



An Garda Síochána

Interim Policy Document

Complaints Suitable for Resolution by An Garda Síochána

Effective Date	02 April 2025
Version No.	1.0
Approved by	Garda Executive
Introduced by	HQ Directive 027/2025
Policy Owner	Assistant Commissioner, Governance and Accountability

Purpose

The purpose of this policy is to provide a clear structure and processes on the implementation of the [Policing, Security and Community Safety Act 2024](#) (hereafter referred to as the 'Act'), in relation to section 200, 201 and 202 of the Act, which place statutory obligations on An Garda Síochána to establish and apply arrangements (hereafter referred to as "relevant arrangements") for handling complaints made by members of the public that are suitable for resolution by An Garda Síochána.

These relevant arrangements ensure complaints are addressed in a transparent, fair and timely manner and provide for specific procedures to be established at divisional levels where appropriate.

This policy and the associated procedures are necessary to provide the relevant information to persons who will be involved in the complaint handling process.

Scope

This policy and all associated documentation apply to Garda members and Police Officers from the Police Service of Northern Ireland (PSNI) seconded to An Garda Síochána, in accordance with section 94 of the Act.

Policy Statement

The handling of complaints suitable for resolution by An Garda Síochána proactively addresses complaints and expedites the identification of effective and timely resolutions, providing an efficient and effective service for complainants. The Act provides the legal basis for the policy and establishes a more robust processes to support An Garda Síochána's handling of complaints suitable for resolution by An Garda Síochána.

The policy and procedure documents explain how the Act will be implemented within An Garda Síochána. The policy focuses on the way An Garda Síochána handles complaints that are suitable for resolution by An Garda Síochána.

Human Rights Considerations

This policy aligns with An Garda Síochána's responsibilities under Section 42 of the Irish Human Rights and Equality Commission Act 2014 which has established a positive duty on public sector bodies to eliminate discrimination and promote equality of opportunity and treatment.

The vindication of Human Rights is a key policing objective, and is the very basis of policing.

The proportionate use of powers is dependent upon decisions being made following consideration of the Garda Decision Making Model (GDMM) and ensures that Constitutional and Human Rights considerations are at the core of every decision made. This practice which is guided by the nine standards of conduct and practice within the [Code of Ethics](#), will aim to uphold the Human Rights of all those affected by such use.

Compliance

Compliance with this Policy and accompanying associated document(s) is mandatory for all Garda members.

Related Documents

- [Policing, Security and Community Safety Act 2024](#)
- [Code of Ethics for the Garda Síochána](#)
- [Data Protection Act 2018](#)
- [Garda Decision Making Model \(GDMM\)](#)
- Policing, Security and Community Safety Act 2024 (Standards of Professional Behaviour) Regulations 2025
- [HQ Directive No. 37/2019 – Garda Decision Making Model \(GDMM\)](#)

Legal & Human Rights Screening

This Policy has been legal and Human Rights screened in terms of the respective obligations placed on An Garda Síochána for the subject area concerned.

Ethical Standards & Commitments

Every person working in An Garda Síochána must observe and adhere to the standards and commitments set out in the [Code of Ethics](#) for An Garda Síochána and uphold and promote these standards throughout the organisation.

Policy & Procedure Review

This Policy and associated documents will be reviewed 12 months from its date of effect and every three years thereafter.

Disclaimer

This document is not intended to, nor does it represent legal advice to be relied upon in respect of the subject matter contained herein. This document should not be used as a substitute for professional legal advice.

General Data Protection Regulations / Directive 2016/680/EU - Police and Criminal Justice Authorities Directive

Personal data shall only be processed for the purposes specified in this Policy, and within a clearly defined lawful basis under the (EU) General Data Protection Regulation (GDPR) ((EU) 2016/679) and the Data Protection Acts 1988/2018. All necessary measures will be put in place to ensure personal data is kept safe and secure. Only authorised personnel shall have access to personal data. Only relevant personal data will be processed, and will not be retained for longer than is necessary.

In respect of the personal data processing activities associated with this procedure, a Data Protection Impact Assessment (DPIA) has been completed in accordance with the requirements of the General Data Protection Regulation.