



SUFFOLK
CONSTABULARY

PROFESSIONAL STANDARDS DEPARTMENT

COMPLAINTS OVERVIEW

1 April 2024 to 31 March 2025

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1. **Executive Summary**

This report provides an overview of public complaints, conduct investigations, and organisational learning within Suffolk Constabulary for the period 1 April 2024 to 31 March 2025. It highlights key trends, performance metrics, and outcomes in the handling of complaints and internal conduct matters, with comparative data from the previous two years.

1.1 **Public Complaints and Allegations**

- A total of 320 complaints were received in the reporting period, 1 April 2024 to 31 March 2025, marking a 6% decrease from the previous year.
- 977 allegations were recorded, with the most common category being 'Police action following contact'
- Allegations have steadily declined over the past three years, aligning with the reduction in complaint cases.

1.2 **Timeliness and Contact**

- 87.4% of complaints were logged within 2 working days, showing improved efficiency
- 86.4% of complainants were contacted within 10 working days, with an average contact time of 7 days.

1.3 **Complaint Outcomes (Schedule 3)**

- 859 allegations were finalised under Schedule 3
- 63.8% were determined as the service provided was acceptable
- 12.6% were determined as the service provided was not acceptable, leading to actions such as apologies, learning from reflection, and organisational learning

1.4 **Complaint Outcomes (Outside Schedule 3)**

- 133 allegations were handled outside Schedule 3, with 92.5% resolved which is consistent with previous years
- Only six cases were escalated to Schedule 3 due to complainant dissatisfaction

1.5 **Complaint Case Timeliness**

- Schedule 3 complaints took an average of 94 working days to finalise and has gradually increased over the last 3 years
- Outside Schedule 3 complaints took on average 40 working days and have remained stable

1.6 **Review Requests and Chapter 13 Reports**

- The IOPC received 35 reviews, upholding 11
- The Local Policing Body received 23 requests, upholding two
- 47 Chapter 13 reports were submitted in the reporting period

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1.7 Demographics and Discrimination

- 331 individual complainants were recorded, with 86.4% providing ethnicity data
- 12.4% of complainants were from ethnic minority backgrounds, an increase from previous years
- 52 allegations involved discrimination, with Race being the most cited characteristic

1.8 Conduct Investigations

- 65 internal conduct cases were recorded, involving 93 breaches of the Standards of Professional Behaviour
- The most common breach recorded was Discreditable Conduct (24.7%)

1.9 Misconduct Hearings and Outcomes

- 13 misconduct hearings and 18 meetings were held in the reporting period
- Outcomes include dismissals, written warnings, and referrals to the Reflective Practice Review Process

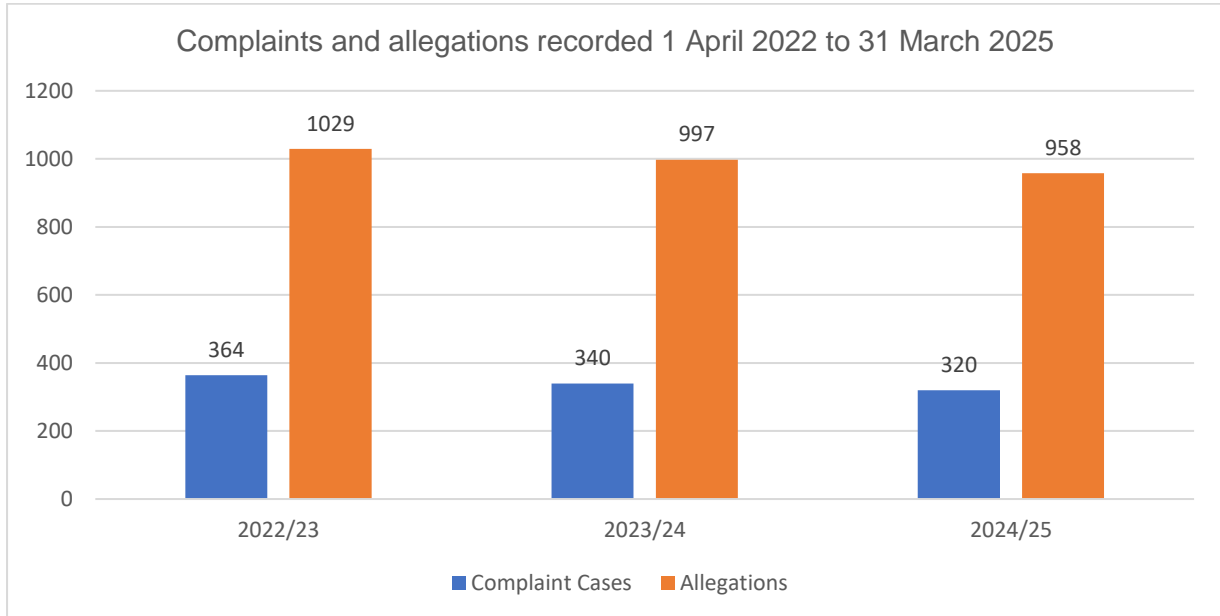
1.10 Organisational Learning

- Suffolk Constabulary has implemented a robust learning framework through its Engagement & Analytical Team, focusing on reflective practice, training, and policy review.
- Key initiatives include updates on domestic abuse training and awareness of cannabis-based medicinal products.

2. Public Complaint Cases

All complaints received by the Professional Standards Department are assessed and either recorded under Schedule 3 of the PRA 2002 or logged outside of Schedule 3.

(Chart 1): The chart below shows the 320 complaint cases received in the reporting period, including both Schedule 3 and outside of Schedule 3. It shows the number of complaint cases and associated allegations over the last three years:



There has been a 6% reduction in complaint cases with a 4% decrease in allegations compared to the previous year.

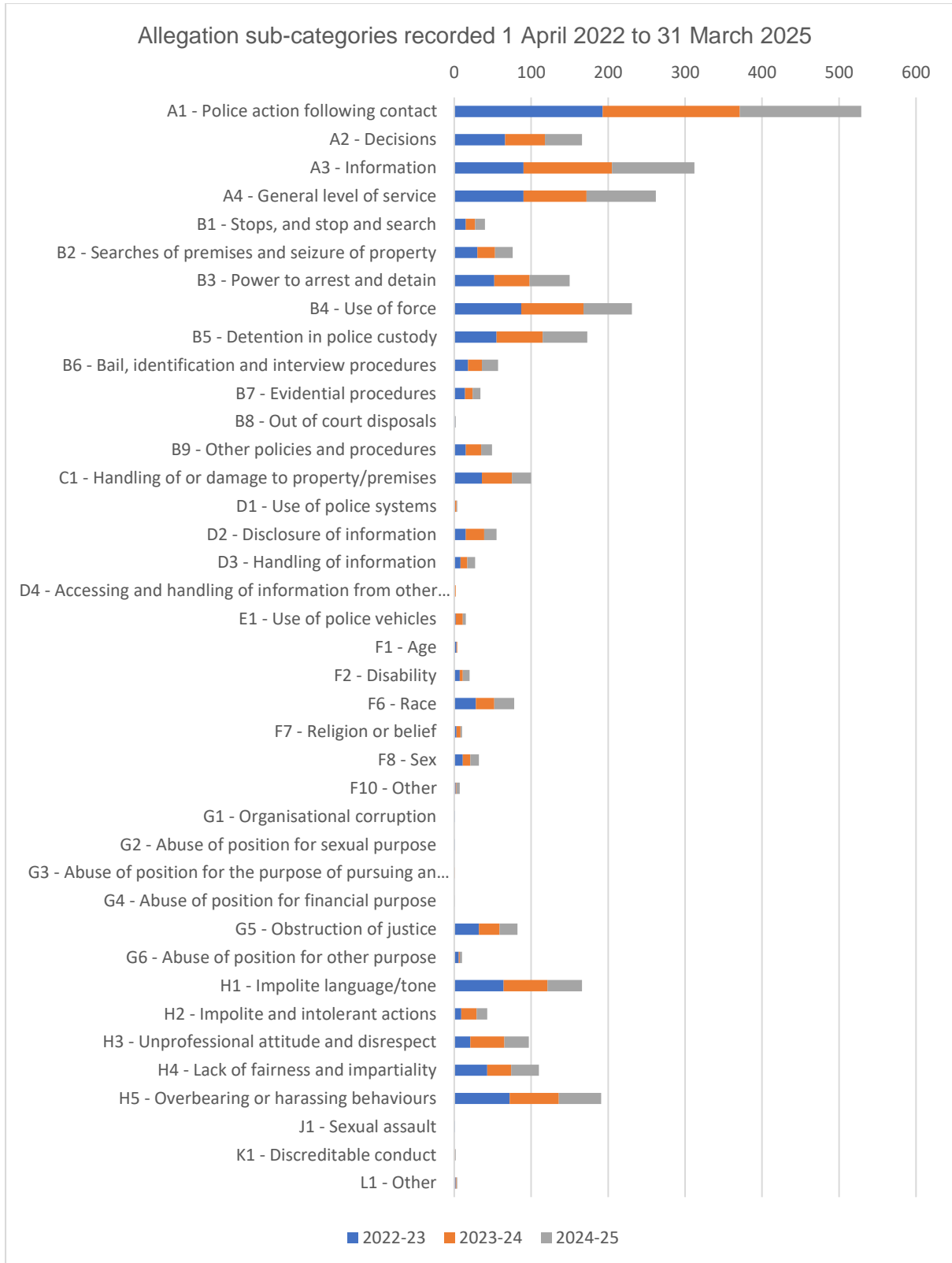
3. Public Complaint Allegations Recorded

Allegations represent specific concerns raised by complainants regarding the service they have received. Multiple allegations can be recorded on single complaint cases and new allegations may be added at any point during the complaint handling process, following discussion with the complainant to fully identify the allegations. The following data shows the allegations recorded within the reporting period and include those added to cases recorded prior to 1 April 2024.

With the change in Regulations the IOPC introduced 45 categories of complaint under which the allegations are recorded to classify the nature of the complaints made, enhancing the understanding of complaint themes.

(Chart 2): A total of 977 allegations have been recorded within the reporting period, including those added to cases initiated before 1 April 2024. The graph shows the distribution of allegations across categories for the past 3 years:

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The number of allegations recorded has declined annually, mirroring the reduction in complaint cases.

In the reporting period, the most frequently recorded complaint category is 'Police action following contact' and is consistent across all three years. Most other categories have either decreased or remained stable.

4. **Timeliness for logging complaints and contacting complainants**

Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged, and the complainant contacted 'as soon as possible'. Two key metrics are monitored:

- **Logging time:** The duration from receipt of the complaint in Force to the date logged by the Professional Standards Department.
- **Initial contact time:** The time from when the complaint is made to the first communication with the complainant.

(Table 1): The table below details timeliness for logging complaint cases:

<u>Measure</u>	<u>1 Apr 2022 to 31 Mar 2023</u>	<u>1 Apr 2023 to 31 Mar 2024</u>	<u>1 Apr 2024 to 31 Mar 2025</u>
% of cases logged within 2 working days	75%	85.3%	87.8%
% of cases logged within 3-5 working days	10.4%	5.3%	6.9%
% of cases logged within 6-8 working days	6.6%	3.2%	2.5%
% of cases logged in more than 8 working days	8%	6.2%	2.8%

(Table 2): The table below details the timeliness for contacting complainants:

<u>Measure</u>	<u>1 Apr 2022 to 31 Mar 2023</u>	<u>1 Apr 2023 to 31 Mar 2024</u>	<u>1 Apr 2024 to 31 Mar 2025</u>
% of complainants contacted within 5 working days	44.2%	43.9%	42.6%
% of complainants contacted within 6-10 working days	33.4%	36.8%	43.8%
% of complainants contacted in more than 10 working days	22.4%	19.3%	13.6%

Of the 320 complaints received in the reporting period, 87.8% were logged within 2 working days.

On average, initial contact with complainants occurred within seven working days, with 86.4% of complainants contacted within 10 workings days.

The level of contact from complainants remains high and in the reporting period 2,835 contacts were made to the Joint Professional Standards Department, compared to 2,837 in 2023/24 and 2,763 in 2022/23.

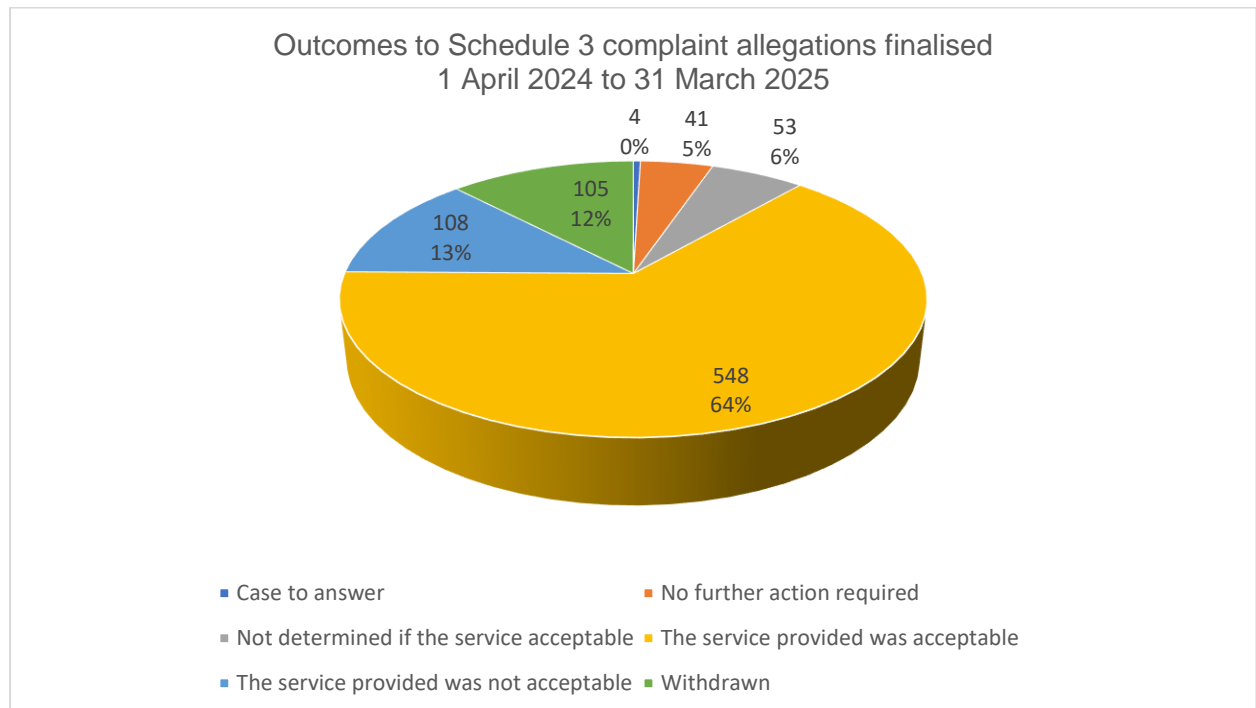
5. Complaint allegation outcomes (Schedule 3)

Schedule 3 complaints will either be investigated, handled otherwise than by investigation (responding to concerns raised and seeking to resolve them) or determined that no further action will be taken.

Some complaints may also be withdrawn by the complainant or discontinued under Regulation 41.

During the reporting period, 249 Schedule 3 complaint cases were concluded.

(Chart 3): Every complaint contains at least one allegation. The chart below details the outcomes to the 859 Schedule 3 complaint allegations finalised in the reporting period:



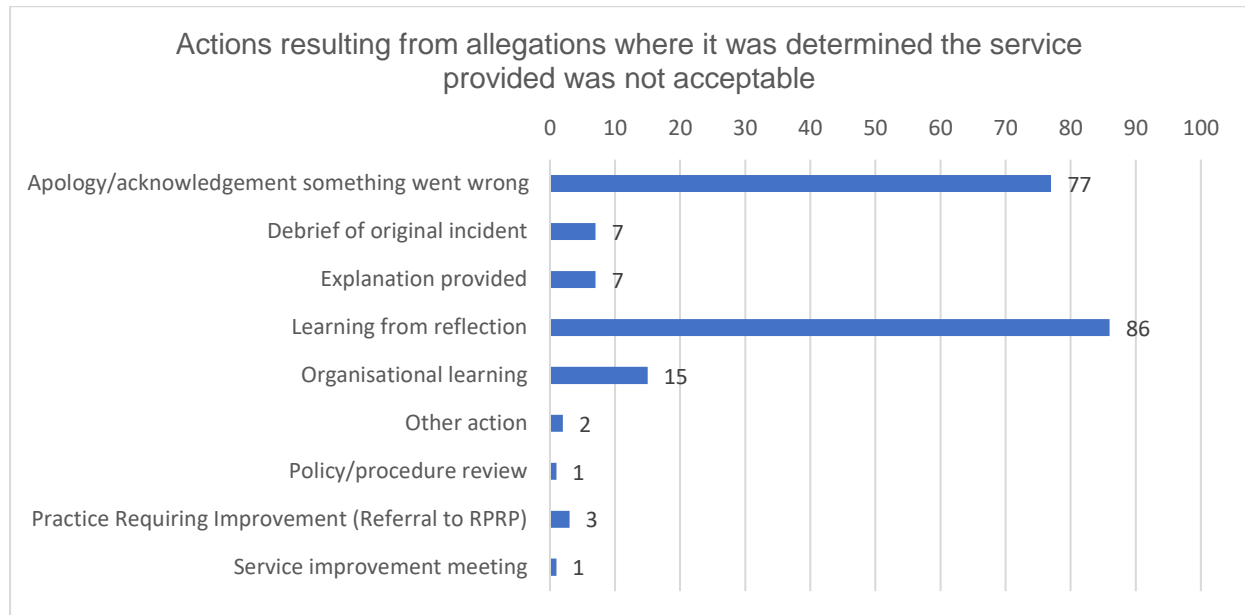
On reviewing the outcomes to Schedule 3 complaint allegations the percentages across all allegation outcomes show little variance when compared to the previous two years.

- Allegations resulting in a case to answer remain consistently below 1%.
- Fewer allegations are being resulted as No further action required, having dropped by 4% compared to 2022/23.
- Allegations where it was not determined if the service was acceptable vary between 4.8% and 6.7%.
- The percentage of allegations where it was determined the service provided was acceptable has increased from 59.2% in 2022/23 to 63.8% in the reporting period.
- Allegations resulted as the service provided was not acceptable have gone down from 14.8% in 2022/23 to 12.6% in the reporting period.
- Withdrawn allegations have increased from 9.5% in 2022/23, to 10.3% in 2023/24 and 12.2% in 2024/25.

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Each allegation under the new Regulations included a recorded action. Multiple actions may be associated with a single allegation.

(Chart 4): It was determined that the service provided was not acceptable for 108 allegations. These allegations have resulted in the following actions:



The largest action recorded is Learning from reflection, followed by an apology or acknowledgement to the complainant that something went wrong and Organisational learning. These were the top three actions in 2023/24 and 2022/23.

Even where it has been determined the service provided was acceptable, there are opportunities to resolve the issues and learn from the complaints in a number of ways.

In the majority of cases where the service provided was acceptable an explanation was provided to the complainant. It is important to identify all learning for individuals involved and the organisation and this can include a review of Policies and Procedures. Where appropriate, an apology can be given and a debrief of the incident allows those involved the opportunity to reflect on the circumstances. Of the 548 allegations finalised just three resulted in no further action.

6. Complaint and allegation outcomes (Outside Schedule 3)

Cases managed outside of Schedule 3 of the PRA 2002 are addressed with the aim of resolving concerns promptly and to the complainant's satisfaction. These cases often involve requests for clarification or acknowledgment rather than formal investigation.

During the reporting period, 133 allegations were handled outside Schedule 3. Of these, 123 were resolved representing a 92.5% resolution rate. This is consistent with 92.7% in 2023/24 and an increase from 90.3% in 2022/23.

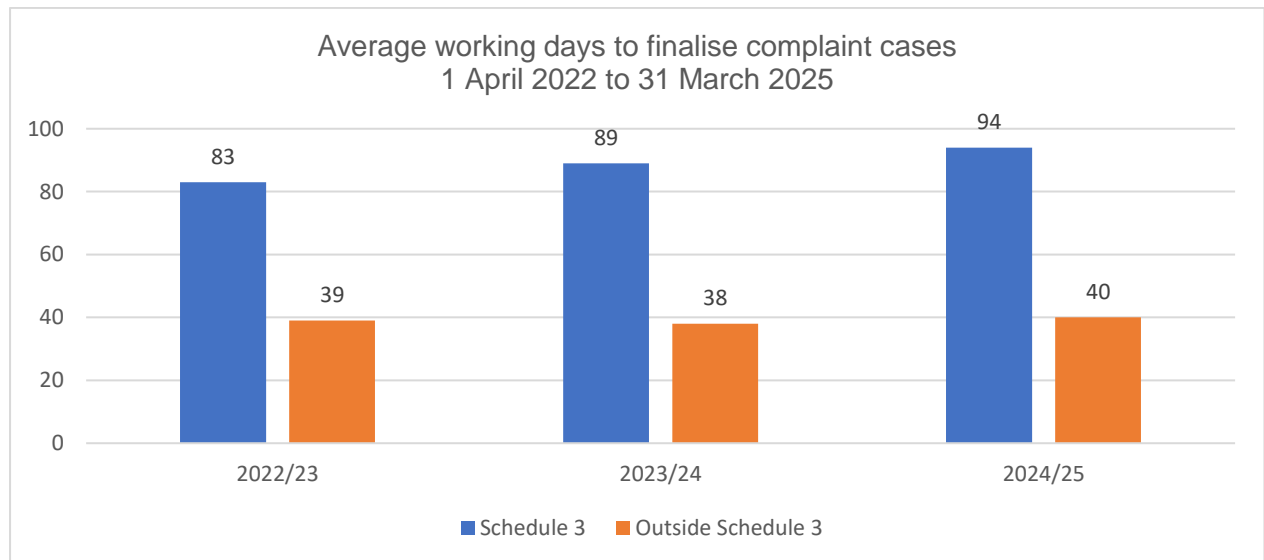
As with complaints handled under Schedule 3, there are opportunities to learn and offer an apology where appropriate. In most cases, an explanation was provided to the complainant to resolve their concerns.

Complainants retain the right to request escalation to Schedule 3 if they remain dissatisfied. In 2024/25, six cases were escalated compared to ten in 2023/24 and four in 2022/23.

7. Complaint case timeliness

This section measures the number of working days from the date the complaint is recorded to the date the complainant is informed of the outcome. Periods during which cases are suspended due to legal proceedings (sub judice) are excluded from the calculation.

(Chart 5): The graph below shows the average resolution times over the past three years:



The average time to conclude Schedule 3 cases has gradually increased, while resolution times for cases outside Schedule 3 have remained stable.

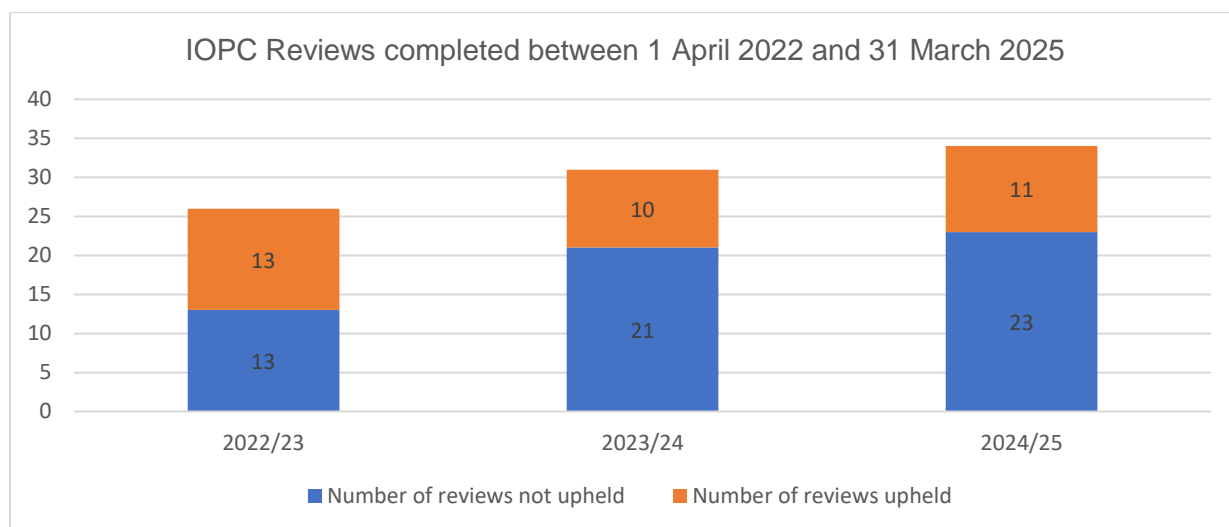
8. Reviews to IOPC and LPB

Under Schedule 3 of the PRA 2002, complainants may request a review of their case outcome if dissatisfied. Reviews are conducted by either the IOPC or the Local Policing Body (the Office of the Police and Crime Commissioner) depending on the nature of the complaint. The outcome letter to the complainant specifies the relevant review body.

IOPC reviews

In the reporting period the IOPC received 35 requests to review the outcome of the complaint.

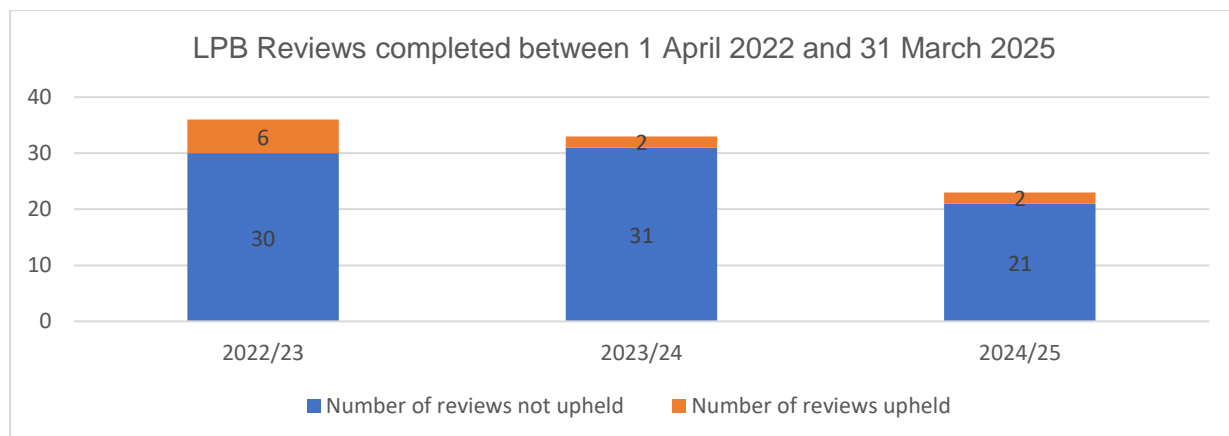
(Chart 6): The chart below details the number of reviews the IOPC completed and of those, the number which were upheld:



LPB reviews

The Local Policing Body received 23 requests to review the outcome of the complaint.

(Chart 7): The chart below details the number of reviews the LPB completed and of those, the number which were upheld:



These figures show a relatively stable pattern in review outcomes.

9. Chapter 13 Reports

When a local investigation exceeds 12 months, the Appropriate Authority is required to submit a written update to both the Local Policing Body and the IOPC. This update must include:

- The status of the investigation
- Estimated completion timeliness
- Reasons for the delay
- Planned steps to progress the case

These updates, known as Chapter 13 reports (as outlined in Chapter 13 of the IOPC Statutory Guidance) must be submitted every six months following the 12-month anniversary until the investigation concludes.

It is important to note that investigations cannot proceed while a case is suspended, such as during ongoing court proceedings, which can impact overall timeliness.

During the 2024/25 reporting period, 47 reports were submitted covering 22 complaint cases and 14 conduct cases. This represents a significant increase compared to 23 reports in 2023/24 and 11 reports in 2022/23.

10. Complainant demographic

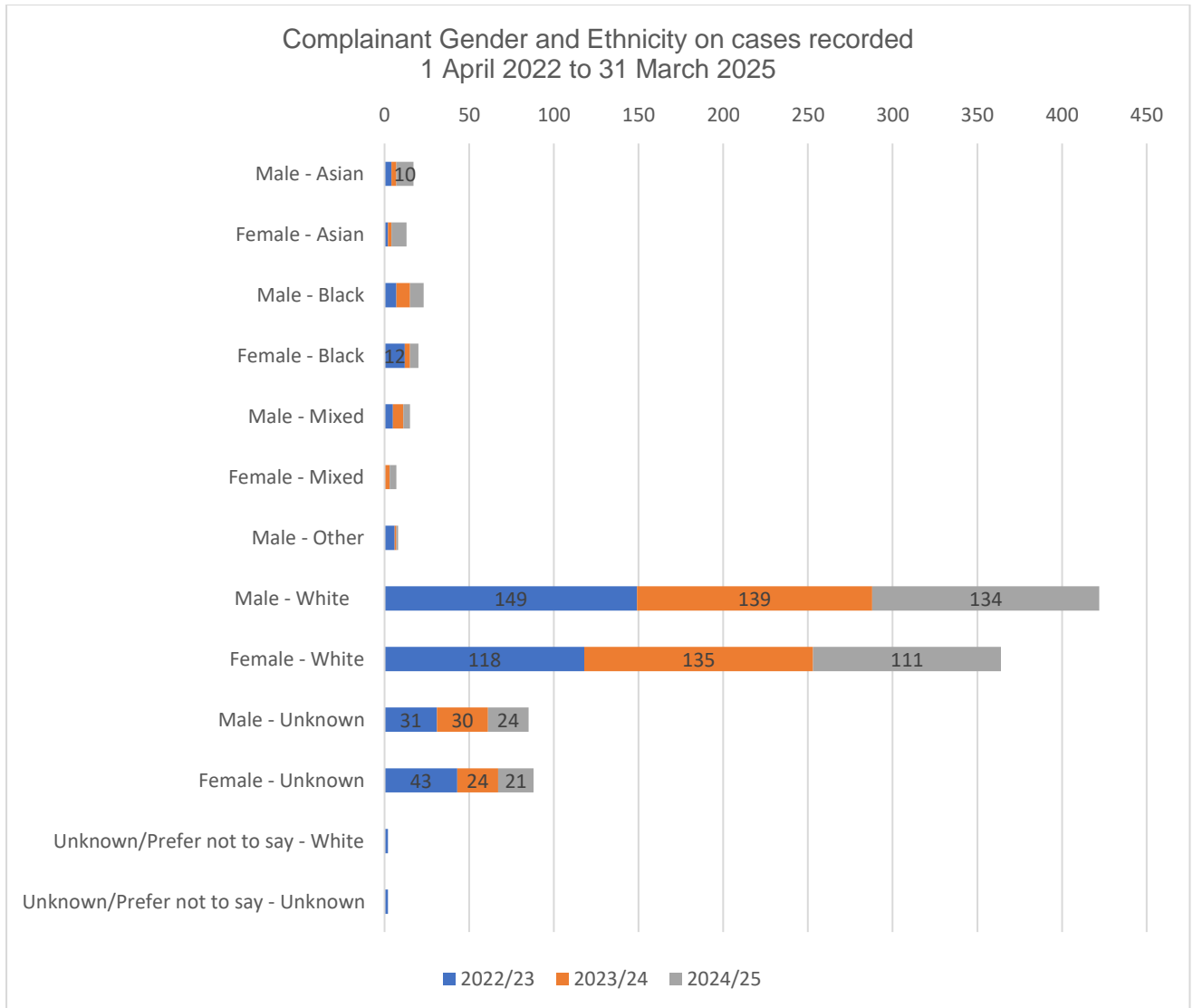
A member of the public is considered a complainant if they are directly or adversely affected by the conduct, has witnessed the conduct or is acting on behalf of someone who meets the criteria. Consequently, a single complaint case may involve multiple complainants.

During the reporting period, 1 April 2024 to 31 March 2025, 320 complaint cases were received involving 331 individual complainants. Where available, protected characteristics data, such as ethnicity and gender, is recorded.

Ethnicity data was recorded in 86.4% of cases, an increase from 84.8% in 2023/24 and 80.1% in 2022/23.

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(Chart 8): The graph below shows the ethnicity and gender of complainants, for the past three years:



Data labels are attached where the figure is 10 or more. Where complainants have made more than one complaint in the reporting period, they are counted on each individual complaint.

Complaints from Ethnic Minority Groups

A review of the complainants' ethnicity shows that in the last 12 months, 41 of the 331 complainants identified as being from ethnic minority backgrounds which is 12.4% of all complainants recorded.

This marks an increase from 7.3% in 2023/24 and 9.4% in 2022/23.

Further scrutiny is being applied to these cases in conjunction with HR, code of ethics task and finish group and the ongoing work under the Suffolk PRAP.

11. Discrimination complaints

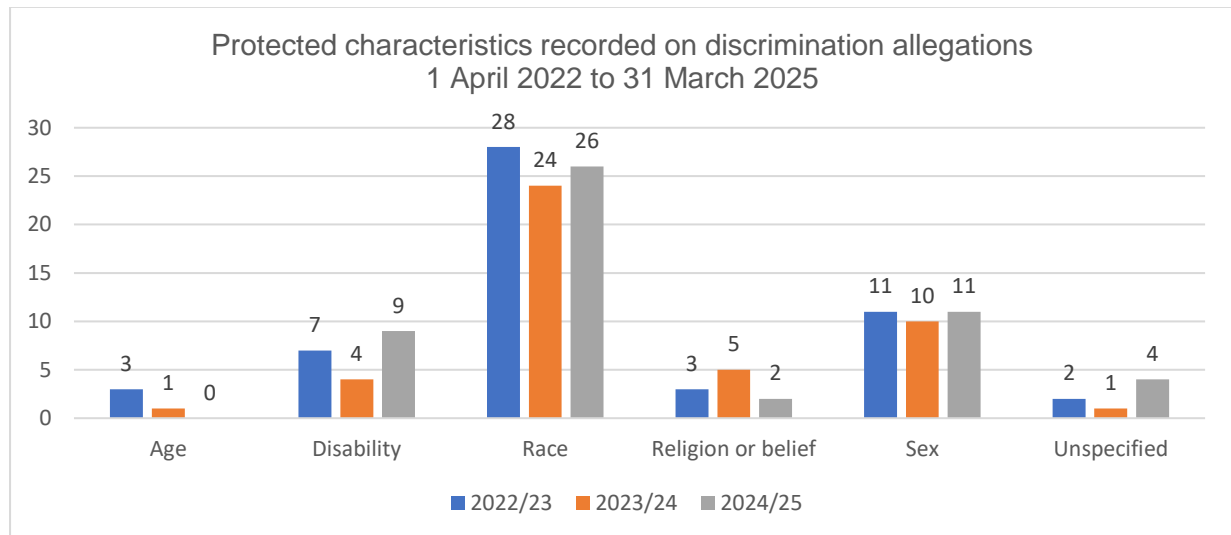
Between 1 April 2024 and 31 March 2025, the Professional Standards Department recorded 977 complaint allegations under new Regulations. Of these, 52 allegations (5.3%) involved claims of discrimination.

This represents a slight increase compared to:

- 45 allegations (4.2%) in 2023/24, and
- 54 allegations (4.9%) in 2022/23

Discrimination complaints cover all protected characteristics under the Equality Act 2010, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation as well as other identifiable groups (not protected under the Equality Act 2010).

(Chart 9): The chart below shows the protected characteristics recorded on allegations received in the last three years:



Race was the most frequently cited characteristic in 2024/25, accounting for 50% of all discrimination allegations. Complainants feel the service they received was not acceptable, or they were treated less-favourably, due to their ethnicity.

Of the 26 race related complaints, 10 have been finalised: 6 were determined as the service provided was acceptable, one was resolved and three were withdrawn.

Allegations citing disability increased notably, with complainants reporting a lack of reasonable adjustments, insufficient support or not being taken seriously.

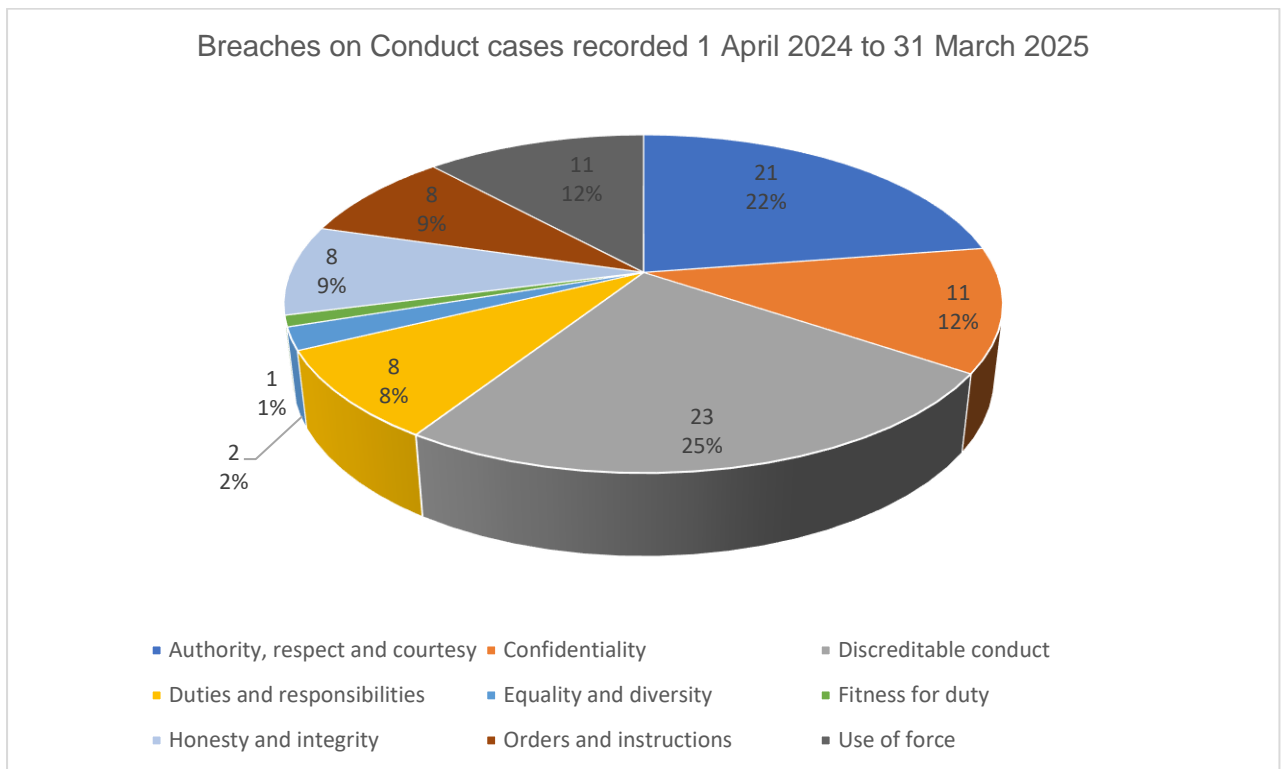
12. Conduct Investigations

Between 1 April 2024 and 31 March 2025, 65 internal conduct cases were recorded. This is a 7% decrease from 70 cases in 2023/24, but an increase from 52 in 2022/23.

These cases involved 93 breaches of the Standards of Professional Behaviour, attributed to:

- 53 Police officers
- 2 Special Constables
- 11 members of Police staff

(Chart 10): The chart below displays a breakdown of the breaches recorded on the conduct cases under each category and as a percentage overall:



- Discreditable conduct was the most common breach (24.7%), followed by Authority, respect and courtesy (22.6%) and Confidentiality (11.8%) and Use of force (11.8%).
- In 2023/24, the most frequent breach was Duties and responsibilities (23.5%), followed by Authority, respect and courtesy (21.2%) and Discreditable conduct (20.5%).
- In 2022/23, Discreditable conduct accounted for 30.2% of breaches, followed by Honesty and integrity (27.4%) and Authority, respect and courtesy (23.6%).

13. Resignations and Public Hearings

The Policing and Crime Act (PCA) 2017 contains a number of reforms and from 15 December 2017 allows officers under investigation to resign or retire however there is an expectation that misconduct proceedings for gross misconduct will be taken to conclusion.

- The Police Barred List includes individuals dismissed following misconduct or performance proceedings.
- The Police Advisory List includes those who resigned or retired during an active investigation or before allegations came to light. Individuals remain on the list until the investigation concludes.

Both lists are maintained by the College of Policing and include officers, special constables, staff and designated volunteers.

Five police officers and one special constable resigned whilst under investigation.

- In two cases, the former officers would have been dismissed had they not resigned
- In one case, a misconduct hearing found no case to answer
- In one case misconduct was found but no further action was taken
- Two investigations remain ongoing

Public Hearings

Since 1 May 2015, in cases where an officer is given notice of referral to misconduct proceedings under regulation 21 (1) or 43 (1) of the conduct regulations, the case will be heard in public. This is also the case for accelerated hearings. Exemptions from this are subject to the discretion of the person chairing or conducting the hearing to exclude any person from all or part of the hearing.

The regulations do not apply to misconduct meetings or third stage unsatisfactory performance meetings.

As of 1 January 2016, hearings are chaired by legally qualified individuals. In May 2024, reforms granted Chief Constables greater authority to dismiss officers, with Assistant Chief Constables (ACC) now leading misconduct hearings.

A new ACC role has been piloted across Norfolk, Suffolk and Hertfordshire to expedite gross misconduct hearings.

During the reporting period, the ACC chaired two full hearings and five accelerated hearings.

14. **Misconduct outcomes**

Under the Police (Conduct) Regulations 2020:

- Misconduct is defined as “a breach of the Standards of Professional Behaviour that is so serious as to justify disciplinary action (written warning or above)”
- Gross misconduct is “a breach of the Standards of Professional Behaviour that is so serious as to justify dismissal”.

The number of gross misconduct hearings and misconduct meetings held in the reporting period for Police officers, members of Police staff and members of the Special Constabulary are detailed as follows:

Gross misconduct hearings:

- 7 police officers were subject to Accelerated misconduct hearings resulting in 2 officers being dismissed and the remaining 5 would have been dismissed had they not resigned
- 5 officers were subject to full hearings resulting in 2 officers being dismissed, one receiving a Final Written Warning, one receiving a Written Warning and one resulting in no case to answer
- 2 members of police staff were subject to misconduct hearings resulting in one dismissal and one Final Written Warning

Misconduct meetings:

- 17 police officers were subject to misconduct meetings resulting in 3 Final Written Warnings, 3 Written Warnings and 11 referrals to the Reflective Practice Review Process.
- 1 member of police staff was subject to a misconduct meeting and received a Written Warning

(Table 3): The table below shows the number of hearings and meetings in comparison to the previous two years:

<u>Year</u>	<u>Number of misconduct hearings</u>	<u>Number of misconduct meetings</u>
2024/25	13	18
2023/24	17	7
2022/23	8	2

The number of misconduct hearings increased significantly in 2023/24, and misconduct meetings have increased in the last 12-months. This represents the increase in conduct cases being recorded and the use of formal processes to address conduct issues.

15. Organisational learning

Identifying and implementing both organisational and individual learning is essential for any organisation aiming to grow and evolve. Suffolk Constabulary actively collaborates with the Independent Office for Police Conduct (IOPC) and the Office of the Police and Crime Commissioner (OPCC) to identify learning opportunities through the complaints and review process.

The newly established Engagement & Analytical Team within the Professional Standards Department (PSD) is fostering a culture of continuous learning and development. Leveraging the expertise of analysts and researchers, along with powerful analytical tools such as Power BI, the team encourages Officers and staff to recognise learning opportunities in their day-to-day work.

The overarching goal is to identify areas for improvement across the Constabulary, using a problem-solving approach to address issues effectively and ensure that learning and best practices are shared throughout the organisation.

Below are examples of organisational learning identified during the reporting period, where follow-up actions have been completed to reduce the likelihood of similar issues recurring:

- Following an IOPC review of a complaint Suffolk Constabulary were provided several recommendations (*under Paragraph 28ZA of the Police Reform Act 2002 and Regulation 30 of the Police Complaints and Misconduct Regulations 2020*).

These recommendations have been grouped into three key areas:

- learning and development
- Individual feedback
- Policy/procedural considerations.

Actions taken:

Learning and development: there is a recognised need for greater organisational awareness of Valerie's Law, Protection Orders, and the IOPC's Victim Blaming Language Guidance, alongside a review of current Domestic Abuse training. To address this, the Service Improvement Team will disseminate this information in monthly 'bitesize' updates across Norfolk and Suffolk Constabularies, which will also inform future PSD training. Additionally, a Detective Inspector within the Multi-Agency Safeguarding Hub has been tasked with reviewing Domestic Abuse training packages to ensure they are robust and identify any knowledge gaps.

Individual feedback: the Complaints Manager has personally ensured that the officers involved have had the opportunity to read and reflect on the IOPC findings.

Policy and procedure: the IOPC recommended a review of the deployment of Domestic Abuse Specialists. A review has taken place which found that no procedural change is deemed necessary at this time.

- A member of the public raised concerns regarding Police Officers' understanding of the laws surrounding legally prescribed Cannabis-Based Medicinal Products (CBMPs). In response, existing Force Guidance on CBMPs was located and submitted for inclusion in a force-wide bulletin, which is routinely read by all Officers and staff. This bulletin aims to refresh knowledge on the legal framework governing possession of CBMPs and includes information on the CanCard. The guidance has

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been distributed across both Norfolk and Suffolk Constabularies. This action is expected to enhance awareness and ensure Officers are better informed when encountering individuals lawfully in possession of prescribed cannabis.

Organisation Learning Development

The Professional Standards Department has successfully implemented its internal development plan. The newly established Engagement & Analytical Hub now fully integrates the PSD Engagement Officer role (formerly known as the Prevent Officer) with the department's analytics and research functions. This integration has effectively reduced duplication and increased analytical output, which now directly supports PSD's engagement initiatives.

The PSD Engagement Officer has begun regular visits to identified complaint and conduct 'hotspots', delivering education and oversight focused on performance and development. This work has been carried out in collaboration with the Human Resources Department, which is leading on welfare and performance matters.

The E&A Hub is now in the final stages of testing of a joint-force data correlation product using Power BI. This tool now enables cross-referencing of HR and PSD data, allowing the identification of trends and themes across the organisation. It will be used to inform decisions both inside and outside of the department. Additionally, the product has been expanded to highlighting any disproportionality regarding complaint and misconduct investigations.

Finally, the PSD Engagement Team has completed an audit of all training products previously produced and delivered by the department. A new, tailored training programme has been launched, with content designed specifically for different groups of Officers and staff. Of note a student Officer programme has been written to comply with the new student Officer pathways beginning in June 2025. New Officers now receive shorter, more frequent sessions relevant to their early career needs. Officers are also encouraged to engage in ethical discussions around real-world internal and external scenarios. All training inputs focus on organisational culture and learning and are customised to align with each participant's stage of development/ role.

16. Dip Sample by the Office of the Police and Crime Commissioner

Dip sampling of complaint files is a key component of the oversight arrangements which are implemented by the Police and Crime Commissioners in pursuit of the statutory duties set out in the Police Reform and Social Responsibility Act 2011 and further strengthened in the Policing and Crime Act 2017.

Since the last report was presented by Suffolk Constabulary, the OPCC has completed Dip Sampling from the finalised cases provided by the Constabulary's Professional Standards Department (PSD) for the periods of 1 July 2024 to 30 September 2024 and 1 October 2024 to 31 December 2024.

A total of 14 files were subject to Dip Sampling with all complaints being handled under the new complaint system introduced as part of the Policing and Crime Act 2017 that came into effect on 1 February 2020.

The finalised complaints included files where investigations were conducted by both Suffolk Constabulary and PSD (and included complaints where the level of service was judged to be acceptable and not acceptable). Consideration was also given to files where it was decided to record the complaint and take no further action, where complaints were withdrawn and where it was unable to determine if the service provided was acceptable.

Overall, the files sampled were completed to a high standard with the appropriate processes and procedures followed. There were multiple examples of learning being identified and actioned even in response to complaints where the service provided was acceptable. There was also encouraging examples of positive engagement with complainants.

This Dip Sample highlighted a few areas of improvement that have been discussed with the Suffolk Constabulary Professional Standard Department (PSD) with the appropriate feedback being actioned. These issues included:

- Delay in the complaint assessment process.
- Delays in the complaint investigation by Investigating Officers.
- Reinvestigations required after upheld reviews.

In conclusion, whilst there have been some issues highlighted, this was a very positive Dip sample which evidences that public complaints are actioned appropriately. The OPCC will continue to monitor the complaint process to ensure the appropriate process is followed and the complainant's receive the expected level of service.

Glossary

Appropriate authority - the appropriate authority for a person serving with the police is:

- for a chief officer or an acting chief officer, the local policing body for the area of the police force of which that officer is a member; or
- in any other case, the chief officer with direction and control over the person serving with the police

In relation to complaints not concerning the conduct of a person serving with police, the appropriate authority is the chief officer of the police force with which dissatisfaction is expressed by the complainant.

Complaint – any expression of dissatisfaction with police expressed by or on behalf of a member of the public

Complaint handler – is any person who has been appointment to handle a complaint

IOPC Statutory Guidance – is the guidance from the IOPC to assist local policing bodies and Forces to achieve high standards in the handling of complaints, conduct matters, and death or serious injury (DSI) matters concerning those serving with the police, and to comply with their legal obligations.

Schedule 3 – The complaint must be recorded and handled under Schedule 3 of the legislation if the complainant wishes it to be or if it meets certain criteria as defined within the guidance.

Outside Schedule 3 – The complaint can be logged and handled outside of Schedule 3 with a view to resolving the matter promptly and to the satisfaction of the complainant without the need for detailed enquiries to address the concerns.

Investigation – an investigation of the matter recorded under Schedule 3.

Otherwise than by investigation – responding to concerns raised and seeking to resolve them under Schedule 3.

Service provided was not acceptable – the service provided (whether due to the actions of an individual, or organisational failings) did not reach the standard a reasonable person could expect.

Not been able to determine if the service provided was acceptable – should only be determined in situations where despite the complaint being handled in a reasonable and proportionate manner, there is too little information available on which to make the determination.

Local Policing Body – is the term for the Police and Crime Commissioners

Practice requiring improvement – underperformance or conduct not amounting to misconduct or gross misconduct, which falls short of the expectations of the public and the police service.

Regulation 41 – the Regulation under the Police (Complaints and Misconduct) Regulations 2020 under which the appropriate authority contacts the complainant following a suspension of the investigation of a complaint to ascertain whether they wish for the investigation to be started or resumed. If the complainant does not want the investigation started or fails to

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reply, the appropriate authority must determine whether it is in the public interest for the complaint to be treated as a recordable conduct matter.

Reflective Practice Review Process – the procedures set out in Part 6 of the Police (Conduct) Regulations 2020, for handling practice requiring improvement

Relevant review body (RRB) – the relevant body (the IOPC or the Local Policing Body) to consider a review made under Paragraph 6A or 25, Schedule 3, Police Reform Act 2002.

Withdrawn complaints – a complaint that is withdrawn in accordance with regulations 38 and 39, Police (Complaints and Misconduct) Regulations 2020 following an indication or notification from the complainant.