

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.



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Action Fraud (AF) and the National Fraud Intelligence Bureau (NFIB) are hosted by the City of London Police and there have been recent changes as to how complaints can be made to the Police. Complaints can be made to the City of London Professional Standards Directorate (PSD), or to the Independent Office for Police Conduct (IOPC).

How to make a complaint

If, having read the guidance, you are still not satisfied with the service you have received from Action Fraud or the NFIB, you can make a complaint via:

[Thanks and complaints | City of London Police](#)

or

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

Please note that neither Action Fraud nor the NFIB have investigative powers, and the NFIB are operationally independent. The complaints team has no authority or influence over the NFIB, to further review and forward cases to local forces for their consideration to investigate.

The police complaints system is not designed to consider operational decisions. If your complaint is about a decision not to record a crime or refer a reported fraud for investigation we will not be able to take any further action.

We are aware of feedback received about the term “viable lines of enquiry” which is contained in some of our correspondence. NFIB are currently reviewing this correspondence in order to provide greater clarity about what this means.