



REACT!

YOUR RIGHTS SHOULD NOT BE SUBJECT TO ABUSE!

How to file a complaint for
illegal, unprofessional,
and improper behaviour



WHAT IS THE MECHANISM FOR INTERNAL CONTROL OVER THE POLICE?

The Department for Internal Control, Criminal Investigations and Professional Standards (DICCIPS) is a **special organizational unit** of the Ministry of the Interior and an **internal control mechanism** of the Ministry of the Interior that is responsible for **determining occurrences of illegal, unprofessional and improper behaviour of police officers** in the performance of police affairs, of authorized officials in the performance of special duties and powers, and in the conduct of other workers in the Ministry of the Interior.

Any citizen who believes that a **police officer has violated their rights and freedoms** can contact the Internal Control Department.

WHEN CAN YOU CAN FILE A COMPLAINT TO THE INTERNAL CONTROL DEPARTMENT?

You can file a complaint if you believe that:

- you are a victim of illegal and unprofessional behaviour of the police.
- you have knowledge of corrupt and criminal behaviour of police officers.
- you feel offended by the behaviour of the police officers.
- your freedoms and rights are violated.

WHAT CONSTITUTES ILLEGAL, UNPROFESSIONAL, AND IMPROPER BEHAVIOUR?

Illegal action, in accordance with the Regulations of the Department of Internal Control, is the inhuman, overstepping of the powers held by the employees of the Ministry of the Interior, both when performing their work tasks and when implementing the standard procedures and procedures in the work of the police, with which an illegal act is committed that is defined by law as a criminal act, which was committed during the performance of an official act or a criminal act outside the service with the use of a serious threat, force or means of coercion that results in death, serious bodily injury, bodily harm, unlawful deprivation of liberty, torture and other cruel, inhuman or degrading treatment and punishment, or other unlawful action.

Unprofessional behaviour, in accordance with the Rules of the Department of Internal Control, is the behaviour of employees contrary to the rules, regulations and professional standards that are applied in the Ministry and in the police during the implementation of laws and by-laws, i.e. non-compliance with the standards and the procedures for the actions of workers during the performance of work tasks, as well as non-performance of work tasks within the scope of competences of the specific organizational unit in the Ministry and in the police.

improper behaviour, in accordance with the Regulations of the Department of Internal Control, is the behaviour of employees contrary to the provisions of the Code of Police Ethics and the by-laws that regulate the mutual relations of employees in the Ministry.

IN WHICH CASES CITIZENS CANNOT ASK FOR HELP FROM THE INTERNAL CONTROL DEPARTMENT?

It is important for citizens to know that reports of crimes and misdemeanours (or criminal offenses) that are **NOT** committed by police officers are reported to the police station and not to the Internal Control Department.

WHAT ARE THE COMPETENCES OF THE INTERNAL CONTROL DEPARTMENT?

The Internal Control Department (DICCIPS) acts with the aim of: (1) determining unprofessional, illegal, and improper behaviour of employees in the Ministry of the Interior; (2) sanctioning such conduct; (3) prevention of such conduct.

The legal framework that regulates the work of the Internal Control Department consists of:

- The Law on Internal Affairs.
- Law on Police.
- The Law on Criminal Procedure.
- The law on free access to public information.
- The rules for performing work duties of DICCIPS.
- The ethical code of conduct for the employees of the Mol.
- The strategic plan of the Mol 2023-2025.
- The anti-corruption program.
- The work program of DICCIPS.
- The plan for the integrity of the Mol 2023-2025.

A submitted petition is handled according to the Law on Petitions and Proposals.

HOW TO ASK FOR HELP FROM THE INTERNAL CONTROL DEPARTMENT?

If you have faced illegal and unprofessional behaviour and improper behaviour of a police officer, which, you believe, has violated your rights and freedoms, you can file a complaint to the Internal Control Department.

The application can be submitted electronically, by phone and in person.

- electronically, to the e-mail address: prijavi_i_poplaki@moi.gov.mk.
- by phone, on phone numbers 199 and 192.
- in person, on the record of an orally submitted complaint at the nearest police station.
- in person, on the record of an orally submitted complaint in the Internal Control Department.
- in writing, through the registry at the Mol.

If you are not sure whether you should file a complaint to the Internal Control Department, or if you need help with the submission, you can turn to the same contacts listed above for advice.

The application can be filed in a language other than the official languages of the country, after which you will receive a response in the same language.

The Internal Control Department is obliged to send a response within 30 days of the filed complaint with information about the established situation, possible measures taken or about the status of your report.

If the allegations in the complaint are not within the competence of the Internal Control Department, you will receive further directions where to address the matter.

In accordance with the Law on Proposals and Petitions, there is no possibility of appeal to the Internal Control Department if it is determined that the application is unfounded. If the appellant is dissatisfied with the outcome of the complaint, they can turn to the external mechanisms for controlling the work of the police, namely:

The Ombudsman – a mechanism for civil control

-  www.ombudsman.mk
-  19 Macedonia Str., 1000 Skopje,
-  02 3129 335
-  contact@ombudsman.mk

The specialized department for investigating and prosecuting crimes committed by persons with police powers and members of the prison police at the Basic Public Prosecutor's Office for the Prosecution of Organized Crime and Corruption (BPPO POCC)

-  www.jorm.gov.mk
-  nn Krste Misirkov Str., 1000 Skopje
-  +389 (02)3298-288
-  jorm@jorm.org.mk

WHY IS IT IMPORTANT TO FILE A COMPLAINT?

Because of the citizens: Because of the protection of human freedoms and rights guaranteed by the Constitution of the Republic of North Macedonia; to feel safe and dignified.

Because of the police: So that the police can act to improve the quality of their work and, at the same time, strengthen the trust of the public.

If you file a complaint in the event of a violation of your rights and freedoms by the police, in addition to protecting yourself and your fellow citizens, you are also fulfilling your duty as a responsible citizen, thus contributing to a much more fair society and the fight against corruption.