



Complaint form

Instructions

- To make a complaint to the Garda Síochána Ombudsman Commission (GSOC), complete this form and post it to us.
- If you need help call us on 1890 600 800 or e-mail complaints@gsoc.ie. Caseworkers are available to take your call from 10am to 4pm, Monday to Friday. You can also leave a message requesting a call back, or an appointment with a caseworker.
- When a complaint is received, we will send you confirmation, with a reference number, within a week. If you don't get this, please contact us.

The information we need and why

To admit a complaint for investigation, we must have:

- Your contact details so we can contact you in relation to your complaint.
- 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 you're complaining about.

Note: GSOC needs this information to perform our functions under the Garda Síochána Act 2005, for example to decide if we can investigate your complaint. Further information on data protection and how GSOC uses your personal data is available on our website www.gardaombudsman.ie.

Interpretation and/or translation services:

If you need translation or interpretation services, we can arrange this. Please tick the box below and specify the service and desired language required:

Interpreter required

Document translation required

If ticked, please specify the desired language: _____

Your contact details

Title:

Name:

Date of birth:

(This is needed for identification purposes and if you're a child, we have to tailor our service differently for you depending on your age)

Contact address:

Mobile number:

Other contact number
(for example, home or work):

E-mail address:

If you are making this complaint on behalf of someone else

If you are making this complaint on behalf of someone else, that person must sign below to indicate their consent:

Name (in block capitals):

Signature:

If you are making this complaint on behalf of a child, please state your name, relationship to the child and the age of child:

NOTE: CONSENT

If you are making a complaint on behalf of a child (under 18 years of age) we don't need their consent but we will make every effort to engage and involve the child in the complaints process. GSOC will have regard to the best interests of children when considering complaints made on their behalf.

A large rectangular area with a thin red border, containing numerous horizontal dotted lines for writing.

What led up to the incident?

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

Are there any **witnesses**? Yes?/No?

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

Please describe any **injuries or medical treatment** received following the incident. Please keep photographs and medical report(s) regarding your injuries.

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 a 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(s) for the delay in making your complaint:

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 understand this warning.

Complaint date:

Complaint time:

Your signature:

Use of information

We must notify the Garda Síochána about all complaints received. If your complaint is investigated, the Garda Síochána and the gardaí complained of may be given any of the information from your complaint form, during an investigation. Subject to applicable data protection law, it is possible that information gathered by GSOC may be also be given to third parties such as the Director of Public Prosecutions for use in other criminal or civil proceedings. For a full list of who GSOC might share your personal information with, please review our data protection and privacy policies, available from our website below.



**Garda
Ombudsman**

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☎ Lo-Call 1890 600 800 | 01 871 6727

🖱 www.gardaombudsman.ie

✉ complaints@gsoc.ie

🐦 @gardaombudsman