**Submitting a disciplinary or professional complaint**

**Personal details**

Salutation:

Title:

First name:

Surname:

Date of birth:

Place of birth:

Street/House number:

Postcode:

City:

E-mail address:

Telephone contact details:

**Details of your complaint**

When did the incident happen that you wish to complain about?

Where did the incident happen that you wish to complain about?

What happened? What exactly do you want to complain about?   
(if necessary, put this information on an additional sheet of paper)

**Optional information**

Name of the officers:

Police vehicle registration number:

File number:

Please note that the complaints management cannot provide information on ongoing investigations.

Furthermore, the complaints management does not deal with criminal cases or cases involving fines. If you wish to report a criminal offence, you can do so at any police station or file an online complaint <https://internetwache.polizei.nrw/ich-moechte-eine-anzeige-erstatten>. In cases of fines, please wait until you receive a corresponding hearing sheet. This will give you the opportunity to make a statement.

General tips on suspicious observations or on criminal offences will be passed on by the complaints management to the relevant specialist directorate.

For all incidents that require immediate action by the police, please dial the emergency number 110. The complaints management is not available at all times.

**Please send the completed form to:**

Polizeipräsidium Dortmund  
ZA 21 – Beschwerdemanagement

Markgrafenstraße 102  
44139 Dortmund

or:

[Beschwerdemanagement.Dortmund@polizei.nrw.de](mailto:Beschwerdemanagement.Dortmund@polizei.nrw.de)

**Notes on the praise and complaint procedure**

The staff of the NRW police are committed to your safety every day. Were you satisfied with our police work or did you have cause for complaint?

Your feedback is very important to us in order to improve our daily work.

If you are satisfied with a police measure or the behaviour of police officers, you can inform any police authority informally - in writing (letter, e-mail) or verbally. We also appreciate acknowledgement.

If you do not agree with a police measure or the behaviour of police officers, you can informally - in writing or verbally - address your complaint to any police authority. Within the framework of a qualified complaints management system, your complaint will be investigated and you will always receive feedback.

Service and professional supervision complaints are informal legal remedies. They are not bound by deadlines or forms and have no suspensive effect.

Anyone can make use of them, even someone who is not directly affected. The complaint triggers a self-control of the administration, in this case: the police, with regard to the lawfulness and expediency of the challenged official act or conduct. The indications of police weaknesses contained in the complaint are to be identified and used as potential for improvement.

First of all, it is examined whether the complaint concerns personal misconduct (disciplinary complaint) or a wrong decision (disciplinary complaint). Subsequently, the necessary steps are taken to clarify the facts.

We would also like to point out, that in case of deliberate false accusations on the part of the prosecution authorities, there is an obligation to initiate a public prosecution investigation.

**Information on the processing of personal data by Dortmund Police Headquarters for the handling of submissions / complaints by Dortmund Police Headquarters (PP Dortmund) - Complaints Management**

If you contact the Dortmund Police Headquarters with a submission / complaint, it will process your personal data to the extent necessary. In accordance with Articles 13, 14 of the EU General Data Protection Regulation 2016/679 (DS-GVO), the Dortmund Police Department will provide you with the following information for the processing of your personal data within the submission / complaint as administrative action:

1. Name and contact details of the responsible persons

Dortmund Police Headquarters

Markgrafenstraße 102

44139 Dortmund

Telephone: 0231-132-0

E-mail: [poststelle.dortmund@polizei.nrw.de](mailto:poststelle.dortmund@polizei.nrw.de)

2. Contact details of the official data protection officer

Data Protection Officer

- in person -

Dortmund Police Headquarters

Markgrafenstrasse 102

44139 Dortmund

Telephone: 0231-132-0

E-mail: [datenschutz.dortmund@polizei.nrw.de](mailto:datenschutz.dortmund@polizei.nrw.de)

3. Purpose and legal basis of processing

In the event of a submission/complaint, the PP Dortmund processes your personal data to the extent necessary for the purpose of dealing with your request. The processing of the data is carried out in accordance with Art. 6 (1) lit. e) DS-GVO in conjunction with § 3 DSG NRW and the framework guidelines for the processing of complaints and submissions in the area of the police (decree IM NRW dated 09.07.2020 - Ref.: 401 - 13.05.01 -) for the performance of a task in the public interest.

4 Recipients and categories of recipients

Your data will be used primarily only for the purpose of responding to you and will not be passed on to third parties insofar as it concerns information about you that has been processed under our responsibility. If necessary, your data will be forwarded for a specific purpose to the judicial authorities or/and district police authorities or higher state authorities to be involved in order to fully process your submission/complaint.

5. Data collection from third parties

The PP Dortmund receives personal data from the recipients mentioned under 4. which the PP Dortmund requires to process your submission/complaint. The data may relate to all areas of life and thus include any category of personal data, including special categories of personal data pursuant to Art. 9 DS-GVO.

6. Duration of storage of personal data

After processing has been completed, the data is kept for the purpose of proper file management. As a rule, the retention period is two years.

7. Data subject rights

In accordance with Art. 15 DS-GVO, you have the right to obtain information about the personal data stored about you within the scope of the purposes listed under 3. including any recipients and the planned storage period. If, in your opinion, incorrect personal data is being processed, you have the right to rectification in accordance with Art. 16 of the GDPR. If the legal requirements are met, you may request the deletion or restriction of processing as well as object to processing (Art. 17, 18 and 21 DS-GVO).

8. Right of complaint

You also have the right to contact the competent supervisory authority (in NRW, the State Commissioner for Data Protection and Information Security).

Contact details:

LDI NRW

Kavalleriestr. 2-4

40213 Düsseldorf

Telephone: 0211 38424-0

Fax: 0211 38424-10

E-mail: [poststelle@ldi.nrw.de](mailto:poststelle@ldi.nrw.de)

Internet: www.ldi.nrw.de