



**WHAT HAPPENS IF THE COMPLAINTS  
PROCESS FINDS THAT, FROM OUR POINT OF  
VIEW, THE CONTENTS OF YOUR COMPLAINT  
CANNOT BE FULLY OR CONCLUSIVELY  
SUBSTANTIATED?**

In the course of our examinations, we try to include all information and perspectives that help to clarify the facts. If, by the final evaluation of your complaint we have not found any wrongdoing, then we will try and explain the reasons for our assessment. We are more than happy to answer your questions in person.

**IMPRINT**  
Beschwerdemanagement und Disziplinarangelegenheiten  
Bruno-Georges-Platz 1 | 22297 Hamburg, Germany  
Tel.: 0049-(0)40 4286 - 25025 | Fax: 0049 (0)40 4279 - 99283

Cover: Hamburg Police

# WE ARE HERE FOR YOU!

**YOU CAN REACH US AT:**



Beschwerdemanagement/  
Disziplinarangelegenheiten  
POLIZEI HAMBURG

**HAMBURG POLICE**

Complaints management and disciplinary matters  
(„Beschwerdemanagement und Disziplinarangelegenheiten“)  
Bruno-Georges-Platz 1  
22297 Hamburg – Germany

Tel.: 0049 – (0)40 4286 – 25025  
Fax: 0049 – (0)40 4279 – 99283

**MÖNCKEBERGSTRASSE BRANCH**

Mönckebergstraße 5  
20095 Hamburg – Germany

**OUR OPENING HOURS**

Mo to We	10:00 am – 04:00 pm
Th	closed
Fr	10:00 am – 02:30 pm

**TELEPHONE CONSULTATION HOURS**

Mo/Tu/We/Fr	11:00 am – 02:00 pm
Th	01:00 pm – 04:00 pm



**WE PROVIDE  
COMPLAINANTS  
INFORMATION**



Beschwerdemanagement/  
Disziplinarangelegenheiten  
POLIZEI HAMBURG



Were you unhappy with a measure or the actions of the Hamburg Police? Do you have general feedback, criticism or questions about police procedures?

### **WE, THE COMPLAINTS MANAGEMENT OF THE HAMBURG POLICE, ARE HERE FOR YOU.**

Your feedback is important to us! We, the Hamburg Police, want to learn from our mistakes and constantly improve our actions. Your comments help us in the process of critical self-reflection and to optimise our training and further education measures.

Our aim is to respond to you transparently and thoroughly. In order to find an appropriate way of dealing with your complaint, we try to collect all the necessary information and give those involved the opportunity to have a voice.

However, complaints may also lead to criminal or disciplinary proceedings, which may require your case to be referred to the relevant department or disciplinary team. We are committed to trying to answer your questions as thoroughly as possible. Please be aware that due to data protection regulations, we are only authorised to provide information in such cases to a limited extent.

### **WOULD YOU LIKE FEEDBACK ON YOUR COMPLAINT?**

Then we need your address or your telephone number.

## **EVERY INCOMING COMPLAINT IS HANDLED AND EXAMINED BY OUR DEPARTMENT.**

### **WHAT HAPPENS WITH YOUR COMPLAINT?**

As soon as we receive your complaint, we will send you a written or electronic confirmation of receipt.

Have you left your telephone number? We will be glad to get in touch with you right from the start so that we can answer your questions as early as possible.

All police personnel involved are made aware of the issues and listened to on the matter. Each person is given the opportunity to present the facts from their own point of view and to describe their perceptions. In order to make it more understandable to us, we may contact you several times if there is any uncertainty.

All available information is brought together to be evaluated. This evaluation and the finding of ways to deal with your complaint appropriately, is done collaboratively by both police officers and sociologists. We look at all perspectives seeking a resolution of your complaint.



**Beschwerdemanagement**  
POLIZEI HAMBURG

## **WHAT HAPPENS IF I COMPLAIN ABOUT A POLICE OFFICER AND THE EXAMINATION CONFIRMS MY CRITICISM?**

The constructive handling of the displayed malpractice is the focus of our attention. On the one hand we make the colleagues aware of their wrongdoing, and on the other hand we suggest suitable measures to enable them to deal with similar situations in a different way in the future.

### **WHAT HAPPENS IF THE EXAMINATIONS INDICATE A CRIMINAL OFFENCE OR A MISCONDUCT OF DUTY?**

If there is an initial suspicion of a criminal offence, we are obliged to pass on your complaint to the Internal Investigations Department (Dezernat für Interne Ermittlungen). Further processing is carried out according to an official investigation procedure. You can contact the department at [www.die.hamburg](http://www.die.hamburg). We will notify you that the case has been transferred. We will also remain your contact for questions that do not relate to the investigation procedure.

If there is an initial suspicion of misconduct of duty, we are also obliged to pass on your complaint. In such cases, further processing is carried out by the Disciplinary Proceedings team. Here, too, we remain your contact for all matters outside the disciplinary procedure.