

# Making a complaint to Action Fraud

## COMPLAINTS POLICY

**Action Fraud is the UK's national reporting centre for fraud and cyber crime.**

Victims' reports are assessed by specialists to see if they are suitable for further action and are then sent to the relevant law enforcement agency to investigate.

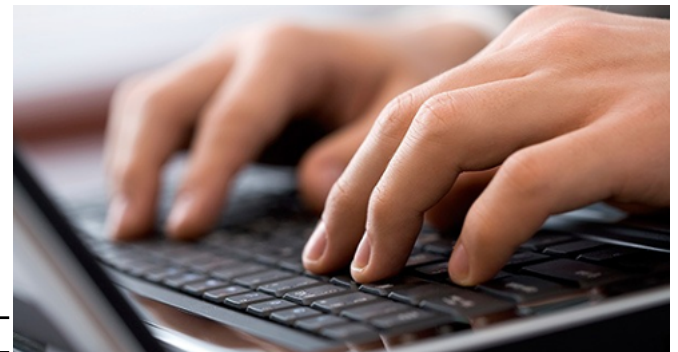
**Action Fraud does not investigate crime.**

The service is run by The City of London Police and aims to provide a high quality service to the public. Occasionally, however, there may be cause to complain.

One of the ways in which we continue to improve our service is by listening to and responding to your views.

We have tried to make the complaints process as simple as possible. We treat complaints seriously and attempt to deal with them effectively, by;

- ▲ Resolving them promptly.
- ▲ Responding in the right way with an explanation or an apology, where we have got things wrong.
- ▲ Providing information on any action taken. We try to learn from complaints and take action to improve our service.



## How to make a complaint?

if you are not satisfied with the service you have received from Action Fraud, you can make a complaint via:

<https://www.cityoflondon.police.uk/fo/feedback/tc/thanks-and-complaints/>

<https://www.policeconduct.gov.uk/complaints-and-appeals/make-complaint>

Or by email: [contact@](mailto:contact@actionfraud.police.uk) **ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
 [actionfraud.police.uk](https://www.actionfraud.police.uk) 