

Fact Sheet: Complaining about Police behaviour or conduct

Do you wish to make a complaint about how you have been treated by a member of the Vanuatu Police Force? Do you wish to report an allegation of misconduct by a Vanuatu Police Officer whilst on or off duty?

As a citizen of Vanuatu you have the right to expect the members of the Vanuatu Police Force to display the highest standards of integrity and ethics in conducting their duties and whilst off duty. You have the right to be dealt with respect and dignity by the police in any situation. It does not matter if you are making a complaint, have been arrested, are a witness to a matter police are investigating or police speak to you in the street.

Misconduct or bad behavior by members of the Vanuatu Police Force is now investigated by the Professional Standards Unit. The Professional Standards Unit is a special group of Police Officers who report directly to the Commissioner on matters of discipline and misconduct by members of the Police Force.

To make a complaint about police behavior or conduct you can make your complaint:

- Personally at the Professional Standards Unit which is housed at the Police College beside Independence Park
- Contact the Professional Standards Unit by telephone on 23351
- Email the Professional Standards Unit on policecomplaint@vanuatu.gov.vu
- Write to the Commissioner of Police at Vansec House

The Professional Standards Unit will provide you with a complaint file number for your personal records and to enable you to enquire on the progress and result of your complaint. Having a complaint file number means that your complaint has been recorded by the Professional Standards Unit and the matter will be investigated.

Infomeisen Pepa: Komplon long fasin o fasin blong wok blong Polis

Yu wantem mekem wan komplon abaot fasin we wan memba blong Vanuatu Polis Fos i bin tritim yu? Yu wantem ripotem wan alegeisen blong krukot fasin we wan Vanuatu Polis Ofisa i mekem taem hemi stap o no stap long diuti?

Olsem wan sitisen blong Vanuatu yu gat raet blong ekspektem ol memba blong Vanuatu Polis Fos blong soemaot hae standed blong integriti mo morol valu taem hemi stap long diuti o no stap long diuti. Yu gat raet blong polis i tritim yu wetem rispek mo digniti long eni situeisen. Ino mata sipos yu mekem komplon, oli arestem yu, yu wan witness blong wan investigeisen we polis i stap mekem o polis i toktok long yu long rod.

Naoia Profesenol Standed Yunit i mekem investigeisen long krukot o rabis fasin blong ol memba blong Vanuatu Polis Fos. Profesenol Standed Yunit hemi wan spesel grup blong ol Polis Ofisa we oli ripot daerek i go long Komisina long ol isiu blong disaplin mo krukot fasin we ol memba blong Polis Fos oli mekem.

Sipos yu wantem mekem wan komplon long wan fasin o wok blong poli yu save mekem komplon blong yu:

- i go stret long Profesenol Standed Yunit we i stap long Polis Kolej kolosap blong Indipendens Pak
- Kontaktem Profesenol Standed Yunit tru long telefon long 23351
- Imel i go long Profesenol Standed Yunit long policecomplaint@vanuatu.gov.vu
- Raet i go long Komisina blong Polis long Vansec Haos

Bambae Profesenol Standed Yunit i givim long yu wan komplon fael namba blong pesenol rikod blong yu blong mekem se yu save stap jekem long progress mo risal blong komplon blong yu. Taem yu gat wan komplon fael namba i minim se Profesenol Standed yunit hemi rikodem komplon blong yu mo bambae oli investigeitem isiu ia.