

FREEDOM OF INFORMATION REQUEST

REQUEST NUMBER: 12 - 2022

REQUEST DETAILS:

1. How many complaints against Suffolk Constabulary that were best progressed to the Police and Crime Commissioner since the office began; have been best investigated and resolved?
2. Of the complaints against Suffolk Constabulary that have been brought to the attention of the Police and Crime Commissioner for Suffolk;
 - 2.i) How many complaints had been lodged by women?
 - 2.ii) How many of the complaints related to or were in context of
 - 2.ii.a) Suffolk Constabulary's poor Information Governance.
 - 2.ii.b) Suffolk Constabulary's Failure To Act.
 - 2.ii.c) Verbal and or mental abuse from Suffolk Constabulary employees.
3. How many of the female complainants had gone on to progress their unresolved complaints against Suffolk Constabulary to a Review Stage with the Police and Crime Commissioner?
4. How many citizens per year had requested from the Police & Crime Commissioner a copy of the notes and minutes taken from the Public Meetings that they participated in?
5. In respect of point 4; which of the meetings and meeting dates had a member of the public sought a copy of the notes and minutes taken?
6. How many members of the public had lodged a complaint that the minutes taken by the Office for the Police & Crime Commissioner were;
 - i) factually incorrect.
 - ii) contained errors
 - iii) and/ or had data redacted from the minutes?
7. How many citizens had asked for an extension to the Review Deadline set by the Police & Crime Commissioner due to circumstances beyond their control?

The Terms of Reference for the 3 FOIs;

Since the start of the Office for the Police & Crime Commissioner.

RESPONSE

1. The Police and Crime Commissioner (PCC) is not responsible for handling complaints and dissatisfaction against Suffolk Constabulary. A request would therefore need to be made to the Suffolk Constabulary FOI team directly if you wish to be provided with complaint statistics.

From 1 February 2020, the Office of the Police and Crime Commissioner (OPCC) has a responsibility to review certain complaints finalised by Suffolk Constabulary where a complaint has been recorded under Schedule 3 of the Police Reform Act 2002. Further information on how the decision regarding the relevant review body (RRB) is made can be found by accessing the following link:

[Review of complaints dealt with by Suffolk Constabulary - Suffolk PCC \(suffolk-pcc.gov.uk\)](https://www.suffolk-pcc.gov.uk/review-of-complaints-dealt-with-by-suffolk-constabulary)

From 1 February 2020 to the date of this response, Suffolk OPCC has received a total of 85 review requests of complaints handled by Suffolk Constabulary.

Of these requests a total of 21 requests were determined as not meeting the validity criteria for the OPCC to undertake a review.

Therefore a total 64 valid reviews have been progressed by the OPCC since 1 February 2020 (61 completed / 3 pending).

2. Freedom of Information requests in relation to complaint data would need to be directed to Suffolk Constabulary directly.
3. Of the 64 valid reviews handled by Suffolk OPCC 25 were female complainants.
4. None
5. Notes and minutes from all the OPCC public meetings are published on our website. These can be accessed via the following link:

[Meetings - Suffolk PCC \(suffolk-pcc.gov.uk\)](https://www.suffolk-pcc.gov.uk/meetings)

6. The OPCC has received no complaints from the public in relation to the minutes taken from any public meeting.
7. From 1 February 2020 to the date of this response, Suffolk OPCC has received no request for an extension to the review deadline stipulated within the final complaint outcome. Requests of this nature would be considered on a case-by-case basis.