

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO: AP21/34**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL – 2 JULY 2021**

**SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE**

**SUMMARY:**

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2020 to 31 March 2021.
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 401 complaints were received in the reporting period, 1 April 2020 to 31 March 2021. Of these complaints, 259 were recorded under Schedule 3 of the PRA 2020 and 142 were logged outside of Schedule 3 of the PRA 2002.
  - 1.4.1 When considering all complaints logged outside of Schedule 3, then complaints overall have risen by 21%. Some of this increase can be attributed to the change in recording standards and is mirrored nationally.
- 1.5 The largest area of complaints has been recorded under the category of Delivery of duties and service. Of the 818 allegations recorded, 324 have been recorded under this category and this is 39.6% of the total.
  - 1.5.1 The new IOPC Statutory Guidance states that complaints should be logged and the complainant contacted 'as soon as possible'. Of the 400 complaints received under the new regulations, 89.8% were logged within 2 working days and 70% of complainants were contacted within 10 workings days.
- 1.6 Of the allegations recorded, 28 have been made alleging discrimination. Of these, 23 have been made under the protected characteristic of race which is 82%.
- 1.7 Learning identified from complaints is detailed within this report, together with common themes relating to individual learning.
- 1.8 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.



SUFFOLK  
CONSTABULARY

PROFESSIONAL STANDARDS DEPARTMENT

COMPLAINTS REVIEW

1 April 2020 to 31 March 2021

## **CONTENTS**

## **Page Number**

Introduction and Executive Summary	2 – 5
Complaint cases	6 – 8
Allegations recorded	9 – 12
Timeliness (logging complaints and making initial contact)	13 – 15
Complaint and allegation outcomes (Schedule 3)	16 - 18
Complaint and allegation outcomes (Outside Schedule 3)	19
Complainant demographic	20 – 21
Discrimination complaints	22 – 25
Police officers and staff subject of complaint	26 – 27
Organisational learning	28 – 29
Reviews to IOPC and LPB	30
Internal investigations	31 – 32
Misconduct outcomes	33 – 34
Resignations and public hearings	35
Dip Sample by the OPCC	36
Glossary	37 – 38

## **Introduction**

This report presents figures on complaints relating to Suffolk Constabulary, received during the period, 1 April 2020 to 31 March 2021. These complaints are made by members of the public in relation to the conduct of those serving in the Force and recorded under Schedule 3 of the Police Reform Act (PRA) 2002.

The Policing and Crime Act 2017 made significant changes to the police complaints system to achieve a more customer-focussed complaints system. From 1 February 2020 Forces were 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.

Data for this report is extracted from the Professional Standards Department live case management system.

## **Executive Summary**

- A total of 401 complaints were received in the reporting period, 1 April 2020 to 31 March 2021. Of these complaints, 259 were recorded under Schedule 3 (including one received under old Regulations) and 142 were logged outside of Schedule 3 of the PRA 2002.

Complaint data cannot be directly compared to the previous year due to the changes in Regulations and the recording processes which came in on 1 February 2020. All complaints recorded under old Regulations were handled under Schedule 3.

In 2019/20, 331 complaints were recorded and of those, 309 complaints were recorded under Schedule 3 and 22 were logged outside of Schedule 3.

Complaints received overall have increased by 21% in comparison to the previous year due to the changes in recording processes.

- The Independent Police Complaints Commission (IOPC) introduced new categories and sub-categories of complaint allegations which came into force with the new Regulations. This report details the categories and sub-categories, and the totals recorded on complaints received in the period.

The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 818 allegations recorded in the reporting period, 324 have been recorded under this category, which is 39.6% of the total.

This category of complaint is broken down into 4 sub-categories of:

- A1 Police action following contact (235 allegations – 28.7% of all allegations)
- A2 Decisions (33 allegations – 4% of all allegations)
- A3 Information (43 allegations – 5.3% of all allegations)
- A4 General level of service (13 allegations – 1.6% of all allegations)

The sub-categories of complaint were introduced in order to better understand the concerns raised by the complainant. Of the complaint allegations recorded, the top 5 sub-categories of complaint across the Force are:

- A1 Police action following contact (235 allegations – 28.7% of all allegations)
  - H1 – Impolite language/tone (80 allegations – 9.8% of all allegations)
  - H5 – Overbearing or harassing behaviours (51 allegations – 6.2% of all allegations)
  - H4 – Lack of fairness and impartiality (48 allegations – 5.9% of all allegations)
  - B4 – Use of force (45 allegations – 5.5% of all allegations)
- Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged and the complainant contacted ‘as soon as possible’. Of the 400 complaints received under new Regulations, 89.8% were logged within 2 working days and 70% of complainants were contacted within 10 working days.
  - Complaints recorded under Schedule 3 are handled reasonably and proportionately by way of investigation, otherwise than by investigation (responding to concerns raised and seeking to resolve them) or by taking no further action. A total of 175 complaints have been finalised and of those, 12% were investigated, 57.7% were otherwise than by investigation and 30.3% were resulted as no further action.
  - Complaints handled outside of Schedule 3 will be either resolved or not resolved. Of the 129 complaints finalised, 116 were resolved which is 90%. If the complaint handler is unable to resolve the matter the complainant is able to ask for their complaint to be recorded under Schedule 3. The 10% of cases which were not resolved resulted in no further action.
  - All allegations which are linked to a police officer or member of police staff will be finalised with an action as a result. Actions can include offering an apology/acknowledging that something went wrong, individual and organisational learning and review of policy/procedures. Details are provided in this report of the actions taken where it was determined that the service provided was acceptable, and where the service provided was not acceptable under Schedule 3, and also complaints resolved outside of Schedule 3.
  - The ethnicity of complainant has been recorded on 73% of cases which is an increase from 61% in 2019/20.

Of the complainants who have made complaints in the last 12 months:

- 5.8% are BAME male
  - 2.5% are BAME female
  - 40.4% are White male
  - 24% are White female
- Of the allegations recorded, 28 have been made alleging discrimination. Of these, 23 have been made under the protected characteristic of race which is 82%. The complainants feel the service they received was not acceptable, or they were treated less favourably, due to their ethnicity or ethnic appearance.
  - A total of 555 police officers, Special Constables and members of police staff are named on the complaints recorded. Of the 509 named police officers and Special Constables, 2.95% are BAME, 94.1% are White and 2.95% are unknown.
  - Learning identified from complaints are detailed within this report and common themes relating to individual learning.

## **Access to the complaints process**

A significant amount of work has been ongoing to improve the accessibility of the complaints process. Some pieces of work are ongoing with local Engagement Officers across Suffolk but these can only be pursued once COVID restrictions ease. The work undertaken in the past 6 months includes:

### **Improving access to the online complaint form**

Benchmarking has been completed with forces nationally to identify how easy their external websites are to navigate to the online complaints form. Suffolk's website required 8-9 mouse button clicks to get to the online complaint form; and this required the user to know what departments to look for and what buttons to click. The Service Improvement Team, working with Corporate Communications Team have now installed a tile on the home page of the website titled "Compliments and Complaints." Members of the public can now access the complaint form with 2 mouse clicks – negating the need to navigate through the website to find the complaint form; making the complaints form and process much simpler to access. Further to this, special characteristics fields have also been added to the online complaint form to ensure we are providing the requisite data to the IOPC.

### **Online Confidential Reporting Form**

Reporting and management of allegations of corruption is a key role of the Professional Standards Department. Historically, if members of the public wanted to report corruption to Suffolk Constabulary anonymously it would have to be done via crime stoppers. The Service Improvement Team, working alongside the Anti-Corruption Unit and Corporate Communications Team have developed a confidential reporting mechanism which can be accessed by members of the public and can be found on the force external website. This allows members of the public to make confidential and anonymous reports of corruption directly to the PSD's Anti-corruption Unit.

### **Leaflets**

Research has been conducted across Suffolk to identify what documents are available to the public at police stations and custody suites to inform people about the complaints process. To ensure a consistent, accurate message was delivered a new handout leaflet has been designed by the Service Improvement Team. The leaflet is in the final stages of preparation and will be available very soon – this provides a simple guide to the new complaint regulations, and helps members of the public understand the complaints process in a simple, easy to read manner.

## **Coronavirus**

Coronavirus and the lockdown measures have impacted policing significantly in the reporting period.

Areas of policing which may ordinarily generate some complaints have not taken place since March 2020 such as sporting and other large-scale events. There has also been a limited night time economy with restrictions placed on hospitality.

The IOPC created a national factor to be applied to complaint allegations to measure the number of complaints made about the use of police powers on the restrictions, police powers on infected persons and coronavirus other (where the use of the powers are not the issue, but the coronavirus has still impacted the incident in some way).

A total of 42 complaints were recorded between 1 April 2020 and 31 March 2021 linked to Coronavirus, which is 10% of all complaints recorded.

Of the 42 complaints, 27 (64%) were recorded as Schedule 3 complaints and the remaining 15 (36%) were logged outside of Schedule 3.

The complaints contain a total of 47 separate allegations:

- 29 relate to not wearing PPE/maintaining social distance/exposing complainants to risk
- 16 relate to police powers on restrictions
- 2 allegations have been made in relation to off-duty officers and complaints they had breached restrictions

Of the 16 allegations relating to police powers:

- 10 relate to action taken (complaint that officers were rude and aggressive when issuing FPN and failed to listen to account, dissatisfied with police visits to address following reports, complainants feeling harassed/victimised, vehicle seized when complainant states an exemption was in place, dissatisfaction that speeding checks were being carried out during lockdown)
- 6 relate to complaints that police have failed to take action in relation to reports of breaches

All bar one of the complaints logged outside of Schedule 3 have been successfully resolved with one currently live.

Of the complaints recorded under Schedule 3, 19 have been finalised to date and of those it was determined in 4 cases that the service provided was not acceptable.

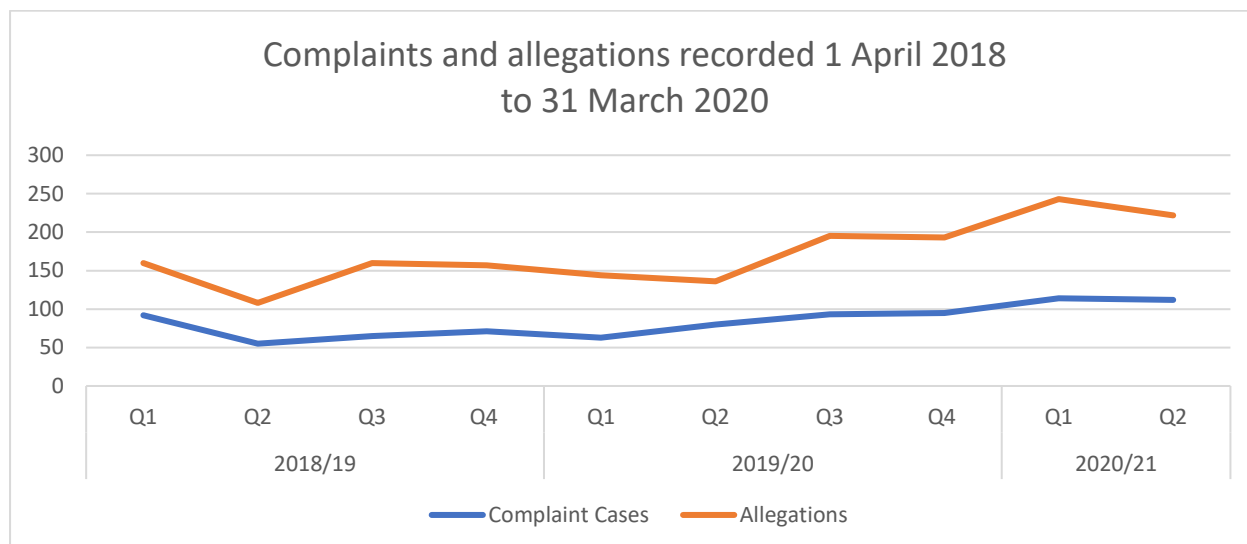
All related to complaints about the wearing of PPE or maintaining social distance. In all cases the complaint handler provided an apology to the complainant and the officers/members of staff received learning.



## Complaint Cases

All complaints received in 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 all complaint cases received in the reporting period both recorded under Schedule 3 and logged outside of Schedule 3 together with the number of allegations recorded quarterly over the last three years:



**(Table 1):** The table below shows quarterly the number of complaints received and allegations recorded on the complaint cases.

<u>Year</u>	<u>Quarter</u>	<u>Schedule 3 complaints recorded</u>	<u>Outside Schedule 3 complaints logged</u>	<u>Allegations Recorded</u>
<b>2018/19</b>	Q1	92	N/A	160
	Q2	55	N/A	108
	Q3	65	N/A	160
	Q4	71	N/A	157
<b>2019/20</b>	Q1	63	N/A	144
	Q2	80	N/A	136
	Q3	93	N/A	195
	Q4	73	22	193
<b>2020/21</b>	Q1	73	41	243
	Q2	71	41	222
	Q3	62	28	186
	Q4	53	32	172

The introduction of new Regulations on 1 February 2020 requires Forces to log complaints received which are suitable for handling outside of Schedule 3 and the table details the complaints recorded under Schedule 3 and logged outside Schedule 3.

All complaints recorded under old Regulations are recorded under Schedule 3 of the Police Reform Act.

### Schedule 3 and outside Schedule 3 complaints

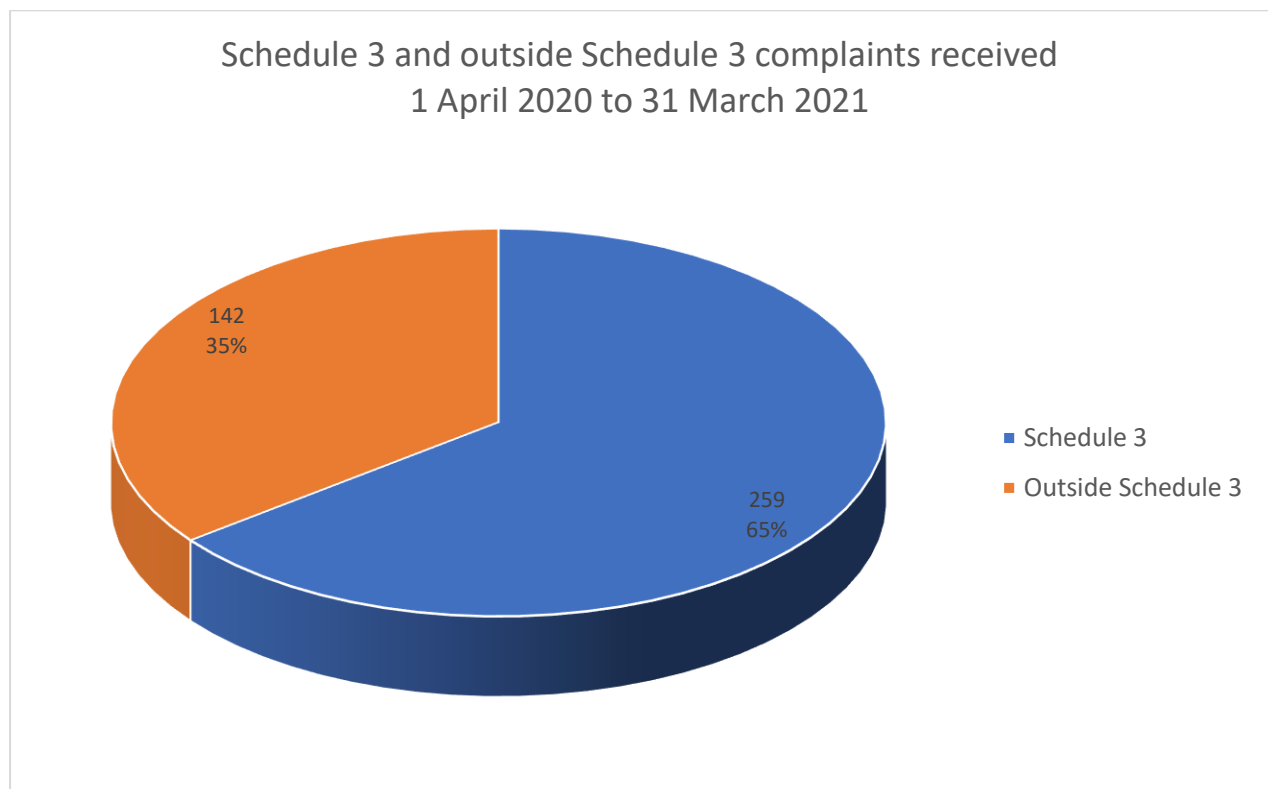
The IOPC Statutory Guidance states:

A complaint must be recorded under Schedule 3 to the *Police Reform Act 2002*, and handled in accordance with the provisions of that Schedule, if at any point the person making the complaint wants it to be recorded. This applies even if previous attempts have been made to handle the complaint outside of the requirements of Schedule 3. Where a complainant's wishes are unclear, reasonable steps should be taken to clarify what they are.

A complaint must also be recorded and handled under Schedule 3 if the chief officer or local policing body (where it is the appropriate authority or it has taken on responsibility for the initial handling of complaints) decides that it is appropriate or if the complaint:

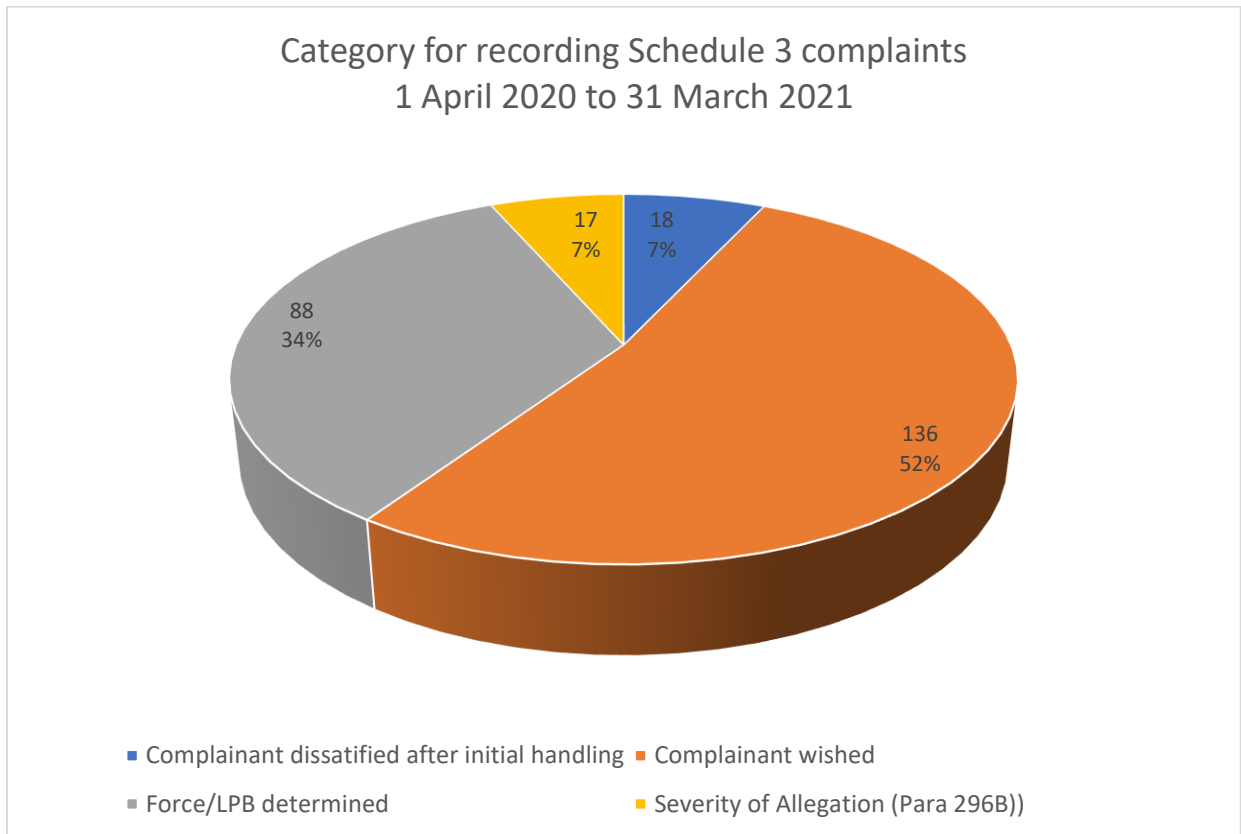
- is an allegation that the conduct or other matter complained of resulted in death or serious injury
- is an allegation that, if proved, might constitute a criminal offence by a person serving with the police or justify the bringing of disciplinary proceedings
- is about conduct or any other matter which, if proved, might have involved the infringement of a person's rights under Articles 2 or 3 of the European Convention on Human Rights or
- meets any of the mandatory referral criteria

**(Chart 2):** The pie chart below shows the number and percentage of complaints received and either recorded under Schedule 3 of the Police Reform Act 2002 or logged outside of Schedule 3 in the reporting period.



Schedule 3 complaints are recorded under categories to provide context for the reasons the complaints are recorded as such.

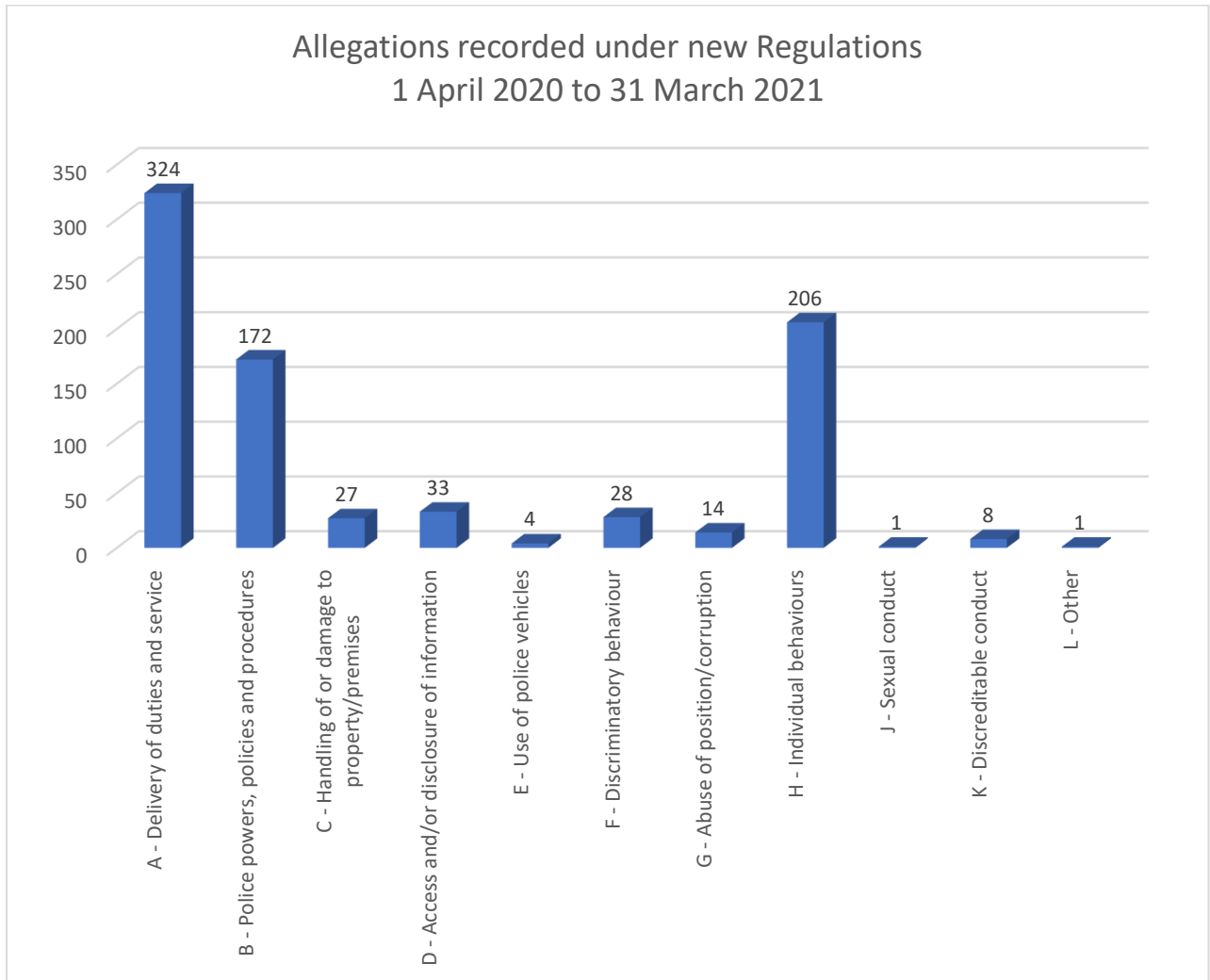
**(Chart 3):** The pie chart below shows the number and percentage of each of the categories:



## Allegations recorded

With the change in Regulations the IOPC devised a new set of 11 categories of complaint.

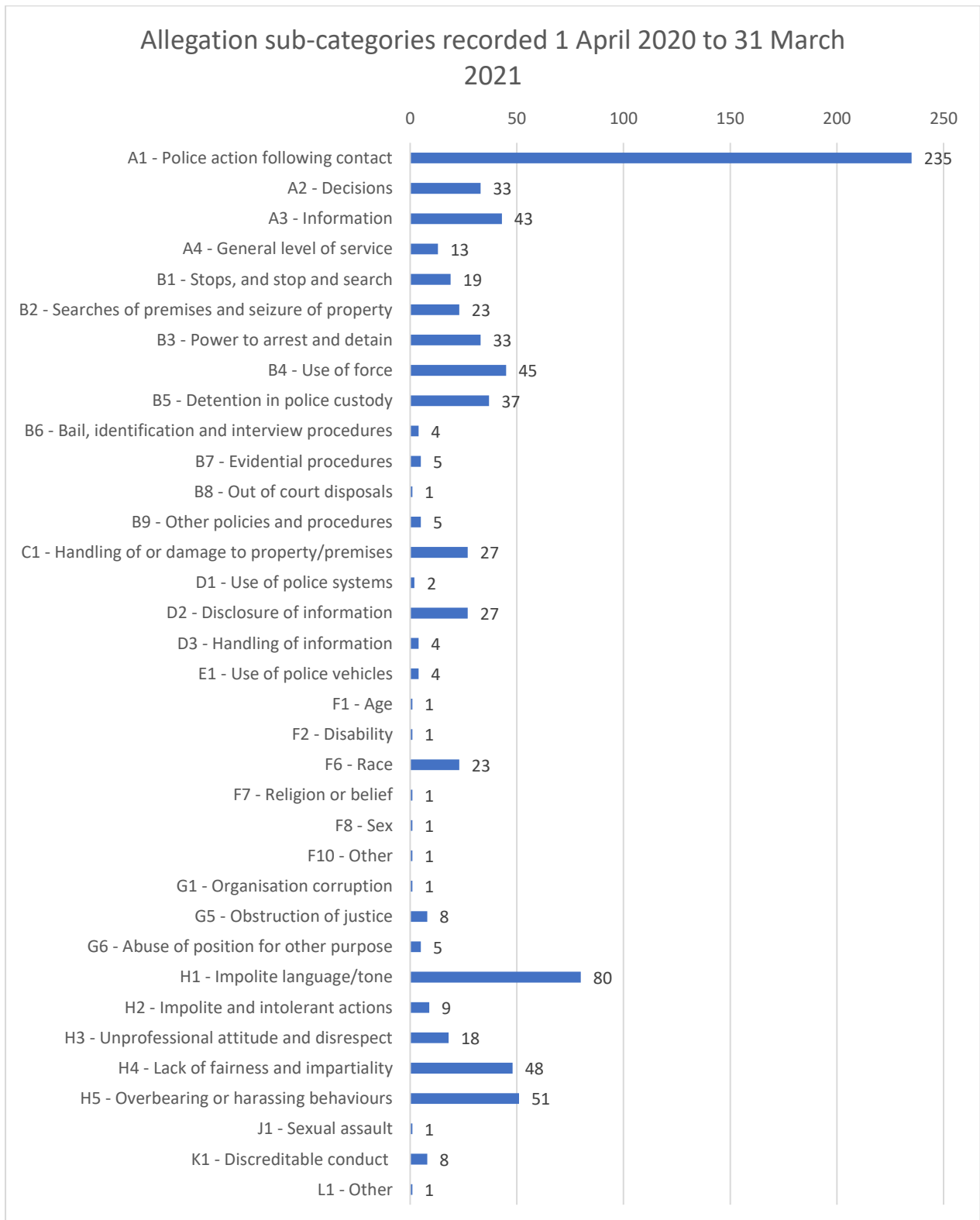
**(Chart 4):** The graph below shows the number of allegations recorded under each category between 1 April 2020 and 31 March 2021:



The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 818 allegations recorded, 324 have been recorded under this category, which is 39.6% of the total.

When the IOPC devised the complaint categories they created new sub-categories with a view to better understanding the nature of the complaints made.

**(Chart 5):** The graph below shows the sub-categories of the 818 allegations recorded in the reporting period:

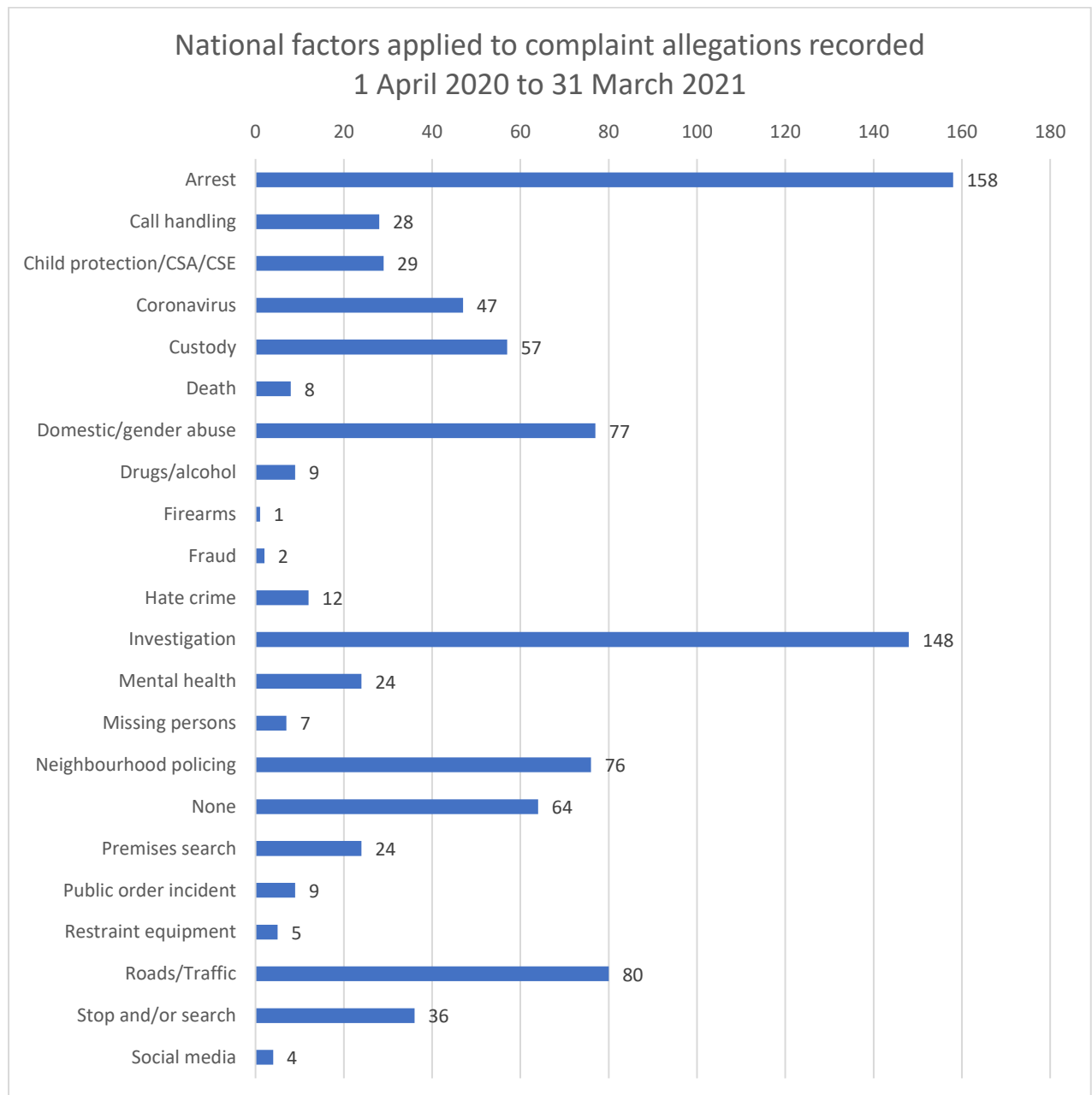


Police action following contact is the largest area of complaint. Of the 818 allegations recorded, 235 have been linked to this sub-category which is 28.7% of the total.

## National and local factors

Every allegation recorded has a national and local factor applied to it. The purpose of the factors is to capture the situational context of the dissatisfaction. Multiple factors, both national and local, can be applied to each individual allegation.

**(Chart 6):** On the complaints recorded in the reporting period, the following national factors have been linked to the allegations:



The most frequently used national factor is Arrest which has been applied to 158 allegations and is 19.3% of all allegations recorded.

Where the national factor of Arrest is applied to the allegations more than a third of the allegations have been recorded under the category of Police powers, policies and procedures, with the largest number being Power to arrest and detain and the Use of force.

- 18% of complaints alleged the use of excessive force
- 15% of complaints are in relation to unlawful/unnecessary arrest
- 10% of complaints relate to the investigation (failure to investigate, record a crime, failure to secure and/or ask for evidence, update and time taken)
- 8% are in relation to property seized (dissatisfied with items being taken or failure to return property)

Of the 148 allegations recorded which the national factor of Investigation has been applied:

- 27% relate to a failure to investigate
- 14% allege failure to secure and/or ask for evidence
- 12% are dissatisfied with the conclusion/outcome of investigation
- 11% relate to a failure to provide an update
- 7% are made alleging a failure to record the crime
- 6% are dissatisfied with the time taken to investigate

## **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'.

The length of time taken to log the complaints in Professional Standards and the time taken to make initial contact with the complainant are both measured.

The logged complaint timescales are from the date the complaint is received in Force to the date it is logged in Professional Standards.

Initial contact is measured from when the complaint is made to the point when initial contact is made with the complainant.

**(Table 2):** The table below shows the average number of working days to log and make initial contact, broken down quarterly over the reporting period:

<b><u>Year</u></b>	<b><u>Quarter</u></b>	<b><u>Average number of working days to log complaint</u></b>	<b><u>Average number of working days to contact complainant</u></b>
2020/21	Q1	1	4
	Q2	2	8
	Q3	1	10
	Q4	2	16

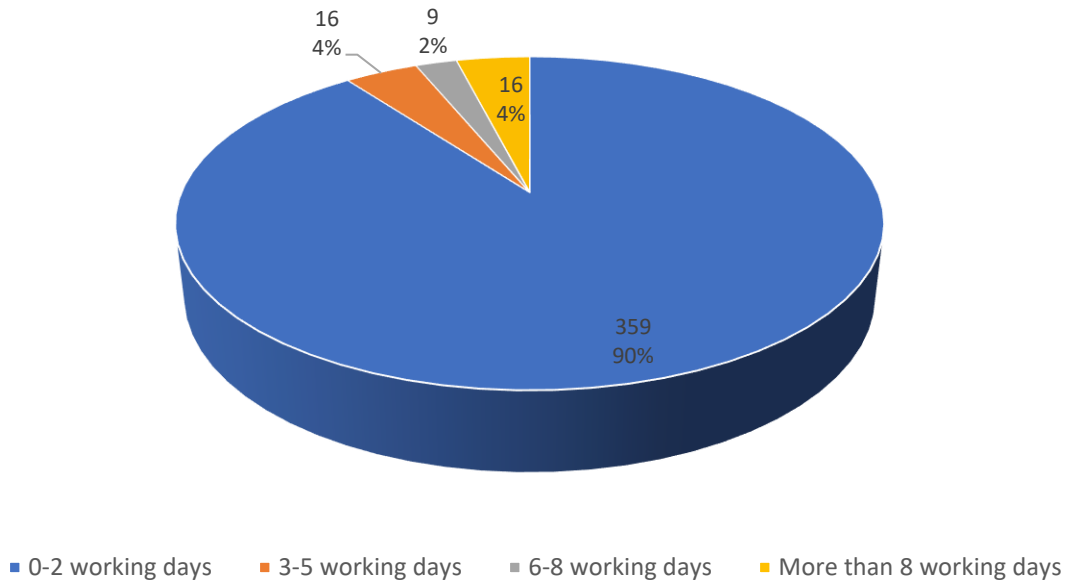
**(Table 3):** The table below details the percentage of cases against the number of working days:

<b><u>Measure</u></b>	<b><u>1 April 2020 to 31 March 2021</u></b>
% of cases logged within 2 working days	89.8%
% of cases logged within 3-5 working days	4%
% of cases logged within 6-8 working days	2.2%
% of cases logged in more than 8 working days	4%
% of complainants contacted within 5 working days	37.3%
% of complainants contacted within 6-10 working days	32.7%
% of complainants contacted in more than 10 working days	30%

**(Chart 7):** The chart below shows the timeliness for complaint cases logged in Professional Standards in the reporting period:



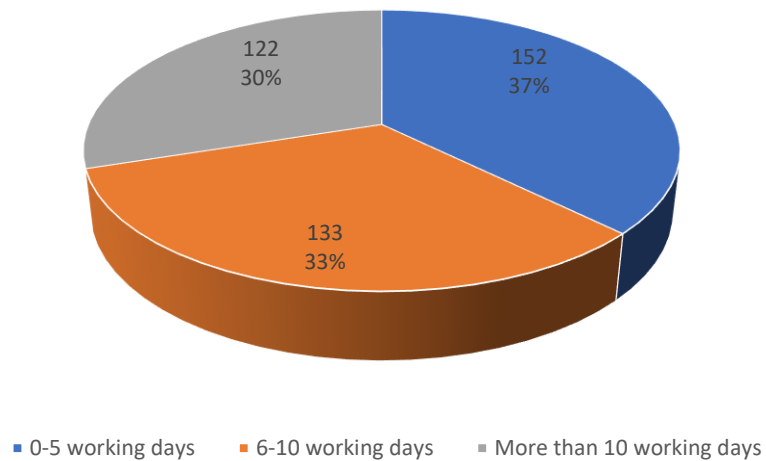
Timeliness for complaints logged 1 April 2020 to 31 March 2021



Of the 400 complaints received under new Regulations, 89.8% were logged within 2 working days.

**(Chart 8):** The following chart shows the timeliness recorded for initial contact with the complainants:

Timeliness for initial contact with the complainant  
1 April 2020 to 31 March 2021



Over the 12-month reporting period, it took on average 9 working days to make initial contact with the complainant.

Some dissatisfaction, which does not meet the criteria for recording a complaint under Schedule 3 of the PRA 2002, may be resolved quickly to the satisfaction of the complainant. There is no requirement to log these expressions of dissatisfaction as police complaints.

Other expressions of dissatisfaction must be logged, provided they meet the following criteria:

- the person making the complaint must be eligible to make a complaint
- the complainant wants the matter formally recorded.

In these circumstances the case is logged on the PSD case management system awaiting assessment.

As part of the assessment, the case handler may contact the complainant to discuss their concerns and determine how best to manage. If it is possible to resolve the complaint during this interaction the case is recorded as being managed outside Schedule 3. If the case handler is unable to resolve, or it is immediately obvious that the complaint is one that must be recorded and handled under Schedule 3, the complaint can be recorded before contacting the complainant.

Following assessment, a recording letter is generated and if no prior contact has been made with the complainant, this is determined under IOPC guidance to be the first contact.

This explains the number of days which are recorded for the period between logging and making contact with the complainant.

Ideally contact should be made on receipt of the complaint, but this is not always possible. We aim to log and make contact within 1-10 days. Under the old Regulations, the requirement was to record within 10 days and communicate a recording decision within a further 5 days.

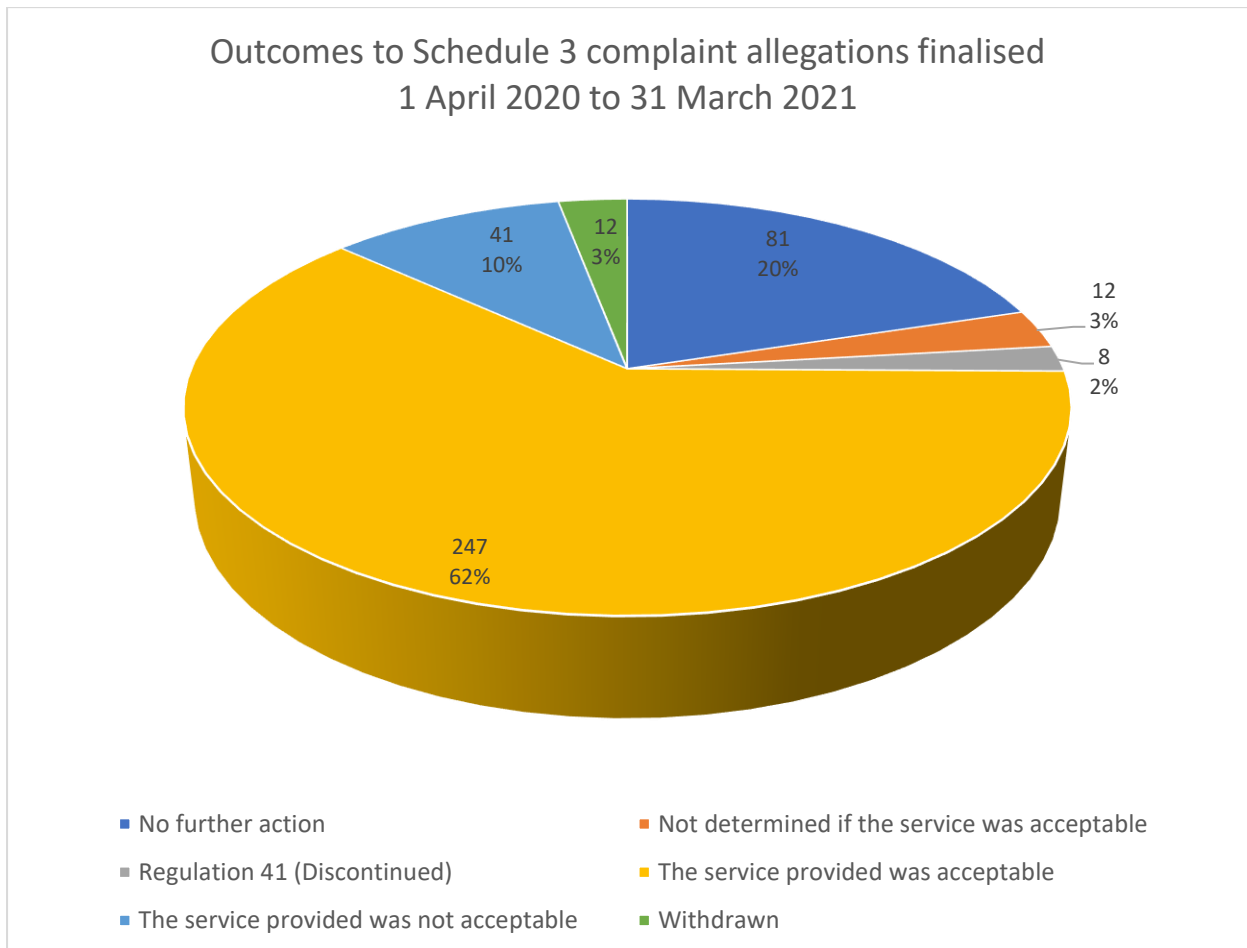
**Complaint and allegation outcomes (Schedule 3)**

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

**(Table 4):** A total of 175 complaint cases were resulted under Schedule 3 in the reporting period and the table below shows the way in which the complaint cases have been handled:

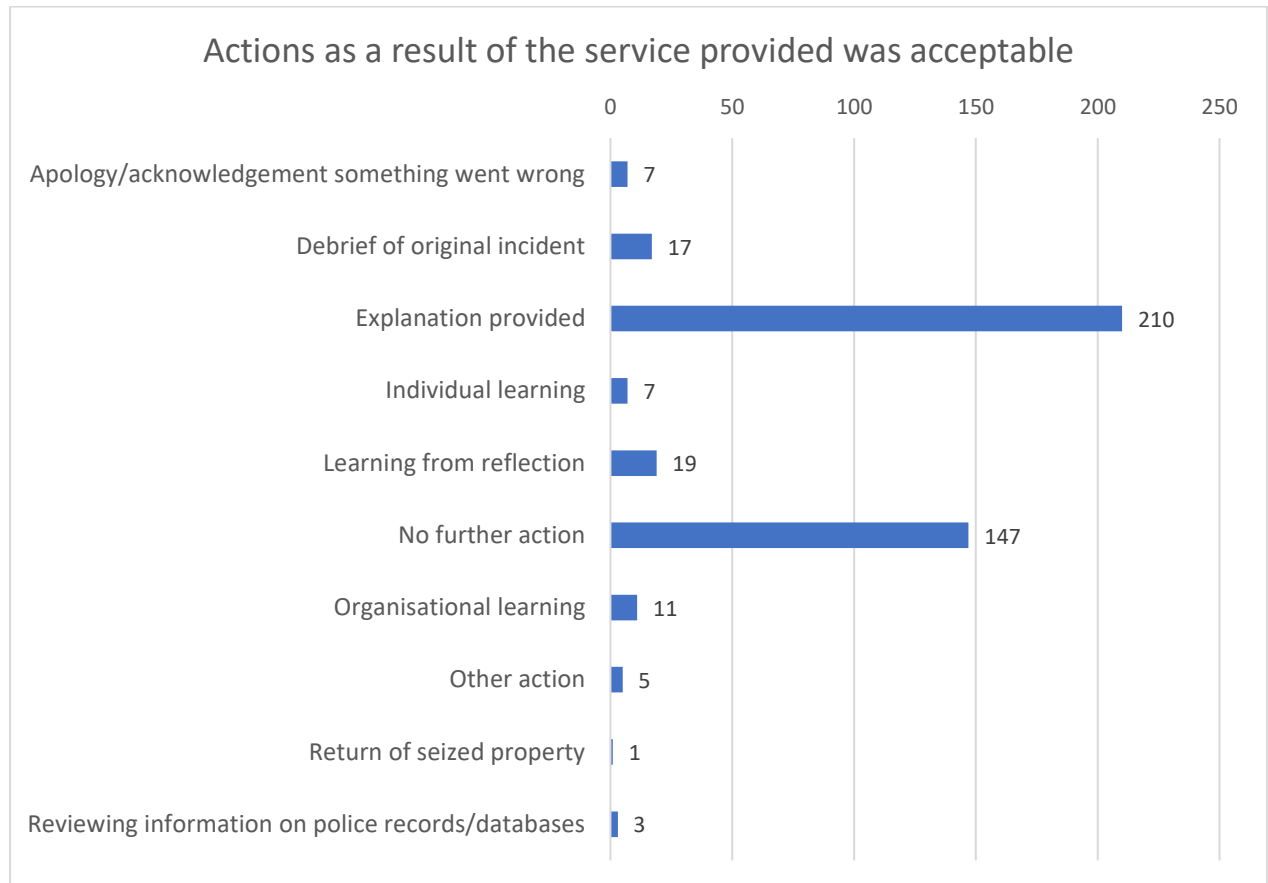
<u>Year</u>	<u>Quarter</u>	<u>Investigation</u>	<u>Otherwise than by investigation</u>	<u>No Further Action</u>
<b>2020/21</b>	Q1	0	11	10
	Q2	10	27	13
	Q3	5	34	19
	Q4	6	29	11

**(Chart 9):** The chart below details the outcomes to the 401 complaint allegations finalised under Schedule 3 complaints for the reporting period:



Allegations resulted under the new Regulations show an action recorded for each police officer or member of police staff, which shows how the matter has been resolved.

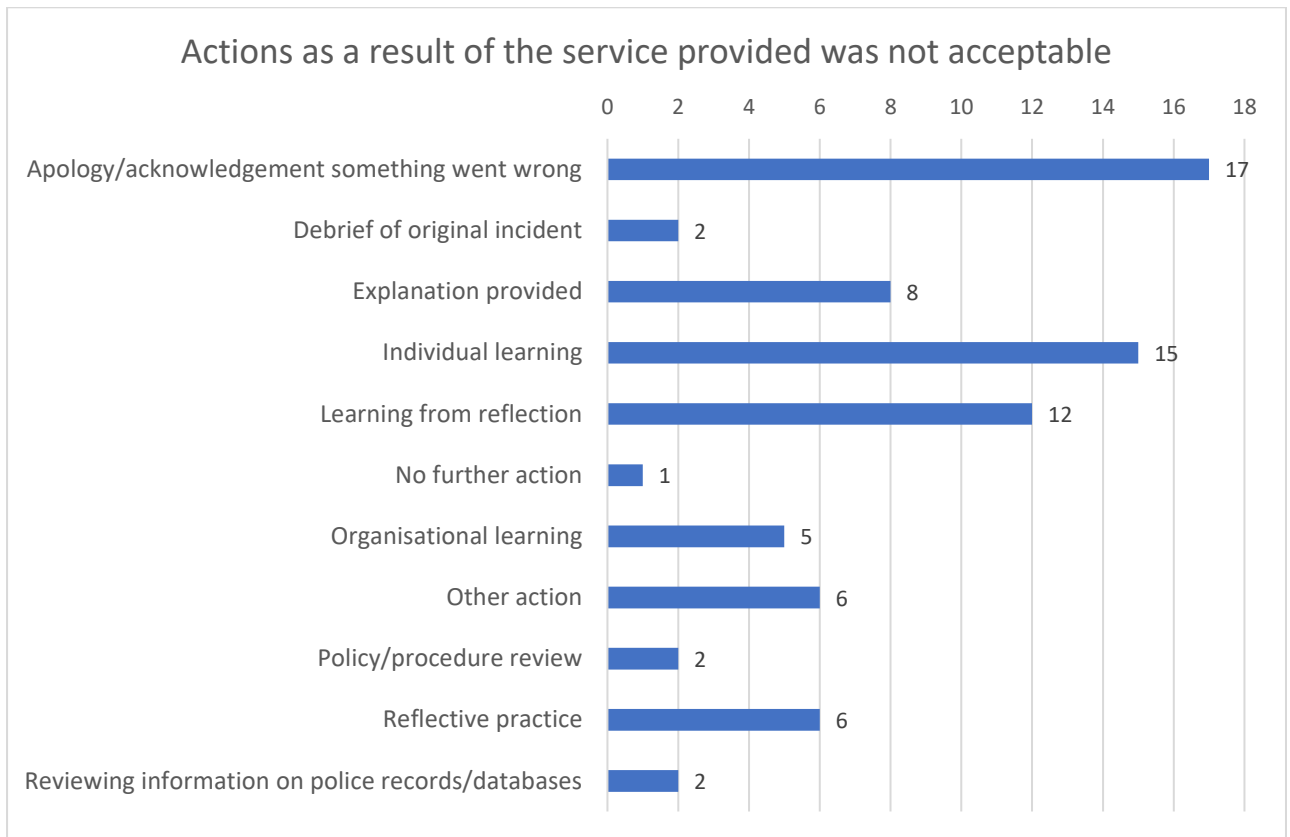
**(Chart 10):** The graph below shows the actions which have resulted from the 247 allegations where it was found that the service provided was acceptable:



Even though 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.

The graph above shows that in the majority of cases an explanation was provided to the complainant. Learning for the individuals involved and also the organisation can be identified and, where appropriate, an apology given.

**(Chart 11):** The 41 allegations where it was determined that the service provided was not acceptable have resulted in the following actions:



Cases handled under Schedule 3 took on average 84 working days to finalise from the date the complaint was recorded to the date closed on the case management system which includes the 28-day review period.

### Reflective practice

The Reflective Practice Review Process (RPRP) encourages officers to reflect and learn from any mistakes or errors and was introduced to increase the emphasis on finding solutions, rather than focussing on a punitive approach. It is not a disciplinary process or a disciplinary outcome.

RPRP is as a result of a determination of Practice Requiring Improvement following an investigation and in the reporting period 6 officers have been subject of RPRP on 3 complaint cases.

Reflective practice is encouraged for all complaints, not just those investigated, and is a process which can be conducted by the complaint handler at any stage during the resolution of a complaint. This was previously captured on the PSD case management system under individual learning however since January 2021 this is now recorded as 'Learning from reflection'

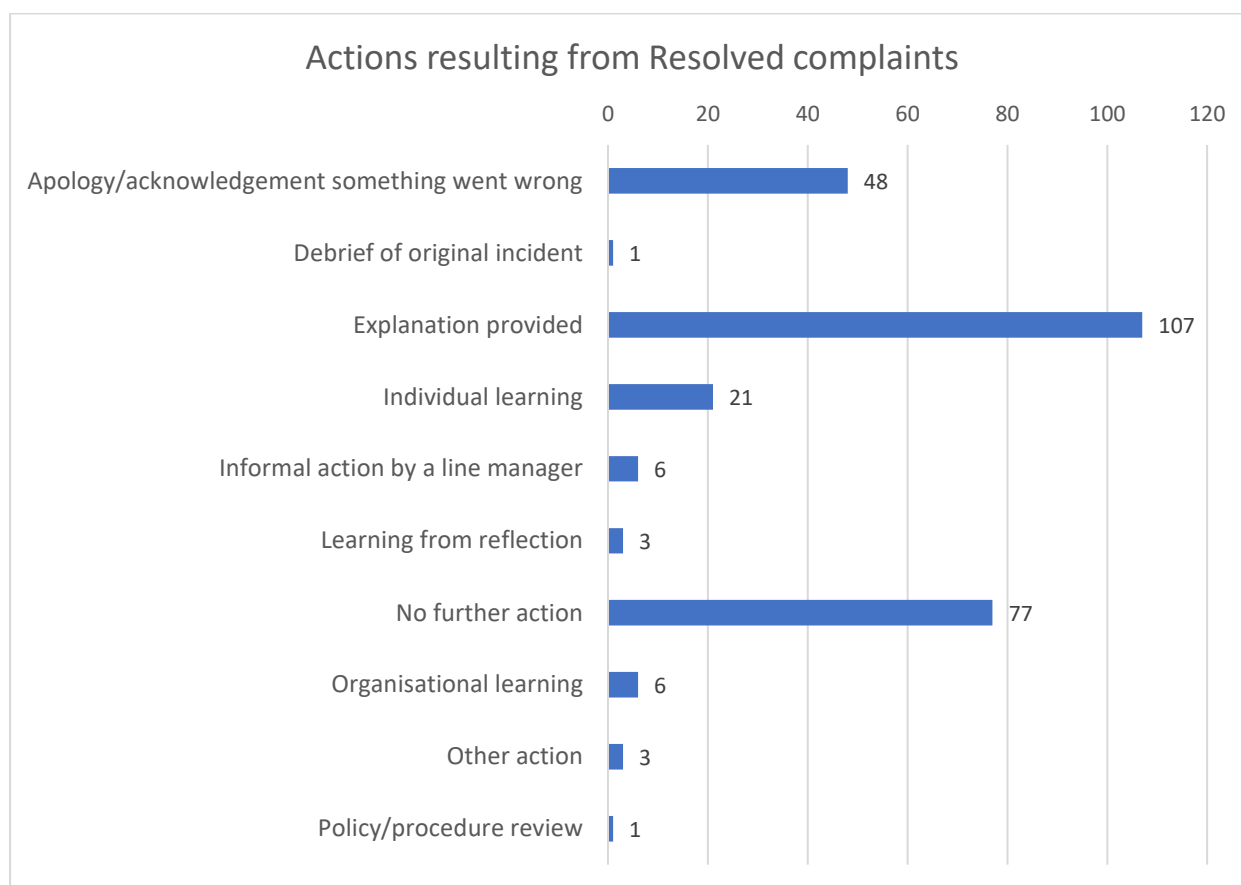
### **Complaint and allegation outcomes (Outside Schedule 3)**

Cases dealt with outside of Schedule 3 of the PRA 2002 are handled with a view to resolving them to the complainant's satisfaction. It allows complaints to be addressed promptly and, in many cases, complainant's may only want an explanation or for their concerns to be noted.

**(Table 5):** A total of 129 complaint cases were handled outside of Schedule 3 in the reporting period and the table below details the outcomes to those cases:

<u>Year</u>	<u>Quarter</u>	<u>Resolved</u>	<u>Not resolved</u>	<u>Not resolved – No further action</u>
2020/21	Q1	27	0	2
	Q2	35	0	3
	Q3	30	0	3
	Q4	24	0	5

**(Chart 12):** The graph below shows the actions resulting from the 116 complaints which were resolved:



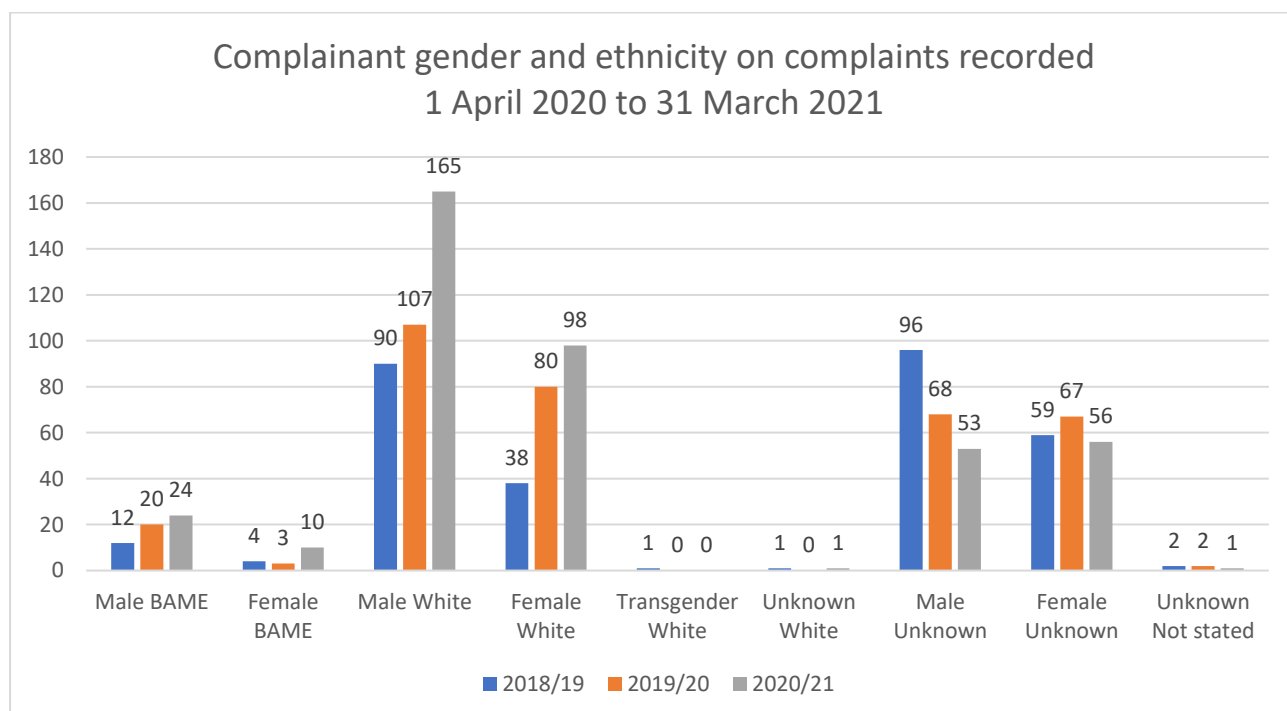
Cases handled outside of Schedule 3 took on average 37 working days to finalise from the date the complaint was recorded to the date closed on the case management system.

### **Complainant demographic**

In the reporting period, 1 April 2020 to 31 March 2021, 401 complaint cases were received. A total of 408 individual complainants are recorded as having made the complaints and where known, details of the complainant’s gender and ethnicity are recorded.

There is no requirement for complainants to provide their ethnicity when making a complaint. Of the complaints recorded in the reporting period the complainant’s ethnicity has been recorded on 73% of cases. This is an increase from 61% of complainants providing their ethnicity the previous year and 48% in 2018/19.

**(Chart 13):** The graph below shows the gender and ethnicity of the those making complaints, in comparison with the previous 2 years:



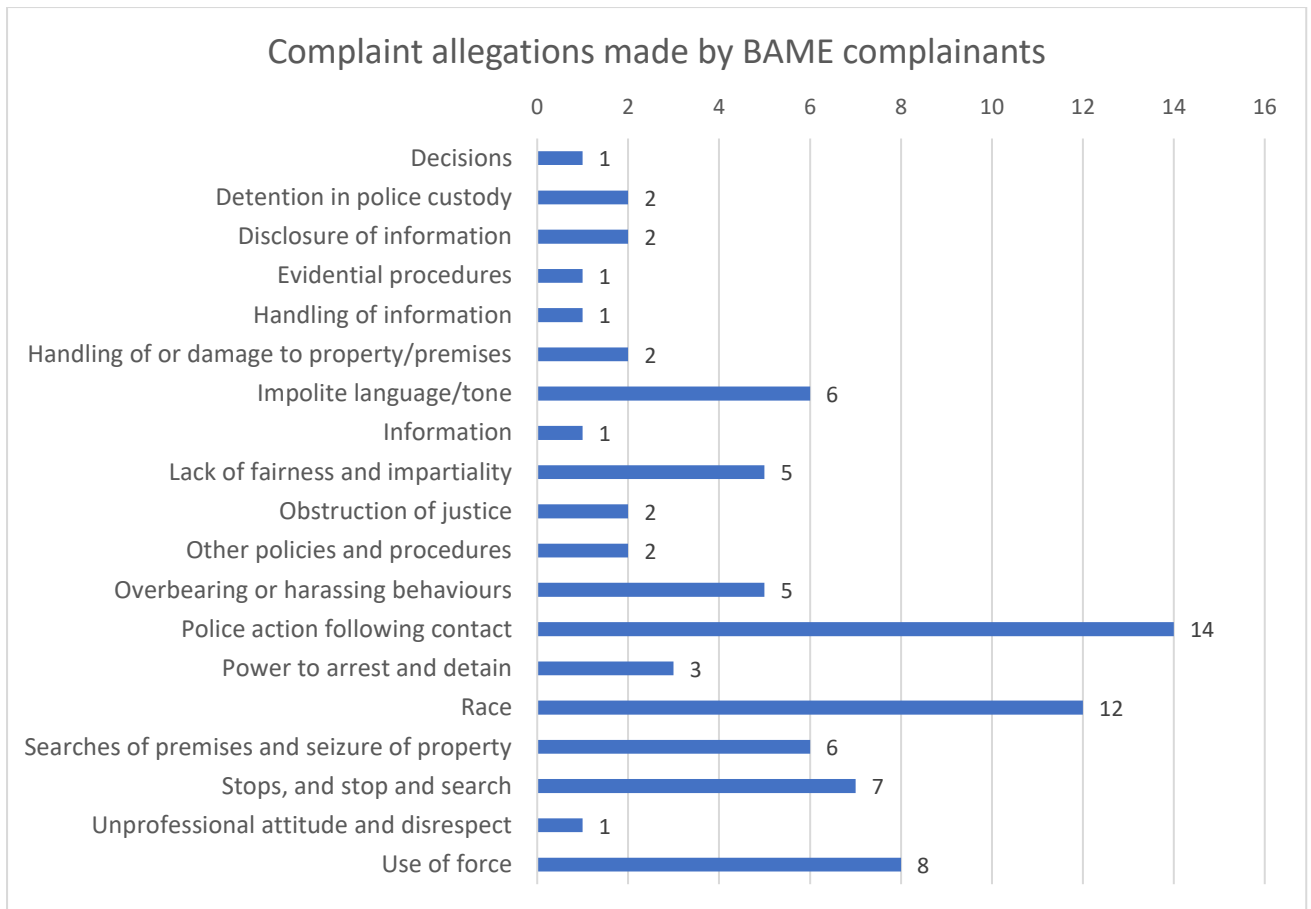
### **Complaints made by Black, Asian and Minority Ethnic**

Of the 408 complainants recorded on the cases, 34 have advised PSD they are Black, Asian and Minority Ethnic (BAME). This is 8.3% of all the complainants recorded.

This compares to 23 complainants from BAME backgrounds in 2019/20, which was 6.6% of the 347 complainants recorded and 16 complainants in 2018/19 which was 5.3% of the 303 complainants.

The percentage of complainants from BAME backgrounds has increased over the 3-year period and the percentage of complainants providing their ethnicity data has also increased.

**(Chart 14):** The 34 complainants from BAME backgrounds have made 81 separate complaint allegations in the reporting period and these are broken down into the following sub-categories:



Examples of the allegations recorded between 1 April 2020 and 31 March 2021 under the top 6 sub-categories are detailed as follows:

- **Police action following contact** – the complainant states after seizing a vehicle officers did not help with alternative travel arrangements
- **Race** – the complainant states the stop was because they were racially profiled
- **Use of force** – the complainant was placed in handcuffs when being searched which they believe was excessive force
- **Stops, and stop and search** – the complainant was stopped and they state officers had no power to stop and search the vehicle
- **Searches of premises and seizure of property** – the complainant states mobile phones were seized which they believe was unlawful
- **Impolite language/tone** – the complainant states the member of staff was abrupt and refused to speak to them



## Discrimination complaints

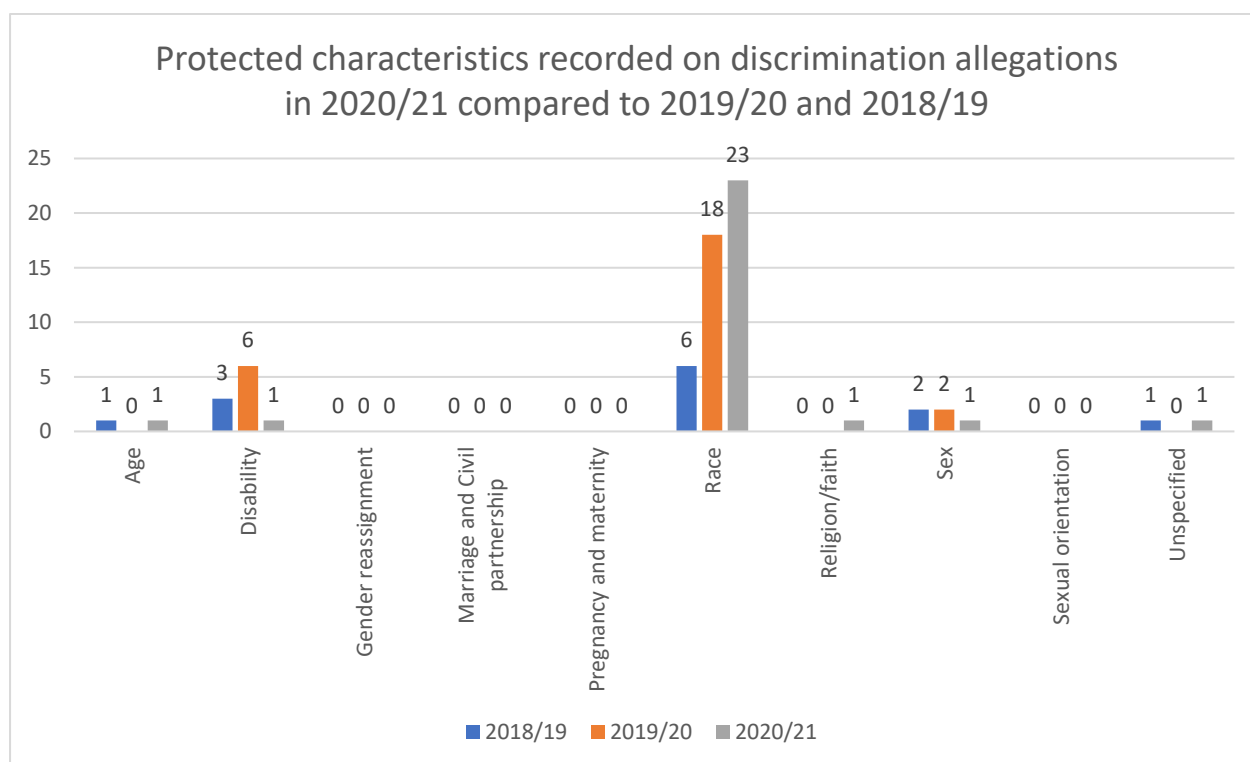
In the reporting period 1 April 2020 to 31 March 2021, the Professional Standards Department recorded 818 complaint allegations under new Regulations. Of this total, 28 allegations were recorded alleging discrimination which is 3.4% of the total.

To compare this to 2019/20, 26 allegations of discrimination were recorded which is 3.8% of the total 684 allegations linked to complaints recorded.

In 2018/19, 13 allegations of discrimination were recorded which is 2.1% of the 616 allegations recorded.

This category of complaint covers all discrimination under the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and other (identifiable groups not protected under the Equality Act 2010).

**(Chart 15):** The chart below shows the protected characteristics recorded on allegations received in the reporting period, compared to 2019/20 and 2018/19:



The current status of the 28 allegations recorded, is as follows:

- 13 resulted as the service provided was acceptable
- 1 resulted as the service provided was not acceptable
- 2 withdrawn by the complainant
- 1 resulted in no further action
- 10 live investigations
- 1 investigation has been suspended as it is currently sub judice

Of the 28 allegations recorded, 23 were made under the protected characteristic of race. Complainant's feel the service they received was not acceptable, or they were treated less-favourably, due to their ethnicity.

Around 45% of the complaints relate to the investigation in the way it was handled, believing they have been treated differently or less-favourably during the investigating or that the arrest was made due to their ethnicity.

Of the complaints recorded, 35% relate to the pro-active use of police powers, i.e. traffic stops or stop and search.

The remaining complaints relate to interaction with police due to neighbour issues, welfare checks and time held in custody.

### **Allegations of discrimination recorded 1 April 2020 to 31 March 2021**

1. Police attended an incident at the complainant's address with the Ambulance service and the complainant felt they were not listened to because of their mental health issues – **OTHER** (Schedule 3 complaint – the service provided was acceptable)
2. Complainant states officers attended their address due to on-going neighbour issues and believes officers showed their biased racist qualities and watched their neighbour commit criminal damage – **RACE** (Schedule 3 complaint – the service provided was acceptable)
3. The complainant was arrested and believes this was due to their ethnicity – **RACE** (Schedule 3 complaint – the service provided was acceptable)
4. Complainant has been reporting problems of harassment, racial abuse and racial hatred by their neighbours and believe they have been treated less favourably than a British person in similar circumstances would be treated – **RACE** (Schedule 3 complaint – withdrawn by the complainant)
5. The complainant received a welfare check at their address from the officer and believe they were treated differently because the officer perceived them to have a range of mental health issues – **DISABILITY** (Schedule 3 complaint – the service provided was acceptable)
6. Complainant and their partner were stopped by officers and feel they were subject to harassment and unacceptable racial profiling, with absolutely no valid explanation provided by the attending officers – **RACE** (Schedule 3 complaint investigated by the IOPC – the service provided was acceptable)
7. Complainant reported the theft of their mobile phone and assault but feels they have been treated differently because of their ethnicity – **RACE** (Schedule 3 complaint – the service provided was acceptable)
8. The complainants state their son was stopped and they believe a decision to pursue was only made once it was determined their son was a black male. Their son was genuinely afraid for his life and believe the officers endangered his life – **RACE** (Schedule 3 complaint – live)
9. The complainant believes they were treated less favourably by police due to their background and that they were a victim of racial profiling – **RACE** (Schedule 3 complaint – the service provided was acceptable)

10. The complainant has made several reports to the police including sexual assault and is unhappy that the officer is very sexist every time she sees him and says horrible things to her – **SEX** (Schedule 3 complaint – the service provided was acceptable)
11. The complainant was involved in a road traffic collision and believes they were not updated due to their race – **RACE** (Schedule 3 complaint – the service provided was acceptable – subject of an IOPC review)
12. The complainant was involved in an incident on their property resulting in them being hit and injured by a vehicle. The complainant believes that police do not want to deal with the suspect because they do not want to be seen to be targeting an ethnic minority but if the role was reversed they would have been immediately arrested – **RACE** (Schedule 3 complaint – currently sub judice)
13. The complainant feels they have not been treated fairly by the officer dealing with the crime – **RACE** (Schedule 3 complaint – determined that the service provided was not acceptable – subject of an IOPC review)
14. The complainant believes police failed to investigate a hate crime due to their religion – **RELIGION OR BELIEF** (Schedule 3 complaint – no further action taken)
15. When the officer stopped the complainant whilst driving, they state the officer assumed their nationality before checking – **RACE** (Schedule 3 complaint – withdrawn by the complainant)
16. The complainant believes they were discriminated against by police due to the background of the other party involved – **RACE** (Schedule 3 complaint – live)
17. The complainant states police are harassing them and believes this to be racially motivated – **RACE** (Schedule 3 complaint – the service provided was acceptable)
18. The complainant believes they were racially profiled by police due to their background - **RACE** (Schedule 3 complaint – live)
19. Officers attended an address to make an arrest and the complainant reports that officers were not culturally aware – **RACE** (Schedule 3 complaint – live)
20. The complainant was stopped by an officer and states the stop and search was due to their colour – **RACE** (Schedule 3 complaint – the service provided was acceptable)
21. The complainant believes the lack of action taken was due to racism – **RACE** (Schedule 3 complaint – the service provided was acceptable)
22. Officers stopped and seized the vehicle driven by the complainant and they believe the subsequent interaction with officers and the front office staff was unprofessional due to their ethnicity – **RACE** (Schedule 3 complaint – the service provided was not acceptable – subject of an IOPC review)
23. The complainant was a passenger in a vehicle and was subject of a stop search. They believe this was because the driver was black – **RACE** (Schedule 3 complaint – live)
24. Whilst in custody the complainant believes they were made to wait for an unreasonable amount of time due to their ethnicity – **RACE** (Schedule 3 complaint – live)

**25.** The complainant believes they have been treated less favourably than a white person in a similar situation when reporting incidents to police – **RACE** (Schedule 3 complaint – live)

**26.** The complainant believes the way they were treated by police was discriminatory – **RACE** (Schedule 3 complaint – live)

**27.** Officers stopped the complainant and conducted a search. The complainant believes this was due to their race – **RACE** (Schedule 3 complaint – live)

**28.** The complainant has reported issues to police and believes they are discriminated against due to their age – **AGE** (Schedule 3 complaint – live)

## Police officers and staff subject of complaint

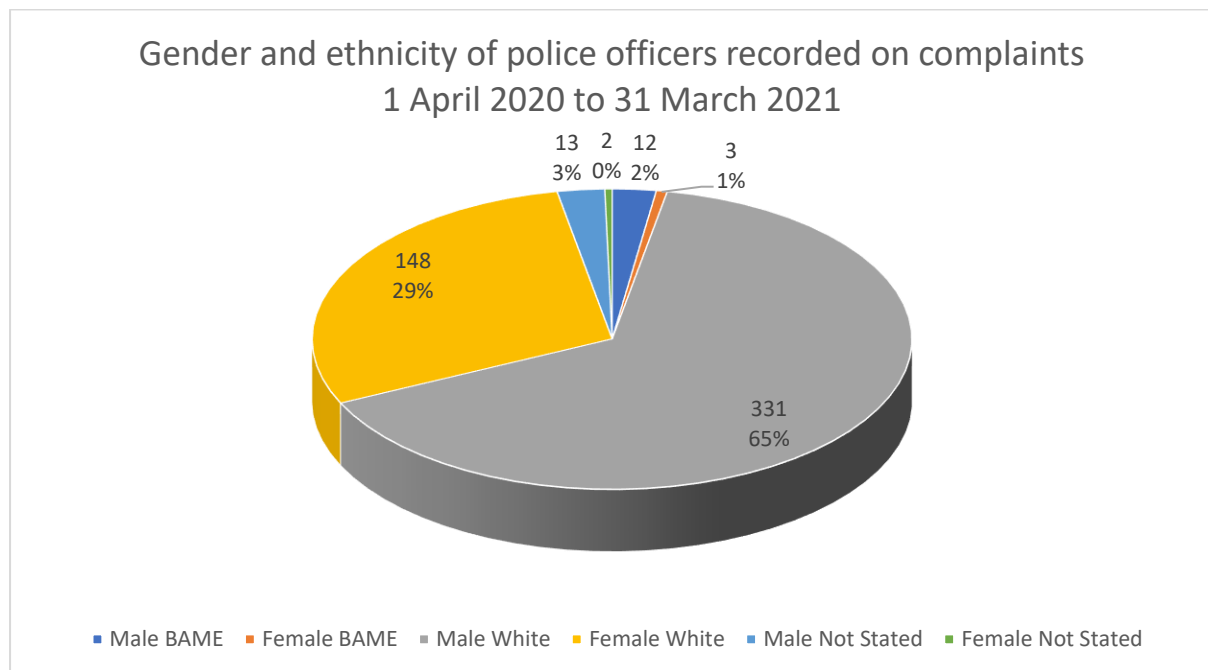
The 401 complaints received in the reporting period have been made against 687 police officers, Special Constables and members of police staff (subjects).

Not all officers and staff are identified at the point the complaint is made as the complainant may not know the details of the person they had contact with.

A total of 555 named officers and staff have been recorded on the complaints received however it is likely that this number will increase during the investigation / resolution of the complaint.

### Police officers

**(Chart 16):** Of the named subjects, 509 are police officers and Special Constables and details of their gender and ethnicity are detailed in the chart below:

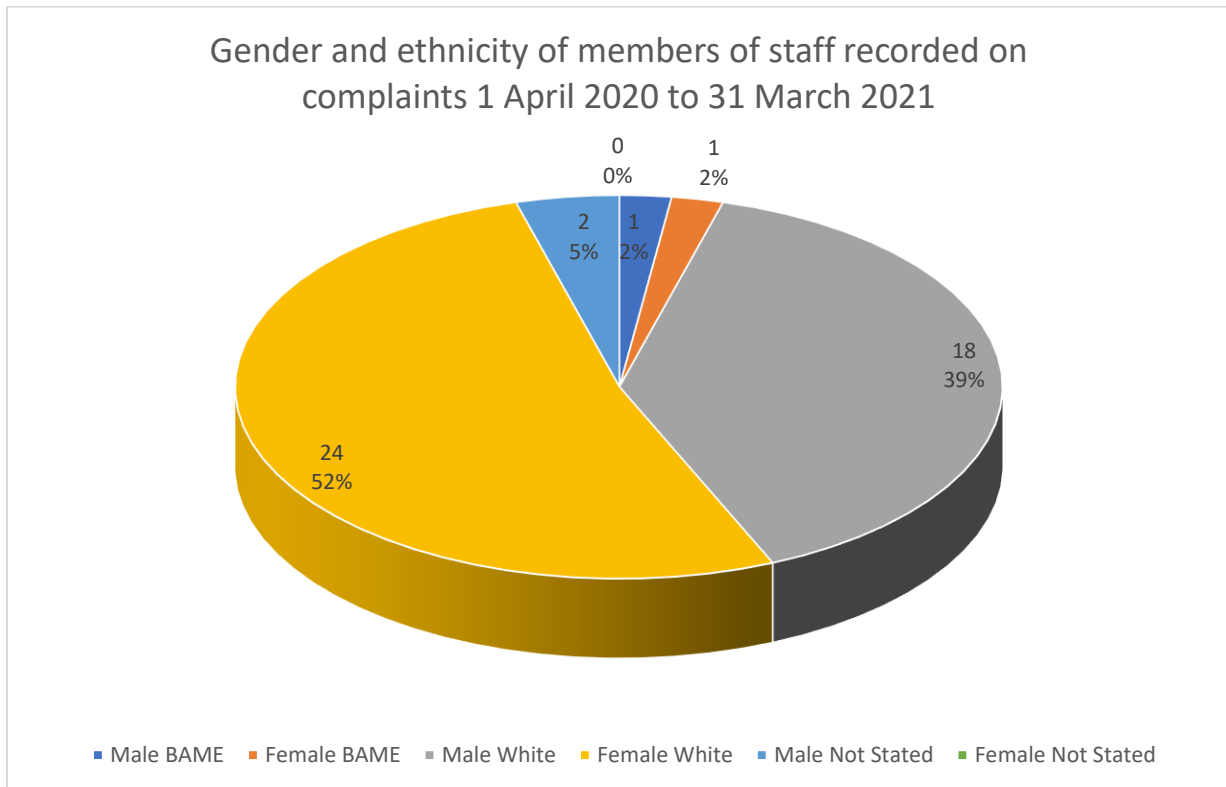


Of the 509 named police officers, 2.95% are BAME, 94.1% are White and 2.95% are unknown. The data above relates to the number of individuals recorded on complaint cases and therefore if one police officer is subject of two complaints, they will be counted twice.

Suffolk workforce figures show that 2.88% of the police officers and Special Constables are BAME (40 officers), 95.26% are White (1,325 officers) and 1.89% have not stated their ethnicity (26 officers).

## Members of police staff

(Chart 17): Of the named subjects, 46 are members of police staff and details of their gender and ethnicity are detailed in the chart below:



Of the 46 named members of staff, 4.35% are BAME, 91.3% are White and 4.35% are unknown. The data above relates to the number of individuals recorded on complaint cases and therefore if one member of staff is subject of two complaints, they will be counted twice.

Suffolk workforce figures show that 2.18% of police staff are BAME (23 staff members), 91.75% are White (967 staff members) and 6.1% have not stated their ethnicity (64 staff members).

The figures above show that a disproportionate percentage of BAME members of police staff are recorded on complaint cases however it should be noted that the numbers are small and that the 4.35% relates to 2 members of staff.

Of the 4.35% of staff where their ethnicity is not stated, this relates to one individual recorded on two separate complaints.

The number of police staff recorded on complaints is small in comparison to the number of police staff employed by the Force, which currently stands at 1,054.

## **Organisational learning**

An important part of the complaints process is to identify learning either individually or as an organisation. Learning is also identified through conduct and other matters referred to PSD.

The following examples highlight some of the organisational learning from the reporting period where follow up action has been completed in order to reduce the likelihood of the same problem reoccurring:

- 1) Complainant was an appropriate adult for their child who had been arrested. The complainant's first language was British Sign Language, and felt there were a lack of reasonable adjustments put in place to offer support and raised an issue with the way they were treated in custody. Complaint handler has provided learning to all Custody Sergeants about the importance of ensuring parents are kept fully informed of matter, and ensuring we accommodate to any specific requirement that may be needed.
- 2) Issue raised about the lack of PPE worn by staff in custody, when social distancing could not be maintained. Lesson learned and staff reminded to wear PPE when unable to maintain social distancing. The wearing of a surgical mask became compulsory very early on during the COVID19 pandemic, and continues to this day – with regular refreshed guidance sent out by the COVID Response Team.
- 3) Police forced entry into an address to conduct a legitimately authorised premises search. Attending officers did not conduct basic checks, which would have identified a keyholder who could have allowed access without the need to cause damage. The lesson learned has been circulated via the Learning Times Bulletin and the complainant contacted by the Suffolk Insurance Claims department to discuss a claim against the Constabulary, in recognising our fault.
- 4) Complaint relating to the way a serious injury road traffic collision was handled by the investigating officers, resulting in the statutory time limit barring any prosecution. The lack of checks and balances conducted during the investigation resulted in such a review and a process change to guard against any repetition. Team Leaders and Assistance Team Leader now monitor cases involving significant injury to ensure postal requisitions are raised in time. Case Management officers completing reviews are now required to set a task on the Athena record to act as a reminder to check that the requisition has been raised and court date booked. There will be a further assessment about the way in which injury traffic collisions are dealt with to ensure they are prioritised. Significant process changes have been made in the department and the changes have increased efficiency and reduced staff workloads.
- 5) Complaint raised about the manner in which officers conducted a number of stop searches on the complainant's child. Following investigation, the complaint handler recommended that the officers involved partake in review of the incident with Personal Safety Trainers to identify anything that could have been done differently; following advice provided by the trainers.
- 6) Under usage of Body Worn Video continues to be a regular theme when reviewing the outcome of complaints and lessons that have been identified by investigating officers. PSD are currently working with the Executive Office, the Joint BWV Lead and the Corporate Communications team to develop a form of communication to encourage the use of BWV. The requirement to undertake checks on BWV usage now features in the forthcoming years PDR, and there is an expectation that line managers will monitor usage more closely to improve adherence to force policy.

- 7) An issue was identified with regards to the manner in which non-crime domestic breach of bails were dealt with. This arose following a complaint from the domestic abuse victim that when the suspect was arrested for other matters, the breach of bail was not dealt with. This identified a common misunderstanding amongst officers about the recording requirements when dealing with such matters. For this case, and many others the person who has breached their bail is often recorded as an 'involved party' on the Athena crime recording system – by doing this no notification is received by the custody sergeant when recording the persons details post arrest, nor is the person visible as a 'suspect' when their record is opened on Athena. PSD worked with the Athena and IMU teams to ensure a uniform understanding of what would be expected in such cases, to prevent a key safeguarding opportunity being missed – and the learning was distributed in the PSD Learning Times to all staff and officers; to ensure an opportunity to deal with a suspect for a breach of domestic related bail conditions is not missed, and IMU staff were briefed about the need to ensure 'suspects' are recorded appropriately.

A recent recommendation from the IOPC, following a review into the outcome of a complaint highlighted a lesson with regards to conduct of officers whilst off duty; and inadvertently putting themselves on duty. A message was circulated in the PSD Learning Times distribution to all officers and staff in Norfolk and Suffolk, and the PSD training package for new student officers was updated to include specific case examples.

In respect of individual learning the vast majority appear to be standalone incidents involving a single staff member or officer which was adequately dealt with by way of reflection or advice from the individual's line manager. The common theme amongst the individual learning points was around the lack of use of body worn video, managing people's expectations, and the lack of use of COVID PPE by staff. There was a theme of victims and relevant parties receiving insufficient updates during the course of, and at the conclusion of investigations. Where appropriate, these points have been highlighted within the Learning Times monthly bulletin; owing to the common nature of the issues being highlighted on an individual basis. Other minor elements have been successfully resolved by way of the complaint handler recognising the error, and offering an apology to the complainant.

A further theme was highlighted regarding police actions and intervention at neighbour/property boundary disputes. A bespoke message has been added to the November Learning Times bulletin, following discussions with Operational Partnership Team, Safer Neighbourhood Teams, Problem Solving Tactical Advisors and Design Out Crime Officers; to provide front line officers a go-to-guide for advice, and signposting.

## **Complaint training**

Prior to the introduction of the new reforms in February 2020, a number of presentations were delivered to supervisors and senior managers in both counties, to raise awareness. It was anticipated that more bespoke training for those managing complaint cases would be provided following the introduction of the new reforms. COVID-19 and the lock-down meant that we were unable to go ahead with the training which had been planned.

We have ensured that our Intranet page and communications, including Learning Times has included the most up to date information on the new process and that staff in CMU are available to respond to queries and to offer support and guidance in the management of cases. Bespoke training has been provided, which has included presentations to new supervisors as part of their development, as well as mini masterclasses on complaint



handling to individuals and small groups via teams, which has been arranged by local managers.

We are currently working with L&D to produce a bespoke learning package for complaint handling for new supervisors on the Leadership Development Course. This learning module will be mandatory and will also involve a masterclass to be led by experienced staff in Complaints Management. The content will include a knowledge check of the module content and an opportunity to ask questions. We will also look to develop something similar for Inspectors who will be responsible for managing more complex investigations.

The Serious Cases Unit within Professional Standards has continued to support the training of Student Officers, Custody Sergeants and Special Constables. Whilst the method of delivery had been digital (via Teams), face to face training has now resumed.

## **Reviews**

Complaints recorded under Schedule 3 of the PRA 2002 from 1 February 2020, allow the complainant to request a review if they remain dissatisfied with the outcome of their complaint.

The request for review is made to either the IOPC or the Local Policing Body and the outcome letter to the complainant will advise them who the relevant review body is.

### **IOPC reviews**

In the reporting period the IOPC received 19 requests to review the outcome of the complaint and of those, 14 have been concluded.

- In 10 of the reviews the IOPC determined that the outcome of the complaint was reasonable and proportionate
- In one case the complainant decided to withdraw their review
- In the remaining 3 cases it was determined that the outcome of the complaint was not reasonable and proportionate and in 2 cases recommended the complaints were investigated. In one case the IOPC directed that one area of the complaint should be re-investigated

### **LPB reviews**

#### **Local Policing Body (PCC) reviews**

Where the relevant review body is the PCC, the Office of the PCC (OPCC) will review the complaint and consider whether the response provided by Suffolk Constabulary appears 'reasonable and proportionate' based on the evidence supplied. The review will also consider whether the outcome of the complaint was reasonable and proportionate and whether there is a need to make any recommendations to Suffolk Constabulary.

In the event that any recommendations are necessary, Suffolk Constabulary must provide a written response to both the complainant and the PCC.

A total of 32 reviews were recorded by the Local Policing Body (PCC) in the reporting period of 01/04/20 – 31/03/21 and all of those have been concluded.

The outcome of the 32 finalised reviews for period 01/04/20 – 31/03/21 are as follows:

- 7 reviews remitted to IOPC as Relevant Review Body;
- 22 not upheld – 1 of these reviews did include observations that required additional action from the Constabulary;
- 1 upheld – No formal recommendations were made because the missing explanation was provided to complainant within the review response;
- 1 review request was withdrawn.
- 1 review request related to a complaint handled outside of schedule 3 therefore was not valid for review.

### **12 Month Letters (Chapter 13)**

As part of the oversight requirements on Local Policing Bodies under chapter 13 of The Police (Complaints and Misconduct) Regulations 2020, the Chief Constable is required to notify of any police complaints which take longer than 12 months to resolve and explain the reasons.

A total of one 12-month letter was received by the Local Policing Body (PCC) in the reporting period of 01/04/20 – 31/03/21. We are content with the explanation received and will continue to monitor this area moving forward.

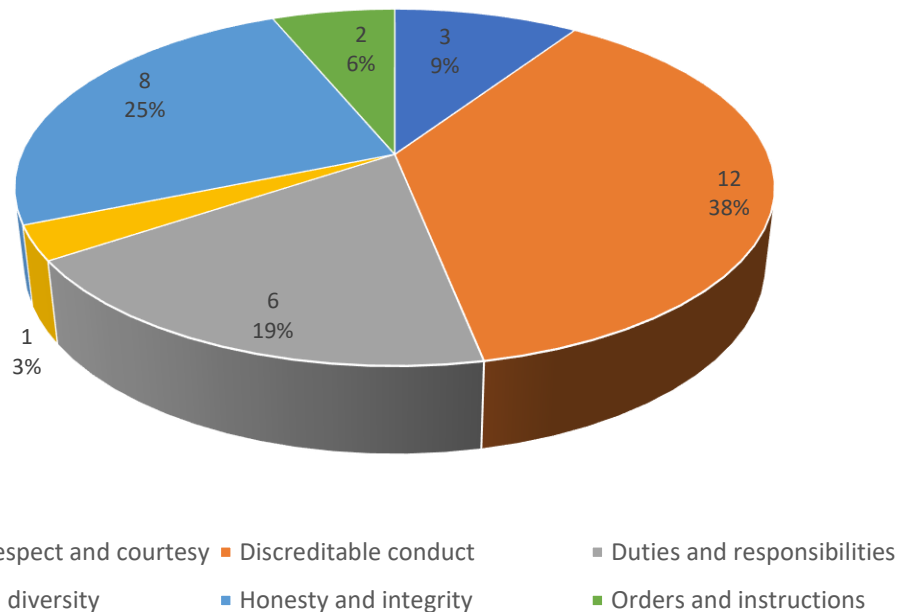
### **Internal Investigations**

In the reporting period, 1 April 2020 to 31 March 2021, 25 internal conduct cases were recorded.

A total of 32 separate breaches of the Standards of Professional Behaviour have been recorded on the 25 conduct cases. These breaches relate to 17 Police officers, 6 members of Police staff and 3 members of the Special Constabulary.

**(Chart 18):** The chart below displays a breakdown of the breaches recorded on the conduct cases under each category and as a percentage overall:

Breaches on conduct cases recorded  
1 April 2020 to 31 March 2021



The most frequently recorded breach the reporting period was 'Discreditable conduct' which was 37.5% of the total recorded. This was followed by 'Honesty and integrity' at 25% of the total and 'Duties and responsibilities' at 19%.

Examples of some of the breaches recorded are as follows:

- Allegation the member of staff sent an inappropriate image to a colleague  
- *Informal management action*
- Allegation the officer attended a private appointment whilst on duty and in uniform  
- *Reflective Practice Review Process*
- Allegation the officer disobeyed an instruction given by a supervisor in relation to use of a Force vehicle  
- *Misconduct meeting resulting in a written warning*
- Allegation the police officer was off duty at an address where persons present took a controlled substance  
- *Officer resigned and no further action taken*
- Allegation the officers failed to deal with items seized under Force Policy and Procedures and failed to complete accurate records  
- *Reflective Practice Review Process*

Of the conduct cases recorded in the reporting period, 16 have been finalised to date:

- 3 cases resulted in a case to answer for misconduct and were referred to misconduct meetings

- 4 cases resulted in the matters being determined as Practice Requiring Improvement and were referred for Reflective Practice
- 4 cases resulted in informal management action
- 1 case resulted in Unsatisfactory Performance Procedures
- 3 cases resulted in the officer/member of staff resigning and no further action was taken
- 1 case resulted in no case to answer for misconduct and no action was taken

### **Reflective Practice Review Process**

The Reflective Practice Review Process (RPRP) encourages officers to reflect and learn from any mistakes or errors and was introduced to increase the emphasis on finding solutions, rather than focussing on a punitive approach. It is not a disciplinary process or a disciplinary outcome.

Of the conduct cases finalised in the reporting period, 6 police officers have been subject of a decision by the appropriate authority as Practice Requiring Improvement and referred to the Reflective Practice Review Process

### **Misconduct/discipline outcomes**

**(Table 6):** The following table provides details of the misconduct and disciplinary outcomes recorded against police officers, police staff and members of the Special Constabulary as a result of hearings and meetings.

<b>MISCONDUCT HEARINGS 1 APRIL 2020 TO 31 MARCH 2021</b>		
1	A misconduct hearing was held for a former police officer for Authority, respect and courtesy and Confidentiality  Commenced an inappropriate relationship with a victim Took video and photographs of a crime scene and shared with others on social media	Would have been dismissed had they not resigned
2	A misconduct hearing was held for a former member of police staff for Confidentiality  Accessed software without a policing purpose and shared confidential information	Would have been dismissed had they not resigned
3	A member of police staff attended a misconduct hearing for Confidentiality  Accessed Force systems and information without a policing purpose	Dismissed

4	A member of police staff attended a misconduct hearing for Authority, respect and courtesy  Inappropriate behaviour towards a colleague	Final Written Warning
5	A former police officer was subject of an accelerated hearing for Duties and responsibilities and Honesty and integrity.  Seized a quantity of suspected controlled drugs and failed to deal with the property and suspected offences in accordance with Force Policy and Procedures. Falsified evidence with the intent to mislead the investigation. Pleaded guilty at court to criminal offences.	Would have been dismissed had they not resigned
<b>MISCONDUCT MEETINGS</b>		
1	A member of the Special Constabulary attended a misconduct meeting for Orders and instructions  Drove a marked police vehicle and exceeded driving authorisation.	Final Written Warning
2	A police officer attended a misconduct meeting for Duties and responsibilities  Failed to complete accurate records and provide an accurate account to supervisors	Final Written Warning
3	A police officer attended a misconduct meeting for Orders and instructions and Honesty and integrity.  Used a police vehicle other than in accordance with Force Policy Failed to comply with instruction from supervisor Failed to correctly appraise supervisor	Written warning
4	A Special Constable attended a misconduct meeting for Honesty and integrity, Orders and instructions and Duties and responsibilities  Disobeyed a lawful order not to undertake duties as a police driver Provided a dishonest account of actions to a senior officer	Final Written warning

## **Resignations**

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 is a list of all officers, special constables and staff members who have been dismissed from policing after investigations under the Police (Conduct) Regulations 2012 or Police (Performance) Regulations 2012 as well as the equivalents for police staff.

The Police Advisory List is a list of all officers, special constables and staff members who have resigned or retired during an investigation into a matter that could have resulted in their dismissal, or who leave before such an allegation comes to light. They will remain on the Advisory list until the outcome of the investigation is determined. This list also includes designated volunteers who have had their designated status withdrawn due to conduct or performance matters.

Both lists are held and administered by the College of Policing.

In the reporting period two police officers and one member of staff resigned whilst under investigation for gross misconduct. All three resulted in misconduct hearings which determined they would have been dismissed had they not resigned.

In addition to the above, one police officer and two members of police staff resigned whilst under investigation for gross misconduct and it was determined that it was not in the public interest to continue with the hearing.

## **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 special case hearings (fast track cases). 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.

Venues for public hearings will be carefully selected according to the nature of the hearing.

In cases where an officer is given notice of referral to misconduct proceedings under regulation 21 on or after 1 January 2016 the hearing is heard by legally qualified chairs. Any cases prior to this date will continue to be heard by a member of the National Police Chief's Council (NPCC).

Two misconduct hearings were held for former Police officers in the reporting period.

## **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 to the Accountability and Performance Panel, the OPCC has completed Dip Sampling from the finalised cases provided by the Constabulary's Professional Standards Department for the periods of 1 July 2020 to 30 September 2020 and 1 October 2020 to 31 December 2020.

A total of 19 files were subject to Dip Sampling which included complaints that were 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 that were handled by Local Resolution and Investigation conducted by both the Constabulary and PSD (and included complaints both upheld and not upheld). Consideration was also given to files where it was decided to record and take no further action (under the new regulations). To ensure consideration of the full complaints process, the sample also included two cases which were subject to an appeal.

The files reviewed were predominantly completed to a high standard with no issues highlighted with the process followed. Overall the final reports provided to the complainant were detailed and well written covering all the issues raised by the complainant. There were a number of examples where additional learning was identified and actioned on elements that may not have formed the main focus of the complaint.

The most common issue highlighted within the Dip Sample was the delay in written documentation being completed. There were examples where PSD had to chase the IO for written documents to be provided as well as examples of delays in final documentation being provided to complainants. It is important to note that in many cases this did not affect the service received from the complainant, as the complaint outcome had been advised to them either via telephone conversation or email. However, there is potential for a delay in providing documentation to cause additional frustration for the complainant.

Other issues highlighted included:

- Delays in advising officers of initial complaints or complaint outcomes.
- Complaint not being managed within IOPC guidance.
- Delay in the appropriate Investigating officer being identified.
- Incorrect code used to record complaint on Centurion which could lead to incorrect figures reported.

Overall it must be stated that this was a very positive Dip Sample with clear examples of detailed investigations including some very sensitive cases. There were a number of examples of positive and proactive engagement with complainants as well as apologies being offered in line with the new complaint procedures. This will help maintain positive relationship between the public and the Constabulary. All the findings have been shared with the Professional Standards Department who has provided reassurance that this feedback has been actioned as appropriate.

## 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** – of the Police Reform Act 2002

**Outside Schedule 3** – handling a matter outside of the Police Reform Act 2002

**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 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.