how to conduct hearings or the Chairman's rulings, decisions or report; or
  - Counsel to the Inquiry's interpretation of the law or factual analysis of the evidence;
3. If you wish to make a complaint, you should do so in writing to:

The Secretary to the Undercover Policing Inquiry  
PO Box 71230  
London NW1W 7QH

4. Your complaint will be acknowledged within five working days and a full response provided within 20 working days. If we can't respond to you in this time frame we will write back to you explaining why.
5. If you do not think the response adequately addresses your concern there is a second complaint stage to the Chairman of the Inquiry who will ask the Secretary to the Inquiry to investigate the concern and report back to him. We will respond to second stage complaints within 20 working days. Second stage complaints should be marked clearly as such and addressed to:

Sir Christopher Pitchford  
Chairman of the Undercover Policing Inquiry  
PO Box 71230  
London NW1W 7QH