

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO: AP21/08**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –  
15 JANUARY 2021**

**SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE**

**SUMMARY:**

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2019 to 30 September 2020 (Quarter 1 and Quarter 2 of 2020/21).
2. The report provides the following information: -
  - Complaints about Police Officers and Police Staff
  - Organisational Learning
  - Complaints Training
  - Reviews
  - Reflective Practice Review Process
  - Discipline Outcomes

**RECOMMENDATION:**

1. The Accountability and Performance Panel is asked to note the contents of this report.

## **DETAIL OF THE SUBMISSION**

### **1. KEY ISSUES FOR CONSIDERATION**

- 1.1 The legislative framework governing the recording and management of public complaints is the Police Reform Act 2002. Aspects of this legislation have been amended by the Police Reform and Social Responsibility Act 2011, and subsequently the Policing and Crime Act 2017. The latter made significant changes to the police complaints system with the aim to achieve a more customer-focussed complaints system.
- 1.2 From 1 February 2020 Forces are required to log and report complaints about a much wider range of issues including the service provided by the police as an organisation, handled outside of Schedule 3 of the PRA 2002.
- 1.3 The Office of the Police and Crime Commissioner is now responsible for conducting reviews on all complaints recorded under the new regulations where they are the relevant review body.
- 1.4 A total of 226 complaints were received in the reporting period, 1 April to 30 September 2020. Of these complaints, 144 were recorded under Schedule 3 of the PRA 2020 and 82 were logged outside of Schedule 3 of the PRA 2002.
- 1.5 When considering all complaints logged outside of Schedule 3, then complaints overall have risen by 58%. This is as a direct result of the change in recording standards and is mirrored nationally.
- 1.6 The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 426 allegations recorded, 170 have been recorded under this category and this is 39.9% of the total.
- 1.7 The new IOPC Statutory Guidance states that complaints should be logged and the complainant contacted 'as soon as possible'. Of the 226 complaints received, 89.4% were logged within 2 working days and 89.2% of complainants were contacted within 10 working days.
- 1.8 Of the allegations recorded, 13 have been made alleging discrimination. Of these, 10 have been made under the protected characteristic of race which is 77%.
- 1.9 Learning identified from complaints is detailed within this report, together with common themes relating to individual learning.
- 1.10 Coronavirus and the lockdown measures have impacted policing significantly since March 2020, and this is detailed within this report.

### **2. FINANCIAL IMPLICATIONS**

- 2.1 There are no significant financial issues associated with this report.

### **3. OTHER IMPLICATIONS AND RISKS**

- 3.1 There are no significant risks in relation to this report.