



# Complaint form

## Instructions

- To make a complaint to the Garda Síochána Ombudsman Commission (GSOC), complete this form and post it to us.
- Call us on 1890 600 800 or e-mail [complaints@gsoc.ie](mailto:complaints@gsoc.ie) if you need help. Caseworkers are available to take your call from 9.30am to 1pm, Monday to Friday. You can also leave a message requesting a call back, or an appointment with a caseworker, to help you complete the form.
- When a complaint is received, we will send you confirmation, with a reference number, within a week. If you don't get this, contact us.

## The information we need

To admit a complaint for investigation, we must have:

- Your signature.
- Your contact details.
- Who you want to complain about (or some information to help us to identify the garda).
- Date(s), time(s) and location(s) of the incident or incidents.
- A description of the garda behaviour that has made you complain.

## Will my complaint be looked into?

Your complaint will be “admissible” if:

- You were directly affected by, or directly witnessed the behaviour complained of (or you are complaining on behalf of someone directly affected or a direct witness, with their consent).
- The alleged behaviour is considered misbehaviour. This is defined by the Garda Síochána Act 2005 as a criminal offence or a breach of Garda discipline.
- The complaint is made within 12 months of the incident (or good reason for the delay in making a complaint is given).
- You are not a garda. (Gardaí may not complain to us.)
- The complaint is not “frivolous” or “vexatious”. Frivolous means that we consider the alleged misbehaviour to be too trivial to call for any action. Vexatious means that we consider the complaint to be made without sufficient grounds, or using the complaints process in an inappropriate manner.

## For GSOC staff use only

Case reference:	<input type="text"/>
Date of complaint:	<input type="text"/>
Date form is to be returned to GSOC:	<input type="text"/>

## Your contact details

Name:	<input type="text"/>
Date of birth:	<input type="text"/>
	Male <input type="checkbox"/> Female <input type="checkbox"/>
Contact address:	<input type="text"/>
Mobile number:	<input type="text"/>
Other contact number (for example, home or work):	<input type="text"/>
E-mail address:	<input type="text"/>

## If you are making this complaint on behalf of someone else

That person must sign below to indicate their consent:

Name (in block capitals):	<input type="text"/>
Signature:	<input type="text"/>

## Use of information

We notify the Garda Síochána about all complaints received. If your complaint is investigated, Garda Headquarters and gardaí complained of may be given any of the information from your complaint form, in the course of the investigation. Subject to Data Protection rules, there is also a possibility that information gathered by GSOC may be given to third parties, for use in other criminal or civil proceedings.

## If your complaint is outside the time limit

The legal time limit to make a complaint is **up to one year after the incident you want to complain about** took place. The Garda Ombudsman must have good reason to deal with a complaint made after that time limit. If the incident happened more than a year ago, please provide good reason for the delay in making your complaint:

## Who you want to complain about

Any information which will help to **identify the garda** you wish to complain about: (For example, their name, shoulder number, station, description and/or car registration.)

## What you want to complain about

Date of incident:

Time of incident:

Location of incident:

**What happened?** Exactly what did the garda say or do (or not do) that has made you complain?

If your complaint relates to more than one garda, please be clear about the behaviour complained of in relation to each one.

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**What led up to the incident?**

Do you believe there was a **reason** the garda behaved that way?

Please list any **witnesses**, with their full names and contact details:

Please list any other **evidence**:  
(For example CCTV or other video, documentation.)

Please describe any **injuries or medical treatment** received following the incident:

## Previous complaint made at a Garda station

If you tried to have this matter dealt with at a Garda station before coming to us, please tell us what happened:

Date you contacted Garda station:

Name, or other identifying details, of the garda you dealt with:

## Submission of complaint

**It is a criminal offence to knowingly supply “false or misleading information” to GSOC.** You may be prosecuted if it appears that you have done this. This could result in a fine and/or a prison sentence.

Please tick the box to show that you have read this warning and understand it.

Complaint date:

Complaint time:

Your signature:

A2-04-2017



**Garda  
Ombudsman**

**Garda Síochána Ombudsman Commission**  
**150 Upper Abbey Street**  
**Dublin 1 | D01 FT73**

☎ Lo-Call 1890 600 800 | 01 871 6727

🖱 [www.gardaombudsman.ie](http://www.gardaombudsman.ie)

✉ [complaints@gsoc.ie](mailto:complaints@gsoc.ie)

🐦 @gardaombudsman