



SUFFOLK
CONSTABULARY

PROFESSIONAL STANDARDS DEPARTMENT

COMPLAINTS OVERVIEW

1 April 2023 to 31 March 2024

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<u>CONTENTS</u>	<u>Page Number</u>
Introduction	2
1. Executive Summary	3 – 5
2. Complaint cases	6 – 8
3. Allegations recorded	9 – 13
4. Timeliness (logging complaints and making initial contact)	14 – 15
5. Complaint and allegation outcomes (Schedule 3)	16 – 18
6. Complaint and allegation outcomes (Outside Schedule 3)	19 – 20
7. Complainant demographic	21 – 23
8. Discrimination complaints	24 – 25
9. Police officers and staff subject of complaint	26 – 27
10. Organisational learning	28 – 29
11. Reviews to IOPC and LPB	30
12. Chapter 13 Reviews	31
13. Internal investigations	32 – 33
14. Misconduct outcomes	34 – 36
15. Resignations and public hearings	37
16. Dip Sample by the OPCC	38
Glossary	39 – 40
IOPC Complaint Categories	41 – 42

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Introduction

This report presents figures on complaints relating to Suffolk Constabulary, received during the period, 1 April 2023 to 31 March 2024.

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. This report therefore outlines complaints 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 as well as those complaints handled outside Schedule 3 and enabled by the new regulations.

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

This report will make mention of several terms. They are explained below:

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 of 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.

Complaint: - Any expression of dissatisfaction with police expressed by or on behalf of a member of the public. Nationally complaints are grouped under specific categories and sub-categories as directed by the IOPC (see pages 41-42 for the full list of categories).

Allegation: - Complaints are made up of allegations. Alleged behaviour from officers/staff which has resulted in dissatisfaction and a complaint can contain any number of allegations.

A full explanation can be found in the IOPC Statutory Guidance at the following link:
[Statutory guidance | Independent Office for Police Conduct](#)

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1. **Executive Summary**

- 1.1 A total of 337 complaints were received in the reporting period, 1 April 2023 to 31 March 2024. Of these complaints, 267 were recorded under Schedule 3 and 70 were logged outside of Schedule 3 of the PRA 2002.

To compare with the previous 12-months 2022/23, 364 complaints were received and of these, 301 were recorded under Schedule 3 and 63 were logged outside Schedule 3.

This is a decrease in complaints received of 7% compared to the previous year.

- 1.2 The Independent Office of Police Conduct (IOPC) determine the categories and sub-categories of complaint that all allegations are recorded under. This report details the categories and sub-categories, and the totals recorded in the reporting period.

Every complaint recorded will contain at least one allegation and in the reporting period, a total of 1,090 allegations have been recorded under new regulations. The largest area of complaint has been recorded under the allegation category of Delivery of duties and service. A total of 429 allegations have been recorded under this category, which is 39.4% of the total. This is lower than the national percentage in the IOPC Quarterly Complaints Statistics for Q1-Q4 2023/24, which shows that 53% of all complaints are recorded under this category.

The types of complaint recorded under Delivery of duties and service relate to the service received, the action of officers following contact received, operational and organisational decisions, information provided and the general level of service.

The sub-categories of complaint were introduced 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 (190 allegations – 17.4%)
- A3 Information (110 allegations – 10.1%)
- B4 Use of force (80 allegations – 7.3%)
- A4 General level of service (70 allegations – 6.4%)
- H5 Overbearing or harassing behaviours (68 allegations – 6.2%)

Examples of the categories of complaint are included within the report.

- 1.3 Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged, and the complainant contacted 'as soon as possible'. Of the 337 complaints received in the reporting period, 84.9% of cases were logged within 2 working days. In relation to contacting the complainant, 80.9% were contacted within 10 working days.
- 1.4 Complaints recorded under Schedule 3 are handled by way of investigation, otherwise than by investigation (reasonably and proportionately responding to concerns raised and seeking to resolve them) or by taking no further action (where it is assessed that the complaint has already been addressed or that there is insufficient information to progress). A total of 255 complaints have been finalised in

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the reporting period and of those, 9% were investigated, 67.5% were handled otherwise than by investigation and 12.5% were resulted as no further action. The remaining complaints were either withdrawn, 10.2%, or discontinued, 1.2% (where the complainant decided not to proceed with the complaint).

In the reporting period, cases handled under Schedule 3 took an average of 89 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result, excluding time the case is suspended due to being sub judice¹.

- 1.5 The outcome for complaints handled outside of Schedule 3 will be either resolved or not resolved. Of the 74 complaints finalised in the reporting period, 67 were resolved which is 90.5% of cases. If the complainant is dissatisfied with the outcome of their complaint, they can ask for their complaint to be recorded under Schedule 3.

Cases handled outside of Schedule 3 took on average 38 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result.

- 1.6 All allegations are finalised to show the action taken as a result. Actions can include providing the complainant with an explanation, offering an apology/acknowledging that something went wrong, identifying individual learning for the officers, wider 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, as well as the actions taken when resolving complaints outside of Schedule 3.

- 1.7 A member of the public is considered a complainant if they are directly or adversely affected by the conduct, witnessed the conduct or are acting on behalf of someone who meets the criteria of a complainant. As such, more than one complainant can be recorded on a complaint case. A total of 350 complainants made the 337 complaints received in the reporting period. The ethnicity of complainant is recorded where it has been provided and in the reporting period 82.6% of the complainants' ethnicity details have been captured. This is an increase from the previous year, where 81.4% of complainants provided their ethnicity. In 2021/22, 73.7% of complainants provided their ethnicity when making their complaint.

Of the 350 complainants recorded on the 337 complaint cases, 7.4% are BAME, 75.1% are White and 17.4% are unknown ethnicity.

- 1.8 Of the total 1,090 allegations recorded in the reporting period, 46 have been made alleging discrimination. Of these, 24 have been made under the protected characteristic of race which is 52.2% of the discrimination allegations recorded. The complainants feel the service they received was not acceptable, or they were treated differently or less favourably, due to their ethnicity or ethnic appearance.

¹ An appropriate authority may suspend an investigation or other procedure that in its opinion would, if it were to continue, prejudice any criminal investigation or proceedings. Regulation 40, Police (Complaints and Misconduct) Regulations 2020.

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- 1.9 A total of 468 individual Suffolk Police officers, Special Constables and members of Police staff are identified on the complaints recorded. The ethnicity of the 432 Police officers and Special Constables recorded on the complaints are 4.4% BAME, 94.4% White and 1.2% are unknown/not stated.
- 1.10 Identifying and implementing organisational and individual learning is essential for any organisation to grow and develop. The learning identified from complaints, the review process and internal investigations are reviewed for wider learning, and examples are provided within this report.
- 1.11 Complaints recorded under Schedule 3 of the PRA 2002 allow complainants to request a review if they remain dissatisfied with the outcome of their complaint. In the reporting period the IOPC upheld nine reviews and the Local Policing Body (Office for the Police and Crime Commissioner) upheld two where they determined that the outcome of the complaint was not reasonable and proportionate.
- 1.12 Where a local investigation is not completed within 12 months the Appropriate Authority (Chief Constable of Suffolk Constabulary) must provide the Local Policing Body (Police and Crime Commissioner) and the IOPC with details, in writing, of the cases including the progress of the investigation, an estimate of the timescales, the reason for the length of time taken and a summary of the steps to progress the investigation and bring it to a conclusion. In the reporting period, 1 April 2023 to 31 March 2024, 23 reports have been sent. Of those, 18 relate to complaint cases and five to conduct cases. These notifications (12 month letters) are referred to as Chapter 13 reports (as the requirements are outlined in Chapter 13 of the IOPC Statutory Guidance).
- 1.13 A total of 70 internal conduct cases were recorded in the reporting period, compared to 52 conduct cases in 2022/23. This is an increase of 35% of cases recorded.
- 1.14 The Police (Conduct) Regulations 2020 defines misconduct as “a breach of the Standards of Professional Behaviour that is so serious as to justify disciplinary action (written warning or above)” and gross misconduct as “a breach of the Standards of Professional Behaviour that is so serious as to justify dismissal”.

In the reporting period 17 gross misconduct hearings were held for nine Police officers and eight members of Police staff.

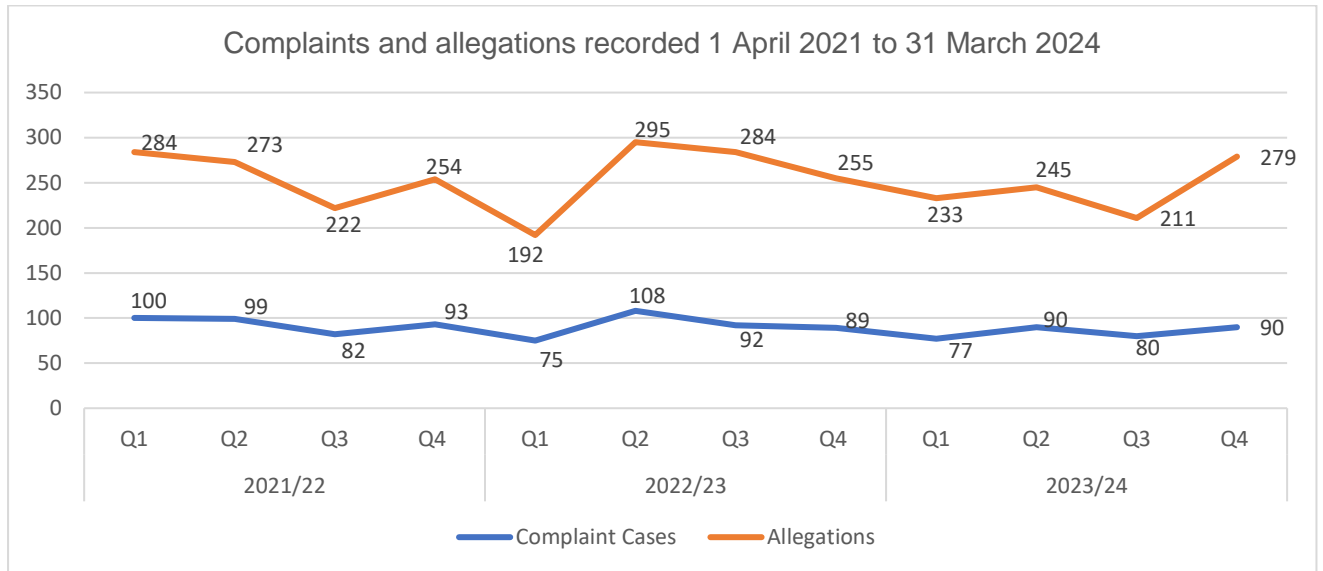
A total of seven misconduct meetings were held in the reporting period for six Police officers and one member of Police staff.

Changes to the chairing of police misconduct hearings came into effect in May 2024. Chief Constables will have stronger decision-making powers to determine whether a police officer should be dismissed from the police service, by chairing public gross misconduct hearings. It is hoped this new protocol will expedite the misconduct hearings process to the benefit of the public, Constabulary, and subject officer/staff.

2. 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 the 337 complaint cases received in the reporting period both recorded under Schedule 3 and logged outside of Schedule 3. These are broken down quarterly with the number of allegations recorded on the complaint cases 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>Total complaints received</u>	<u>Allegations Recorded</u>
2021/22	Q1	77	23	100	284
	Q2	77	22	99	273
	Q3	66	16	82	222
	Q4	74	19	93	254
2022/23	Q1	64	11	75	192
	Q2	82	26	108	295
	Q3	78	14	92	284
	Q4	77	12	89	255
2023/24	Q1	66	11	77	233
	Q2	75	15	90	245
	Q3	58	22	80	211
	Q4	68	22	90	279

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 above details the complaints recorded under Schedule 3 and logged outside Schedule 3.

2.1 Schedule 3 and outside Schedule 3 complaints

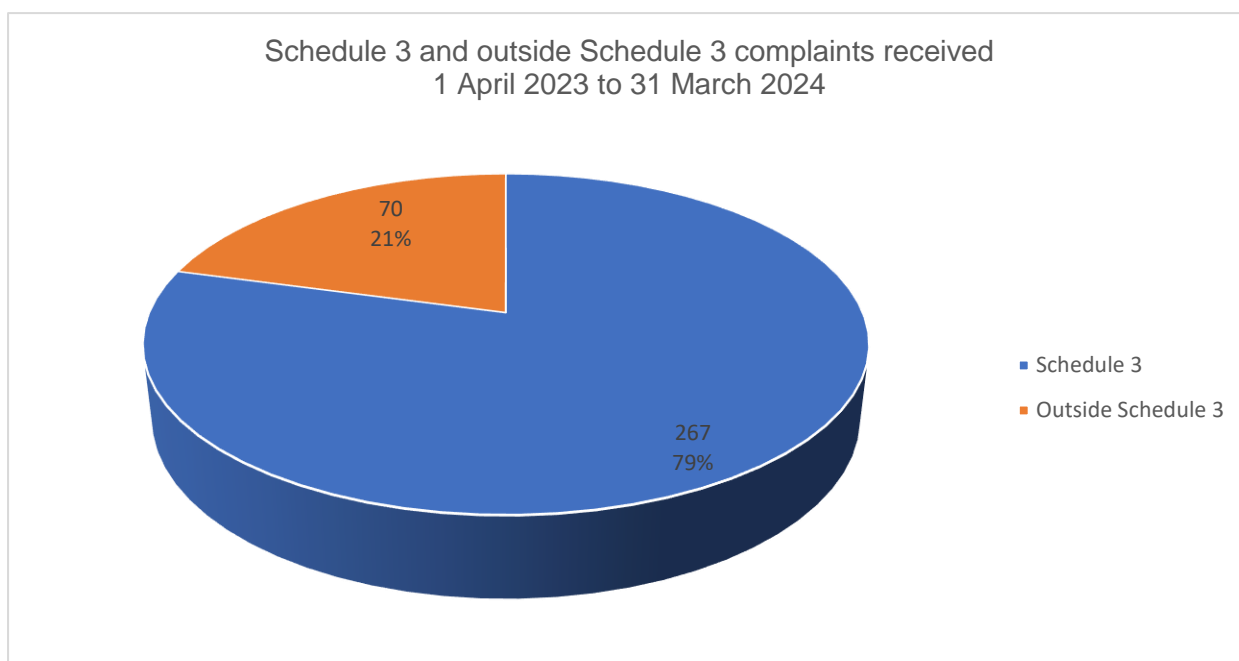
The IOPC Statutory Guidance states:

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 in the reporting period, 1 April 2023 to 31 March 2024, broken down into either recorded under Schedule 3 of the PRA 2002 or logged outside of Schedule 3:



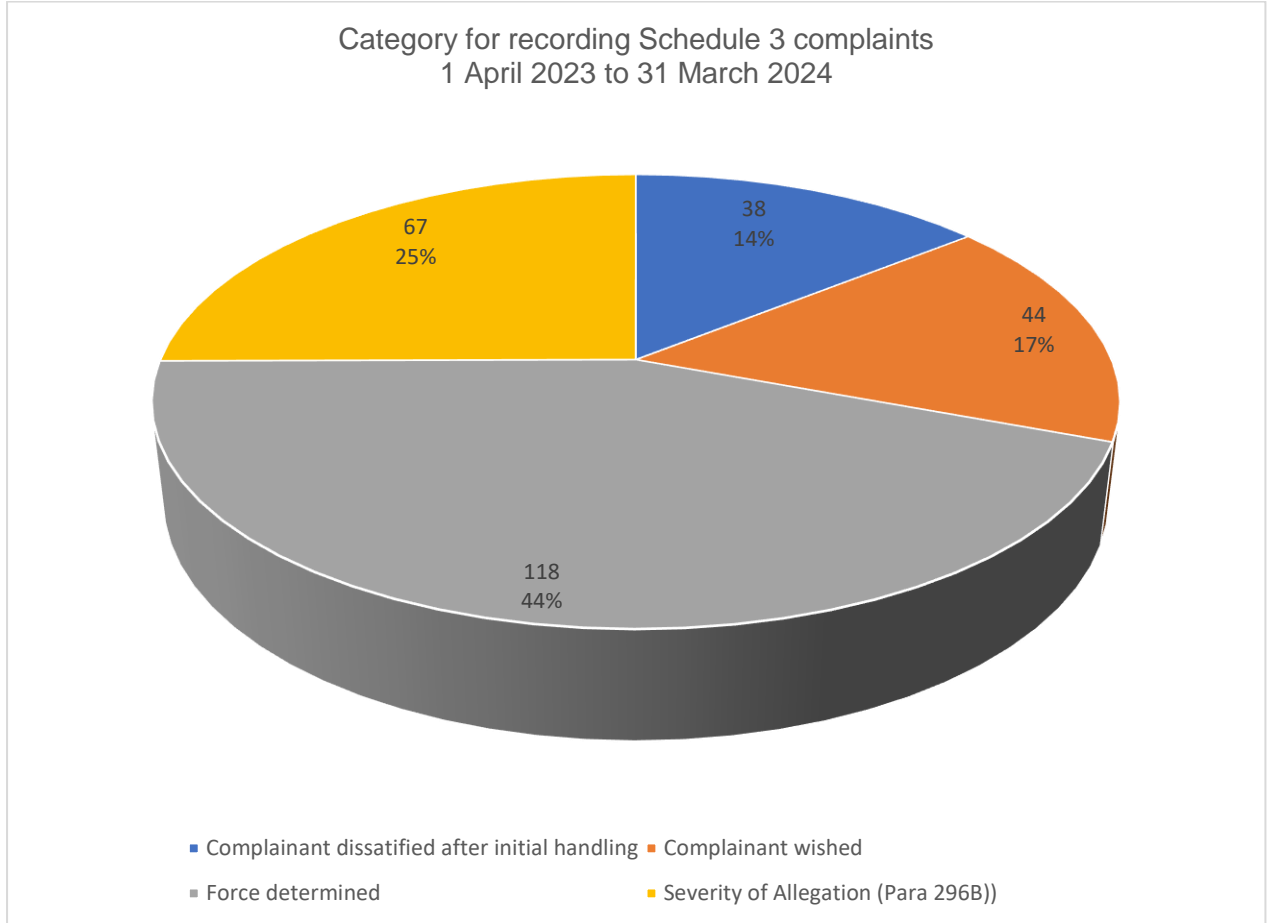
Of the complaints received, 79% have been recorded under Schedule 3, with the remaining 21% logged outside of Schedule 3.

To compare the previous 12 months, 83% of complaints were recorded under Schedule 3, with the remaining 17% logged outside.

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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:

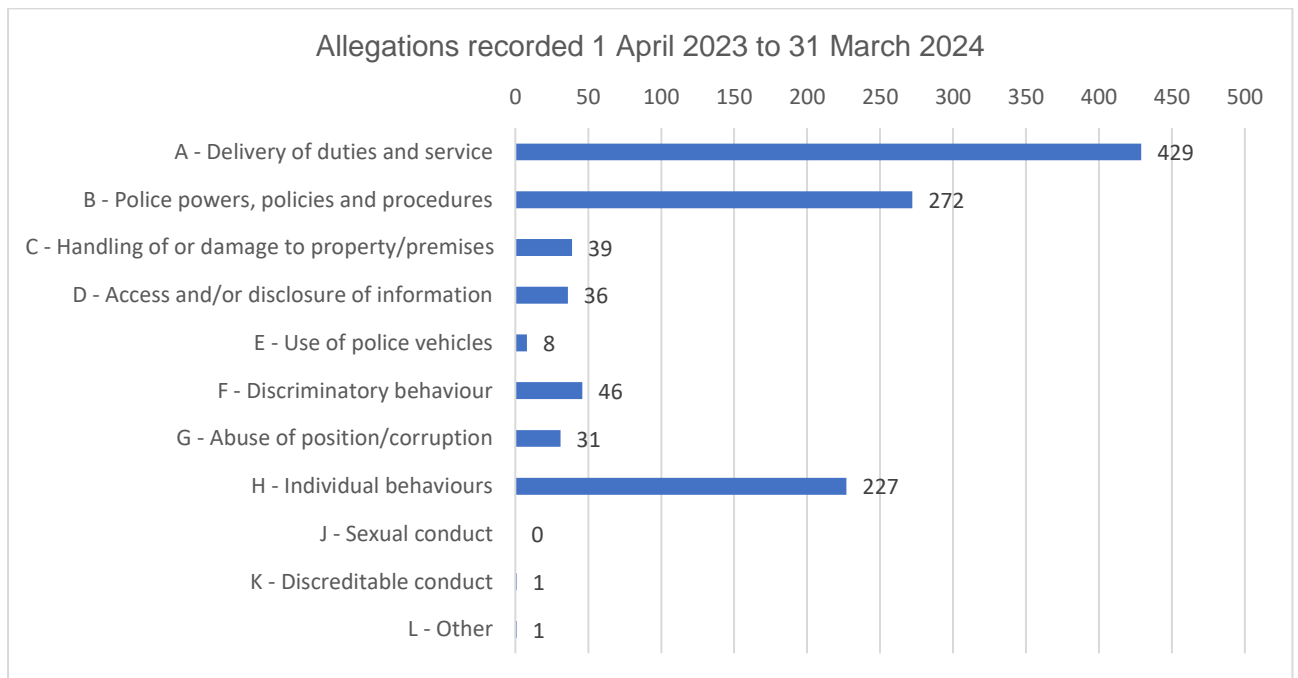


3. Allegations Recorded

An allegation is made by the complainant about the service they have received. Multiple allegations can be recorded on complaint cases and new allegations can be added to complaints at any point during the complaint handling process, following discussion with the complainant to fully identify the allegations.

With the change in Regulations the IOPC devised a set of 11 categories of complaint under which the allegations are recorded.

(Chart 4): The graph below shows the number of allegations, under each category, recorded during the reporting period:



The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 1,090 allegations recorded, 429 have been recorded under this category, which is 39.4% of the total. This is lower than the national percentage reported in the IOPC Quarterly Complaints Information Bulletin for Q1-Q4 2023/24 which shows that 53% of all complaints are recorded under this category.

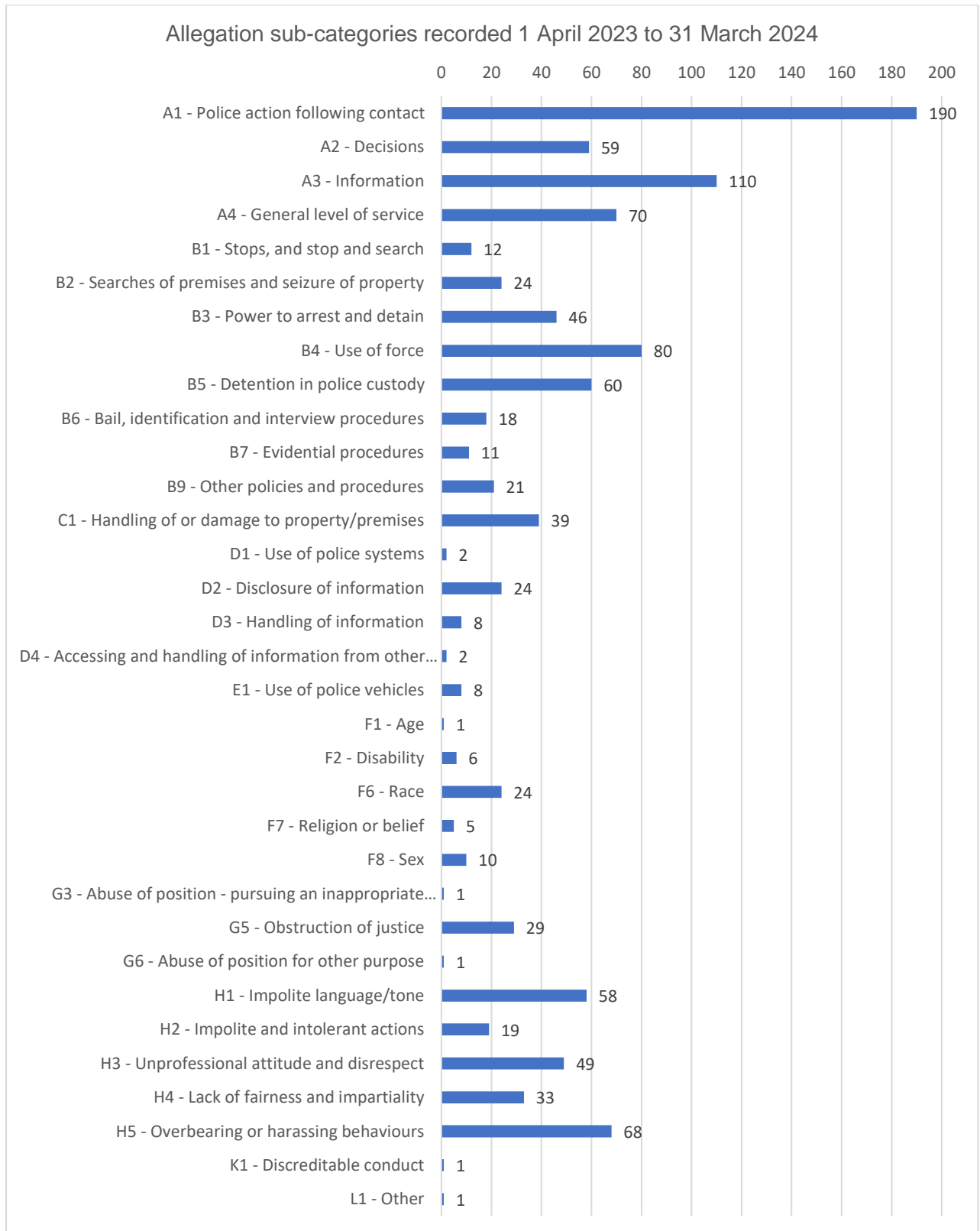
The types of complaint recorded under Delivery of duties and service relate to the service received by the complainant, in terms of the action of officers following contact (the police response to calls from the public), operational and organisational decisions (how the Force decides what action to take), information provided (how we communicate information) and the general level of service provided to the public.

The second largest category of complaint is Police powers, policies and procedures which is 25% of all allegations recorded and followed by Individual behaviours, which is 20.8%.

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When the IOPC devised the complaint categories they created 45 sub-categories with a view to better understanding the nature of the complaints made (see pages 41-42 for the full list of categories).

(Chart 5): The graph below shows the sub-categories under which the 1,090 allegations have been recorded in the reporting period:



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The largest sub-category recorded is Police action following contact of which, 190 (17.4%) of allegations are recorded under this category. The types of complaint defined by the IOPC under this category can include²:

- No or insufficient action in response to a reported incident. For example: the number of officers deployed to an incident or no officers attended, no action taken by the police, or a failure to investigate.
- The size, nature or quality of an investigation. This includes allegations that evidence was not sought or obtained, and witnesses were not spoken to.
- No or insufficient response to a communication or other contact with police, such as no response to a letter sent to the chief officer.
- Timeliness of the response (including an investigation) to a reported incident, communication or other contact.

The IOPC Quarterly Complaints Statistics for Q1-Q4 2023/24 shows that nationally, 22.4% of allegations are recorded under the sub-category of Police action following contact.

The second largest sub-category is 110 (10.1%) allegations recorded under Information. The types of complaint recorded under this sub-category can include updates on investigations, administrative errors, providing misleading or no information.

A total of 80 (7.3%) allegations have been recorded under the sub-category of Use of force. Allegations recorded under this sub-category concerns any issue with the use of force, including where equipment is used, such as batons, restraint equipment, Tasers and firearms. It includes use of force resulting in injury and where no injury is sustained, such as pushing. The description of injury includes both physical and psychiatric injury.

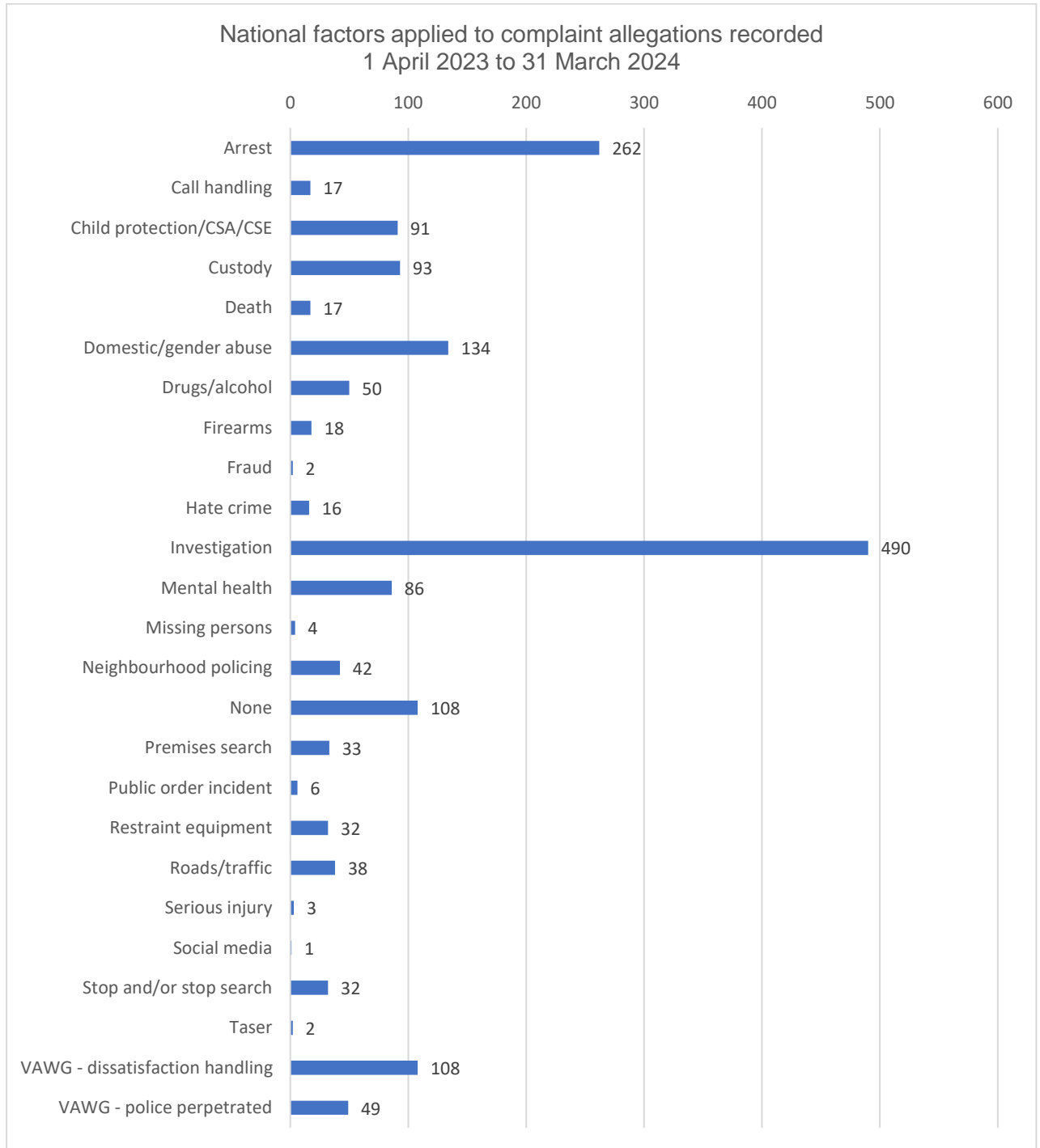
The IOPC Quarterly Complaints Statistics for the reporting period shows that nationally, allegations recorded under the sub-categories of both Information and Use of Force were both at 5.6% of all allegations recorded.

² Definitions of categories for logging the nature of complaints from the Independent Office for Police Conduct Guidance on capturing data about police complaints.

National and local factors

When a complaint allegation is recorded, national and local factors are recorded against 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): The chart below shows the national factors applied to the 1,090 allegations recorded in the reporting period:



As in previous data collections, the most frequently used national factor is Investigation which has been applied to 490 allegations (45%) of all allegations recorded.

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Where the national factor of Investigation is applied to the allegations, 55.9%, have been recorded under the complaint category of Delivery of duties and service, with the largest number of allegations being linked to Police action following contact.

A local factor is applied to allegations recorded and this helps to identify the complaints further. Of the 490 allegations linked to the national factor of Investigations, 74.1% have been linked to a local factor of crime enquires. From this we can see that:

- 15.2% relate to an allegation of failure to investigate
- 8.8% relate to a failure to update
- 7.4% are complaints under the Victims Code of Practice
- 7.4% are concerning the conclusion/outcome of the investigation
- 5.5% is in relation to property seized
- 5% relate to a failure to secure and/or ask for evidence
- 1.4% relate to a failure to record a crime
- 1.1% are dissatisfied with the time taken to investigate

The second most frequently used national factor is Arrest which has been applied to 262 allegations. Half of the allegations have been recorded under the category of Police powers, policies and procedures, with the largest number being linked to the sub-category of Use of force, followed by Power to arrest and detain.

- 21.8% of complainants allege the use of excessive force during arrest or whilst in custody
- 18.3% of allegations relate to the power to arrest and detain whereby complainants state the arrest was unlawful or unnecessary

Of the 57 allegations recorded under the complaint sub-category of Use of force related to arrests and the 48 allegations recorded as Power to arrest and detain, 71 have been finalised to date. Of those, four have been resulted as there being a case to answer or that the service provided was not acceptable.

Three cases related to the same officer and it was determined there was a case to answer for misconduct in relation to the force used however no further action was taken as the officer resigned during the investigation.

In the remaining case, officers assumed the information they had been given was correct when conducting the arrest, without checking. As soon as the error was seen the complainant was released from custody. An apology was given to the complainant together with an explanation and learning was identified for the officer.

The third most frequently used national factor is Domestic/gender abuse. This factor has been recorded against 134 allegations. Over half the allegations (73) are recorded under the category of Delivery of duties and service and relate to the police response in dealing with domestic related investigations.

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’. 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, together with the previous two years:

<u>Year</u>	<u>Quarter</u>	<u>Average number of working days to log complaint</u>	<u>Average number of working days to contact complainant</u>
2021/22	Q1	2	12
	Q2	2	12
	Q3	3	7
	Q4	3	10
2022/23	Q1	3	8
	Q2	2	5
	Q3	3	9
	Q4	4	8
2023/24	Q1	3	8
	Q2	3	11
	Q3	2	7
	Q4	3	8

(Table 3): The table below details timeliness for logging complaint cases:

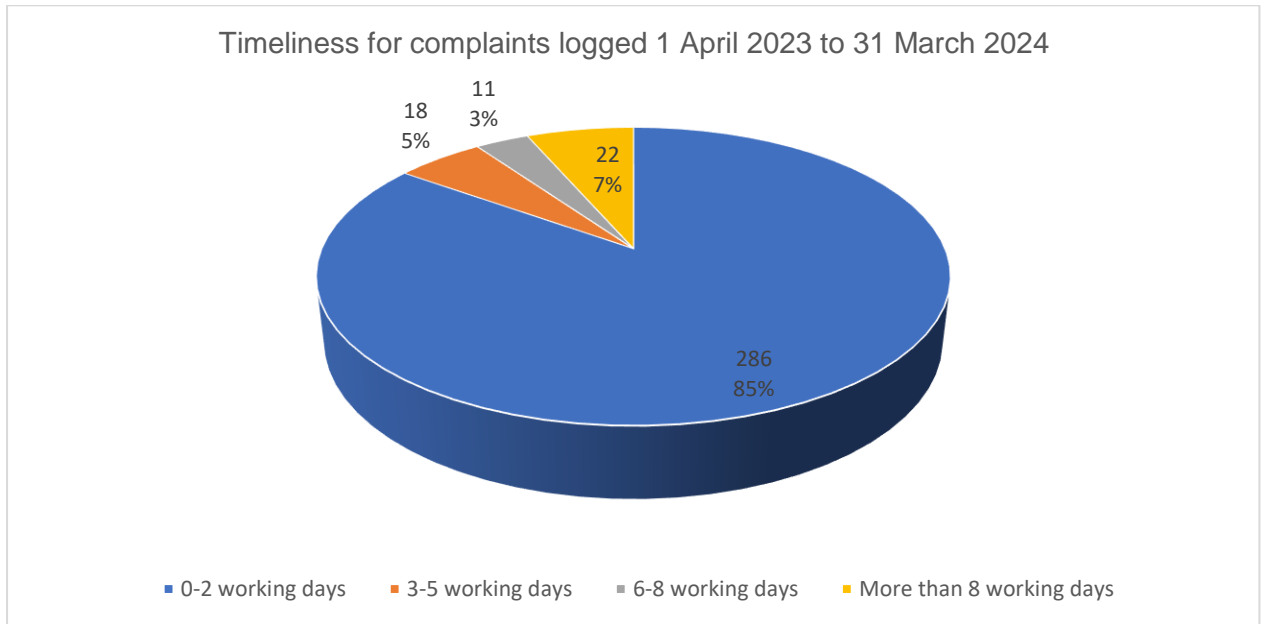
<u>Measure</u>	<u>1 April 2022 to 31 March 2023</u>	<u>1 April 2023 to 31 March 2024</u>
% of cases logged within 2 working days	75%	84.9%
% of cases logged within 3-5 working days	10.4%	5.3%
% of cases logged within 6-8 working days	6.6%	3.3%
% of cases logged in more than 8 working days	8%	6.5%

(Table 4): The table below details the timeliness for contacting complainants:

<u>Measure</u>	<u>1 April 2022 to 31 March 2023</u>	<u>1 April 2023 to 31 March 2024</u>
% of complainants contacted within 5 working days	44.2%	44%
% of complainants contacted within 6-10 working days	33.4%	36.9%
% of complainants contacted in more than 10 working days	22.4%	19.1%

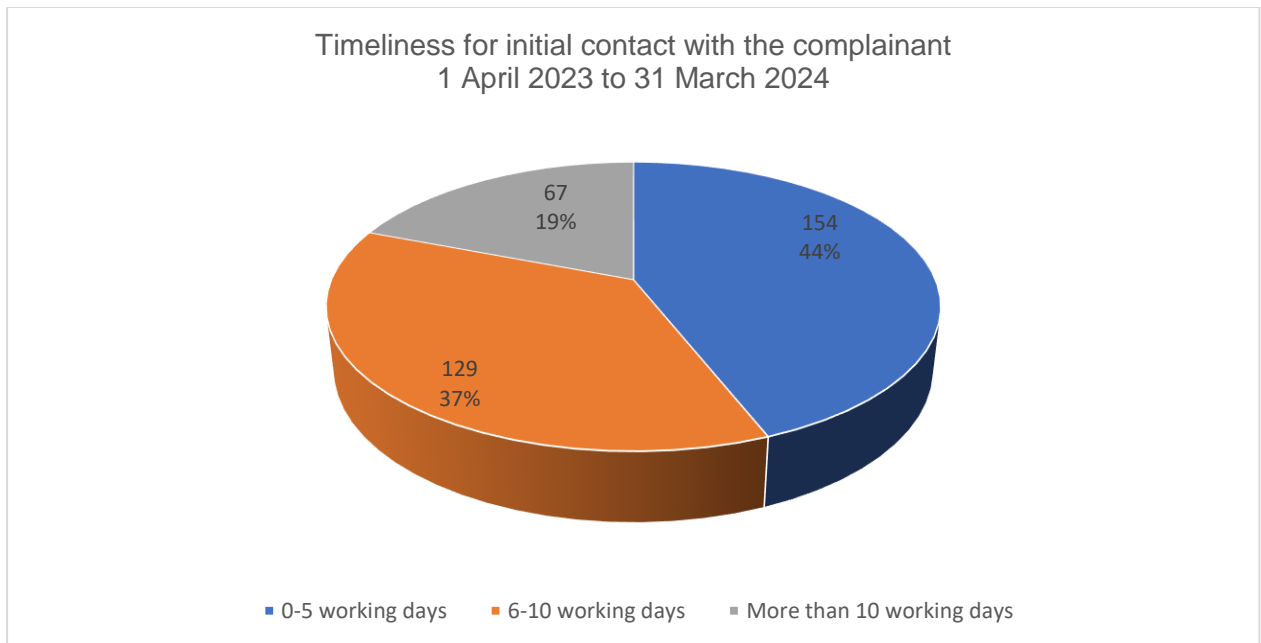
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(Chart 7): The chart below shows the timeliness for complaint cases logged in Professional Standards in the reporting period:



Of the 337 complaints received, 84.9% were logged within 2 working days.

(Chart 8): The following chart shows the timeliness recorded for initial contact with the 350 complainants who made the 337 complaints:



It took on average 9 working days to make initial contact with the complainant and 80.9% of complainants were contacted within 10 working days.

The level of contact from complainants remains high and in the reporting period 2,826 contacts were made to the Joint Professional Standards Department, compared to 2,763 contacts the previous year.

5. Complaint and allegation outcomes (Schedule 3)

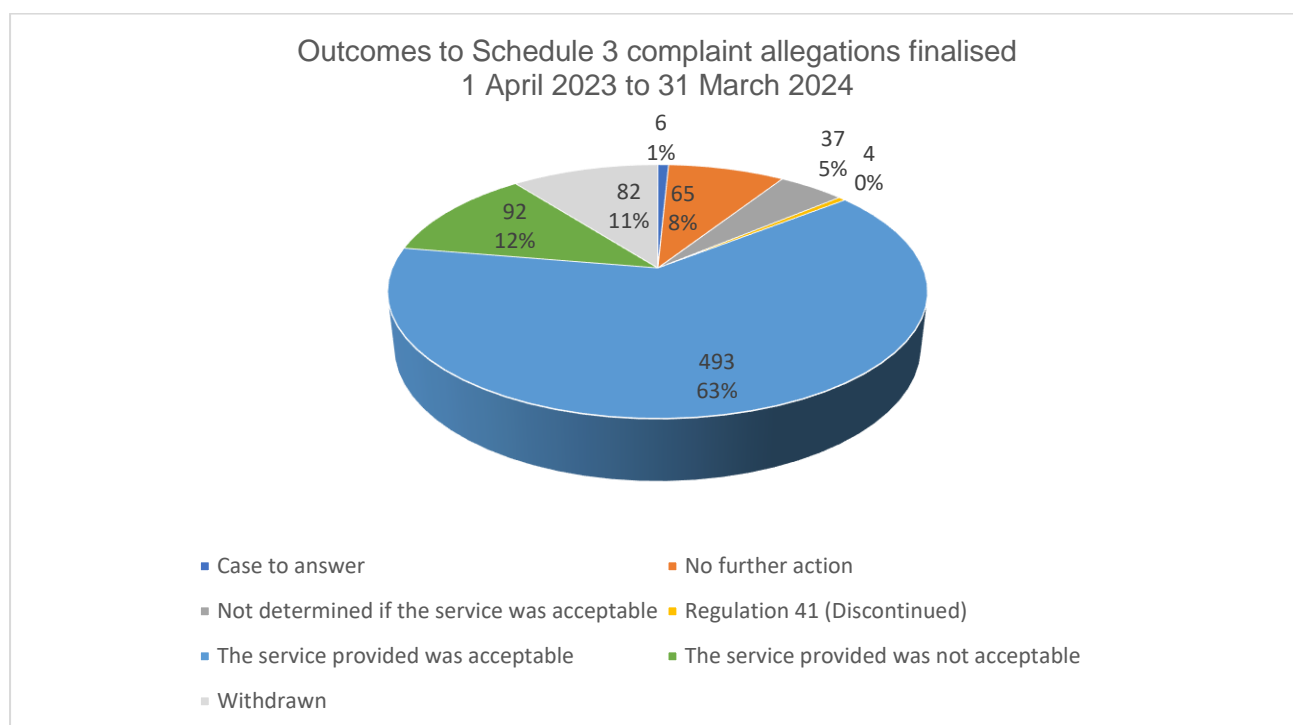
Under new Regulations, Schedule 3 complaints will either be investigated, handled otherwise than by investigation (responding to concerns raised and seeking to resolve them) or determined that no further action will be taken.

In some cases, the complaint will be withdrawn by the complainant or discontinued under Regulation 41.

(Table 5): A total of 255 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>	<u>Regulation 41 (Discontinued)</u>	<u>Withdrawn</u>
2021/22	Q1	7	15	18	2	2
	Q2	10	45	24	1	6
	Q3	6	36	17	2	6
	Q4	7	30	9	2	1
2022/23	Q1	5	29	20	0	6
	Q2	8	47	13	0	8
	Q3	6	47	4	2	6
	Q4	7	47	10	1	11
2023/24	Q1	4	52	8	1	4
	Q2	1	39	7	0	9
	Q3	12	46	11	0	5
	Q4	6	35	6	1	8

(Chart 9): Every complaint contains at least one allegation. The chart below details the outcomes to the 779 complaint allegations finalised in the reporting period, on Schedule 3 complaints:

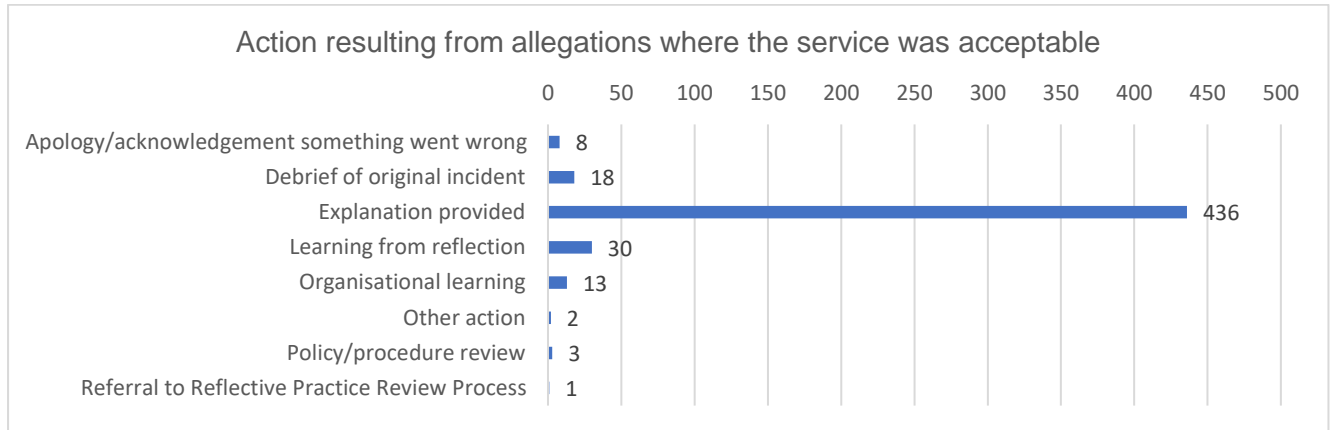


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Allegations resulted under the new Regulations have an action recorded for each allegation, which shows how the matter has been resolved.

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.

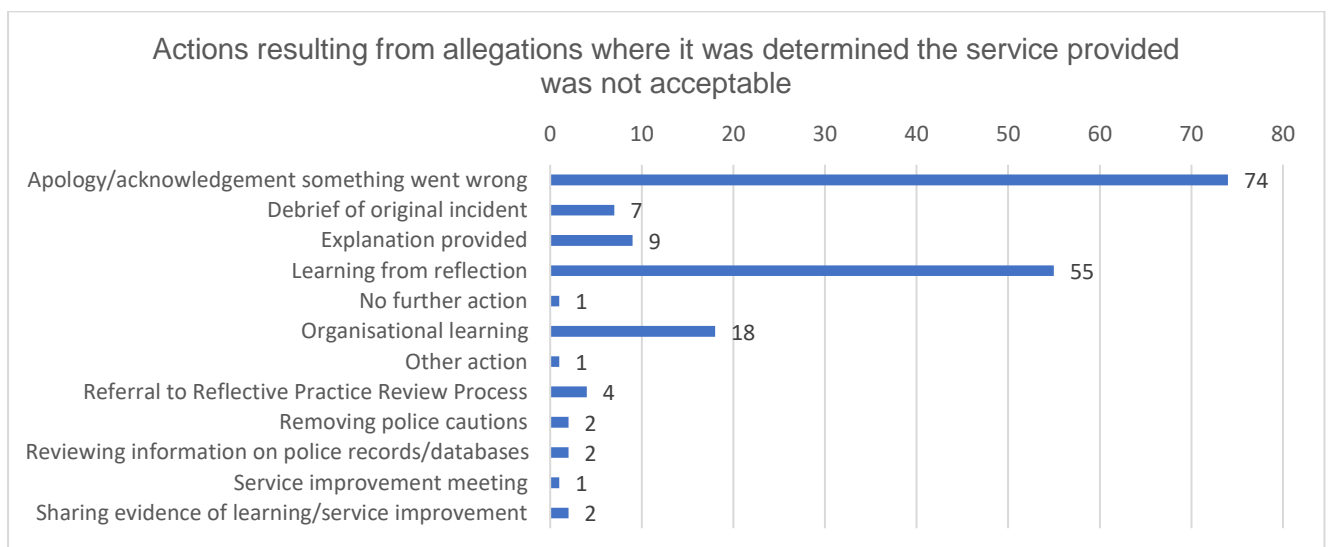
(Chart 10): The graph below shows the actions which have resulted from the 493 allegations where it was found that the service provided was acceptable:



In most cases an explanation was provided to the complainant. It is important to identify all learning for individuals involved and the organisation, even where it is found that the service provided was acceptable. Where appropriate, an apology given and a debrief of the incident allow those involved the opportunity to reflect on the circumstances.

In respect of the officer referred for Reflective Practice Review Process (RPRP), it was determined the allegation made by the complainant in relation to the Use of force was found that the service provided was acceptable however it was noted that the officer did not record full details on the Use of force form and therefore the officer was referred to RPRP.

(Chart 11): It was determined that the service provided was not acceptable for 92 allegations. These allegations have resulted in the following actions:



The largest action recorded is an apology or acknowledgement to the complainant that something went wrong, followed by Learning from reflection and Organisational learning.

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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.

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.

RPRP as a result of a determination of Practice Requiring Improvement following an investigation resulted in five officers being referred for reflective practice during the reporting period.

(Table 6): The table below shows the average working days taken to deal with all complaint cases recorded under Schedule 3, for cases finalised quarterly in the reporting period. This is calculated from the date the complaint is recorded to the date the complainant is informed of the outcome. The working days do not include any time the case was suspended due to being sub judice:

<u>Year</u>	<u>Quarter</u>	<u>Average working days (not including time suspended)</u>
2021/22	Q1	54
	Q2	69
	Q3	55
	Q4	83
2022/23	Q1	76
	Q2	94
	Q3	77
	Q4	83
2023/24	Q1	93
	Q2	60
	Q3	111*
	Q4	82

*Four cases finalised in Q3 took more than 400 working days to finalise. Removing these from the data, average working days would be 88 days.

In the reporting period, cases handled under Schedule 3 took on average 89 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result, excluding time suspended. To compare this to the previous year, 2022/23, it took an average of 83 working days.

The IOPC measure timeliness from the date the complaint is made to the date the case is finalised. The latest bulletin, covering the period 1 April 2023 to 31 March 2024 shows that it took the Force on average 124 working days to finalised complaints recorded under Schedule 3, not including the time the case was sub judice. This compares to the most similar Forces average of 158 working days and the national average of 133 working days.

6. 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, complainants may only want an explanation or for their concerns to be noted.

(Table 7): A total of 74 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 – No further action</u>
2021/22	Q1	25	2
	Q2	27	4
	Q3	11	2
	Q4	14	1
2022/23	Q1	12	3
	Q2	21	3
	Q3	21	0
	Q4	5	2
2023/24	Q1	15	1
	Q2	12	2
	Q3	17	2
	Q4	23	2

(Chart 12): The graph below shows the actions resulting from the 115 allegations which were resolved in the reporting period:



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.

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Where a complaint has been logged outside of Schedule 3, the complainant can request their complaint is recorded under Schedule 3 and in the reporting period, 10 cases were moved to Schedule 3.

(Table 8): The table below shows the average working days taken to deal with complaint cases logged outside Schedule 3, for cases finalised quarterly in the reporting period. The working days are calculated from the date the complaint is recorded to the date the complainant is informed of the outcome.

<u>Year</u>	<u>Quarter</u>	<u>Average working days</u>
2021/22	Q1	47
	Q2	51
	Q3	29
	Q4	36
2022/23	Q1	45
	Q2	39
	Q3	36
	Q4	27
2023/24	Q1	33
	Q2	45
	Q3	27
	Q4	46*

*One case was an outlier in this quarter as the dissatisfaction took 524 days to resolve. If this case was not included, the average number of working days would be 26 days.

In the reporting period, cases handled outside of Schedule 3 took on average 38 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result.

To compare this to the previous year, 2022/23, it took on average 39 working days.

The IOPC measure timeliness from the date the complaint is made to the date the case is finalised. The latest bulletin, covering the period 1 April 2023 to 31 March 2024 shows that it took the Force on average 44 working days to finalise complaints recorded outside of Schedule 3. This compares to 42 working days for our Most Similar Forces and the national average of 20 working days.

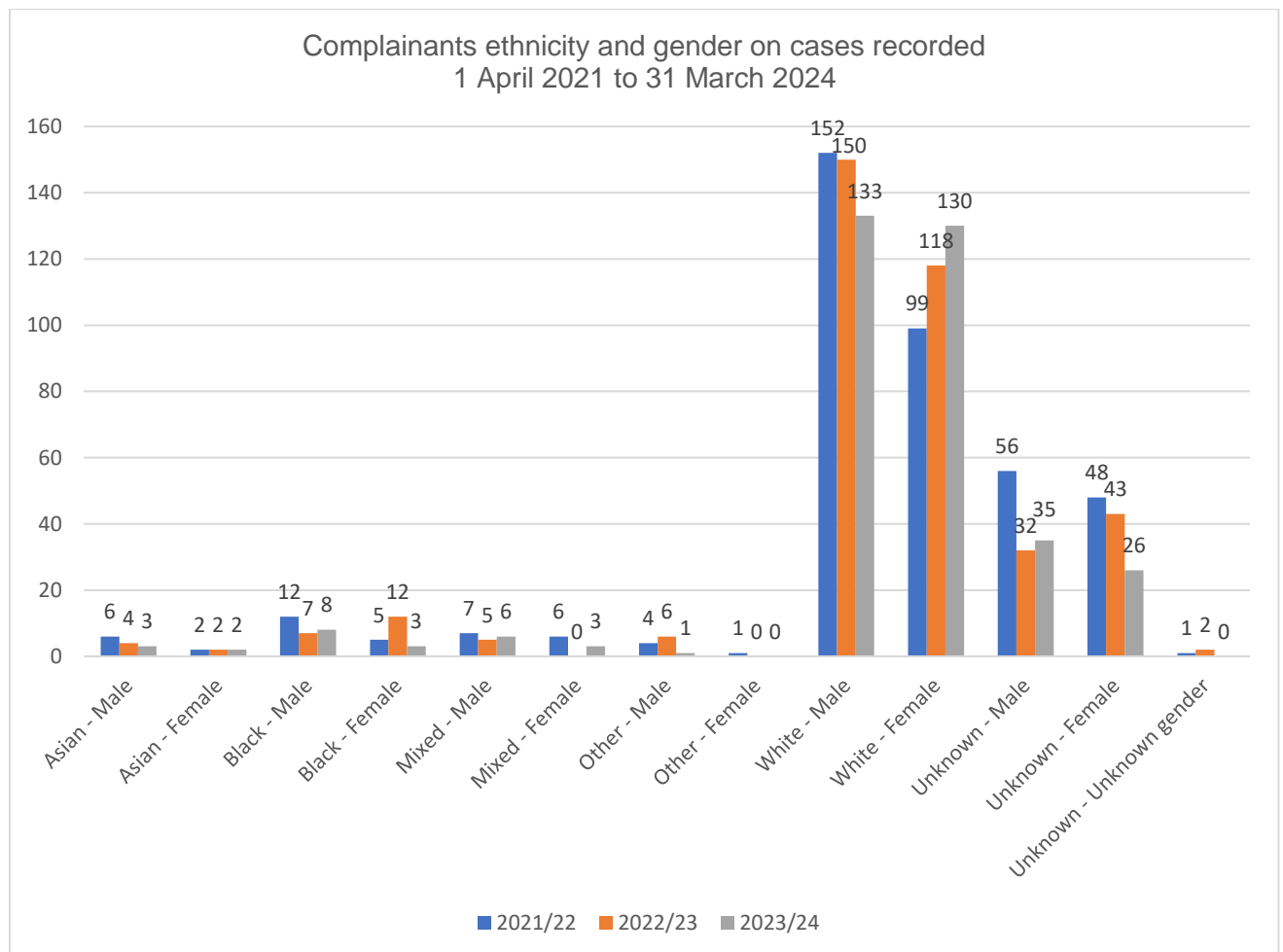
7. Complainant demographic

A member of the public is considered a complainant if they are directly or adversely affected by the conduct, witnessed the conduct or are acting on behalf of someone who meets the criteria of a complainant. As such, more than one complainant can be recorded on a complaint case.

In the reporting period, 1 April 2023 to 31 March 2024, 337 complaint cases were received. A total of 350 individual complainants are recorded as having made the complaints and where known, details of the complainant’s protected characteristics 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 82.6% of cases. This is an increase from 81.4% of complainants providing their ethnicity in 2022/23 and 73.7% in 2021/22.

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



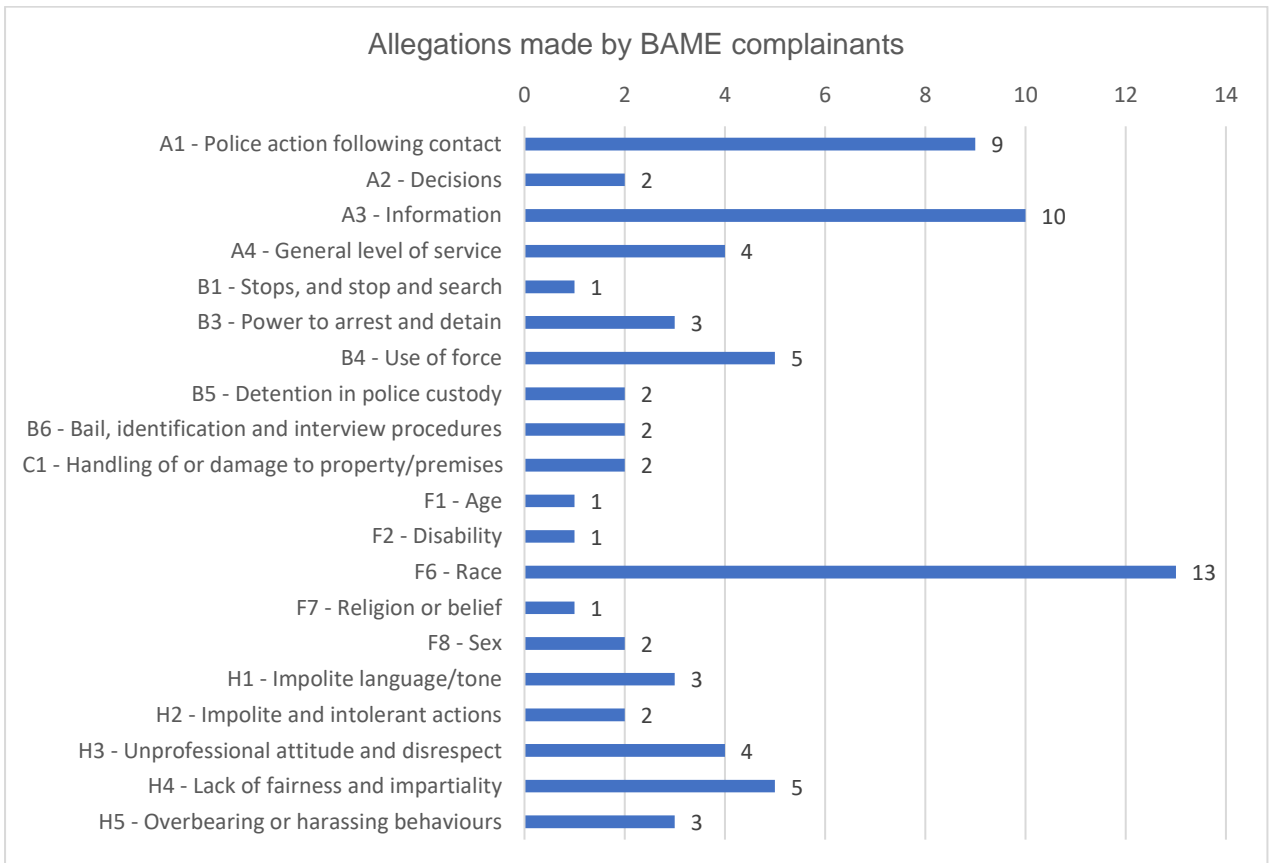
Complaints made by Black, Asian and Minority Ethnic

Of the 350 complainants recorded on the cases, 26 have advised PSD they are Black, Asian and Minority Ethnic (BAME). This is 7.4% of all complainants recorded. This compares to 36 complainants from BAME backgrounds in 2022/23, which was 9.4% of the 381 complainants recorded, and 43 complainants in 2021/22, which was 10.8% of the 399 complainants recorded.

(Chart 14): The chart below details the self-classified ethnicity of the 26 complainants:



(Chart 15): The 26 complainants have made 75 separate complaint allegations in the reporting period and these are broken down into the following sub-categories:



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The largest number of complaints have been made in relation to discrimination on the grounds of race, this is followed by Information and Police action following contact.

Examples of the complaints recorded between 1 April 2023 to 31 March 2024, under the top 5 sub-categories are detailed as follows:

- **Race** – the complainant was subject to a vehicle stop and state they felt discriminated against due to their ethnicity and because they were driving a nice vehicle.
- **Information** – the complainant states there was a lack of information provided regarding the investigation and was provided with incorrect information.
- **Police action following contact** – the complainant reported a crime and they state it has not been recorded or investigated and they have not been provided with an explanation as to why.
- **Use of force** – during the complainant's arrest they state that officers subjected them to an excessive use of force which resulted in bruising to their wrists and face.
- **Lack of fairness and impartiality** – following a road traffic collision the complainant states the officer conducted a breath test on them but not the other party involved.

8. Discrimination complaints

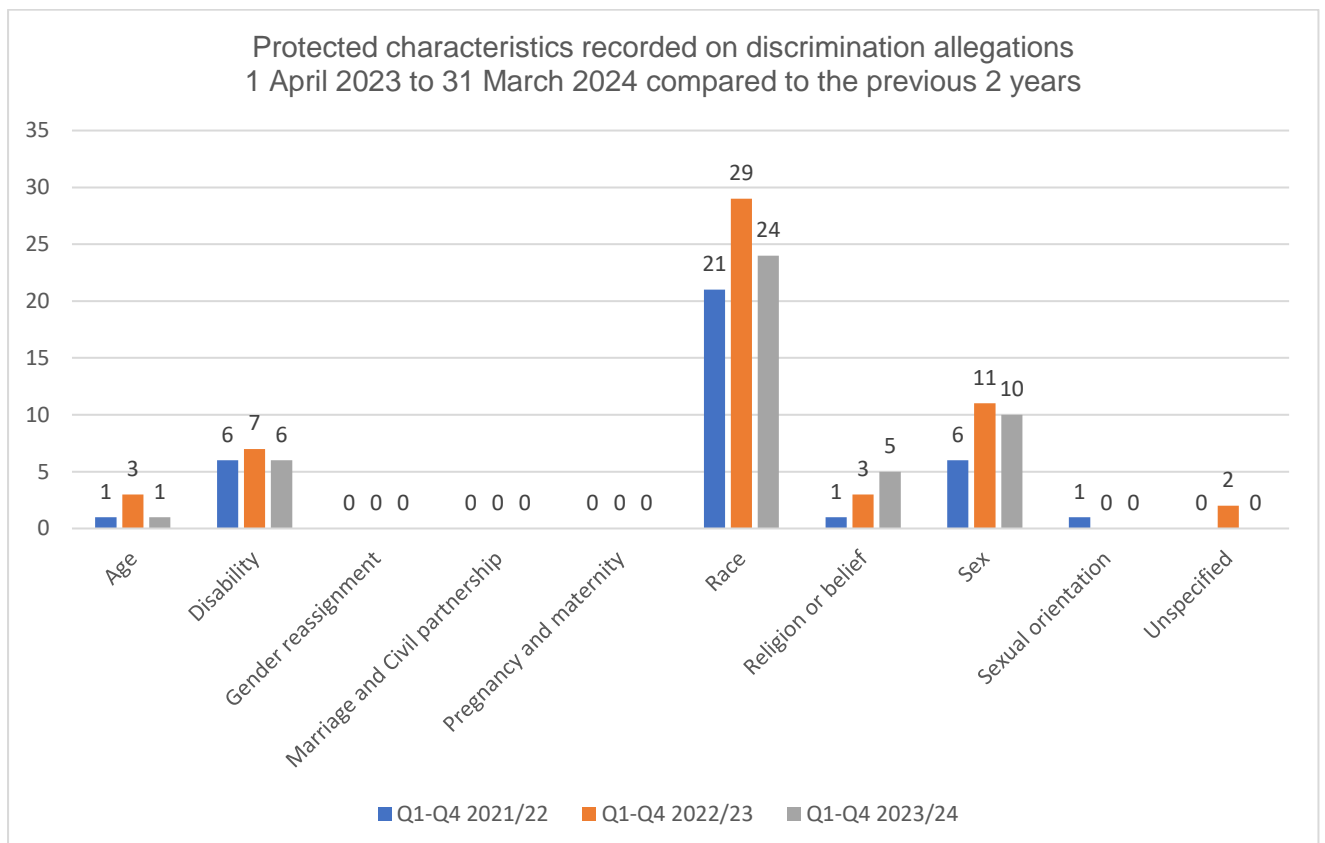
In the reporting period 1 April 2023 to 31 March 2024, the Professional Standards Department recorded 1,090 complaint allegations under new Regulations. Of this total, 46 allegations were recorded alleging discrimination which is 4.2% of the total.

To compare this to the previous year, 55 allegations of discrimination were recorded which was 5% of the total 1,095 allegations recorded.

In 2021/22, 36 allegations of discrimination were recorded which is 3.7% of the 985 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 16): The chart below shows the protected characteristics recorded on allegations received in the reporting period, compared 2022/23 and 2021/22:



Of the 46 allegations recorded in the reporting period, 24 were made under the protected characteristic of race, which is 52.2% of all discrimination allegations. Complainants feel the service they received was not acceptable, or they were treated less-favourably, due to their ethnicity.

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Of the 24 allegations recorded:

- 62.5% relate to an investigation, believing they have been treated differently or less-favourably during the investigation or that the arrest was made due to their ethnicity.
- 21% relate to the pro-active use of police powers, i.e. traffic stops where the complainant believes that the stop was motivated by race or stop and search where the complainant believes they stopped due to their ethnicity.
- The remaining complaints relates to interactions with police when responding to incidents where they believe officers' actions or inaction was due to the complainants' ethnicity.

Of the 28 complaints recorded as discrimination on the grounds of race, 18 have been finalised to date:

- 16 were determined as the service provided was acceptable
- 1 was determined as the service provided was not acceptable
- 1 complaint has been withdrawn

In the case where it was determined that the service was not acceptable the complainant believed they were being treated unfairly. The incident was compounded due to having experience of having been a suspect as well as victim. The two different officers dealing with the separate circumstances had two different experience levels with differing workloads which has reflected on the service provided. The investigating officer provided the officer with feedback regarding managing expectations and providing unrealistic promises around the investigation. The investigator did not deem the complainant was treated differently and whilst some of the elements of the investigation were wrong, this was not based on race. Learning was identified for the officer.

Of the remaining 22 discrimination allegations:

Ten have been made under the protected characteristic of Sex. Of the allegations, four have been made by females who state that they have been treated less favourably or not taken seriously by officers.

Six allegations have been recorded under the protected characteristic of Disability. Complainants believe officers have not made reasonable adjustments, considered vulnerabilities, abused their power or treated the complainants less favourably.

Five allegations have been made under the protected characteristic of Religion or belief where the complainants state they have been treated differently during the investigation due to their religion.

One complaint was made under the protected characteristic of age. The complainant feels they were discriminated against due to being young as the officers were in their late 40's.

Of the total 46 discrimination allegations recorded, 32 have been finalised to date with just one determined that the service provided was not acceptable, which as detailed above.

9. Police officers and staff subject of complaint

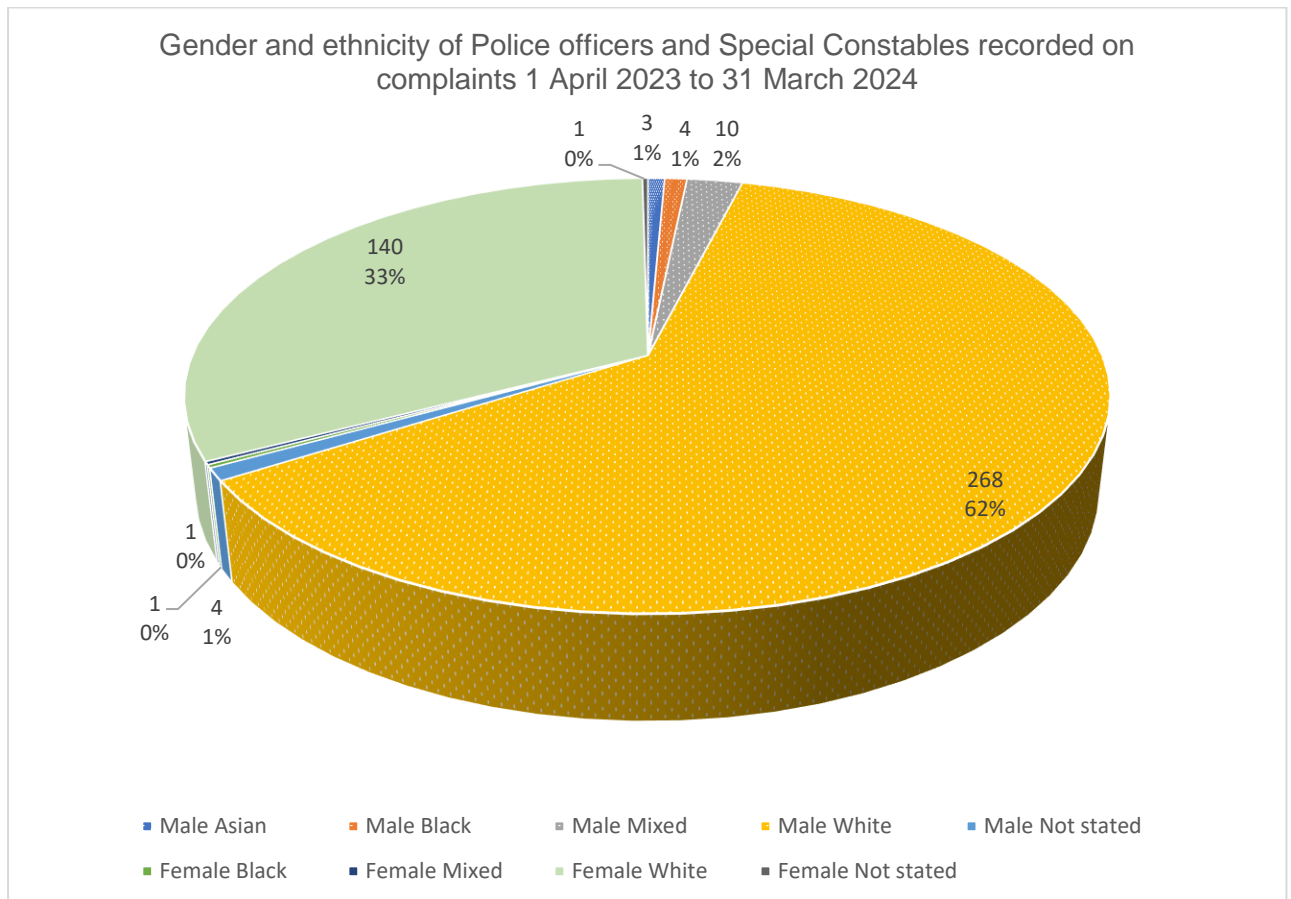
The 337 complaints received in the reporting period have been made against 776 Suffolk police officers, Special Constables and members of police staff (subjects).

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 468 individual officers and staff³ have been identified on the complaints received in the reporting period however it is likely that this number will increase during the investigation / resolution of the complaint.

Police officers

(Chart 17): Of the identified subjects 432 are Suffolk police officers and Special Constables and details of their gender and ethnicity are shown in the chart below:



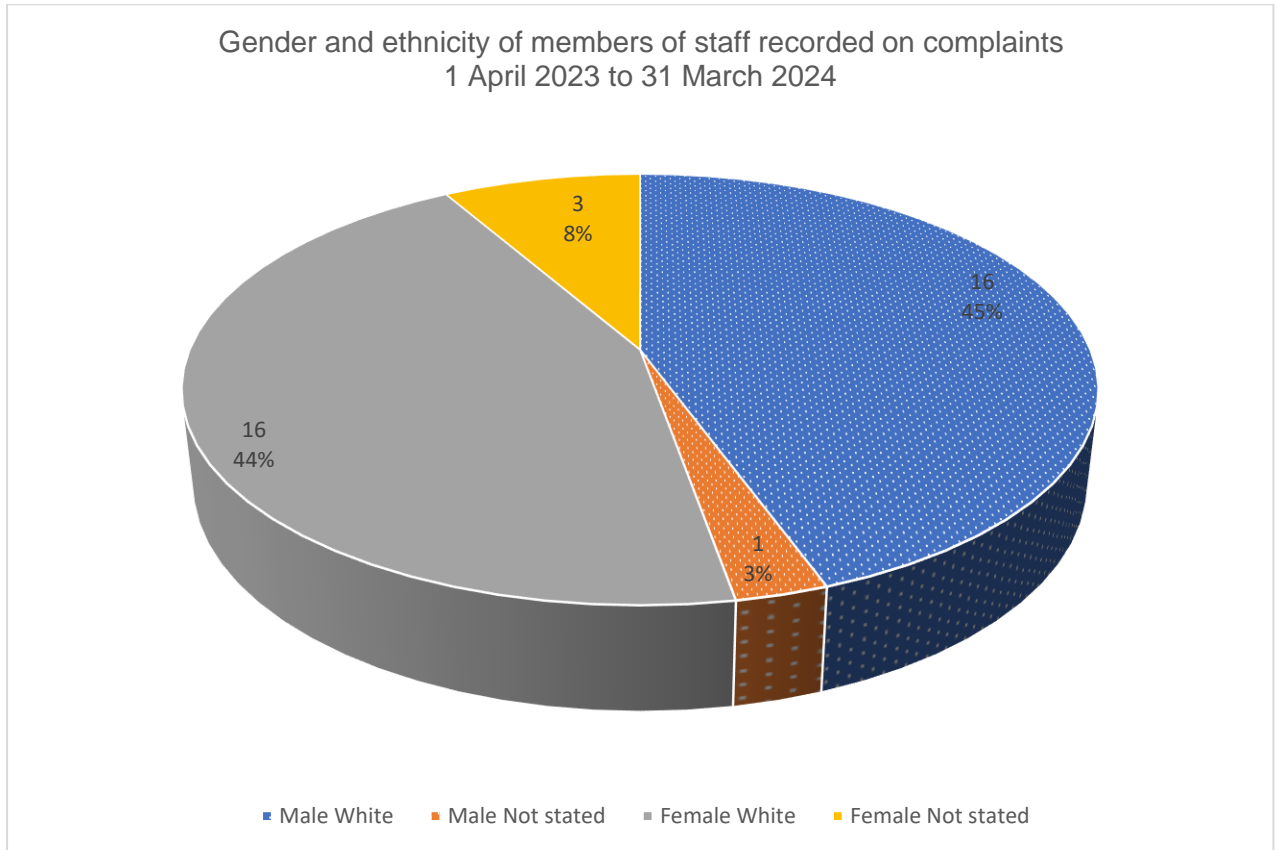
Of the 432 identified officers recorded on the complaints, 4.4% are BAME, 94.4% are White and 1.2% are unknown/not stated.

This compares to the Suffolk workforce figures which show that 2.6% of officers are BAME, 96.1% are White and 1.3% have not stated their ethnicity.

³ Individual officers and staff have been counted once regardless of how many complaints they may be linked to in the reporting period.

Members of police staff

(Chart 18): Of the identified subjects, 36 are members of police staff and details of their gender and ethnicity are shown in the chart below:



10. Organisational learning

Identifying and implementing organisational and individual learning is essential for any organisation to grow and develop. Suffolk Constabulary works closely with the Independent Office for Police Conduct (IOPC) and the Office of the Police and Crime Commissioner (OPCC) to identify opportunities to learn through the complaint and review process. The Service Improvement Team within the Professional Standards department (PSD) are also developing a culture of learning. They encourage officers and staff to identify learning in everyday tasks. The overall aim is to share this knowledge and seek to implement processes to prevent similar poor practices occurring in the future.

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

- The Professional Standards Department have identified learning arising from a serious injury to a member of the public who was detained following arrest. The review carried out in accordance with the 'Death and Serious Injury' protocol highlighted the need to circulate a safety reminder to all officers and staff regarding the care and treatment of detainees whilst in custody. The policy regarding treatment of detainees in custody has also been reviewed and updated and includes a greater onus on officers to monitor the welfare of detainees prior to the booking in process. The safety reminder focussed on 'active monitoring' of detainees as well as a list of common effects relating to drug use.
- Learning has been identified through an independent investigation by the IOPC into an incident which resulted in a serious injury to a member of the public. The member of public was injured accidentally by his friend who discharged a shotgun in his direction. The investigation found that officers needed to be more cognisant of PNC markers on criminal investigations. As a result, a safety reminder has been circulated to officers. Furthermore, PSD are working with the Firearms licencing team to ensure members of the public subject to criminal investigations who are firearms/ shotgun licence holders are automatically identified and appropriate safeguarding measures put in place.

Increased capacity for learning

The Professional Standards Department are currently undergoing internal changes to improve the way in which we identify and address both individual and organisational learning. PSD are working closely with the human resources department and other internal stakeholders to develop a joint force data correlation project. This will result in a cross referencing of HR and PSD data to accurately identify trends and themes across the organisation. This project will encompass both complaint and conduct data, highlighting 'hotspots' which require intervention or prevention work. Identified hotspots will be thoroughly researched and discussed at a monthly meeting, where the appropriate intervention can be determined.

This intelligence and analytical work will feed into our new 'Prevent Officer' role. A successful candidate has been selected and will be starting with the department imminently. The Prevent Officer will be tasked with problem solving 'hotspots' identified through the force data correlation work. They will also be the face of PSD, providing bespoke training to teams or departments with an aim of preventing complaints and conduct matters arising.

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This is in addition to the training already provided by PSD to all Sergeants and Inspectors in complaint handling. The training focuses on how best to address the concerns of the public and provide a reasonable and proportionate response to issues or concerns raised. We ask supervisors to acknowledge when something has gone wrong and to identify learning where possible. This work feeds into the learning culture, with the overall aim of improving public service. We feel this approach is necessary to grow and learn as an organisation. We continue to encourage the use of reflective practice to address instances where officers and staff could have behaved differently.

Professional Standards has continued to support the training of Student Officers, Custody Sergeants and Special Constables, this has been further expanded to assist and support the development through presentations to Suffolk Sergeants and the Foundation Detective Course. In 2024 PSD have also begun 'new starter' training for new members of staff, as it was highlighted that student officers receive an input from PSD, but new staff do not. As a result, monthly inputs are delivered centring around the values and standards expected in the police service, and how they may differ from private sector roles.

11. Reviews to IOPC and LPB

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 (the Office of the Police and Crime Commissioner) 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 36 requests to review the outcome of the complaint and of those, two were found to be not valid and 11 were concluded within the reporting period.

The IOPC determined on 26 reviews in the reporting period (includes reviews received prior to the reporting period) and of those:

- 17 were determined as the outcome was reasonable and proportionate
- 9 were determined as the outcome was not reasonable and proportionate

In all 9 cases upheld by the IOPC, it was deemed an investigation/re-investigation was appropriate. Three investigations have been concluded and the remaining six investigations are currently ongoing.

LPB 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 28 reviews were recorded by the Local Policing Body (PCC) in the period of 01/04/23 – 31/03/24. Those 28 reviews have been finalised as follows:

- 25 not upheld (complaint response was seen as reasonable and proportionate).
- 2 upheld (complaint response not seen as reasonable and proportionate)
Formal recommendations were made in response to these complaints relating to the formal recording of the complaint outcome. All recommendations were accepted by the PSD.
- 1 review request was determined that the IOPC was the appropriate review body.

12. Chapter 13 Reviews

Where a local investigation is not completed within 12 months the Appropriate Authority must provide the Local Policing Body and the IOPC with details, in writing, of the cases including the progress of the investigation, an estimate of the timescales, the reason for the length of time taken and a summary of the steps to progress the investigation and bring it to a conclusion. There is a requirement to provide a response every 6 months following the 12-month anniversary until the investigation is finalised. These notifications (12 month letters) are referred to as Chapter 13 reports (as the requirements are outlined in Chapter 13 of the IOPC Statutory Guidance).

In the reporting period, 1 April 2023 to 31 March 2024, 23 reports were sent on 15 complaint cases and five conduct cases. Of the complaint cases, three have been subject to two Chapter 13 reports within the reporting period.

Of the 15 complaint cases, two are currently suspended due to the matter being sub judice and a further seven cases have now been finalised.

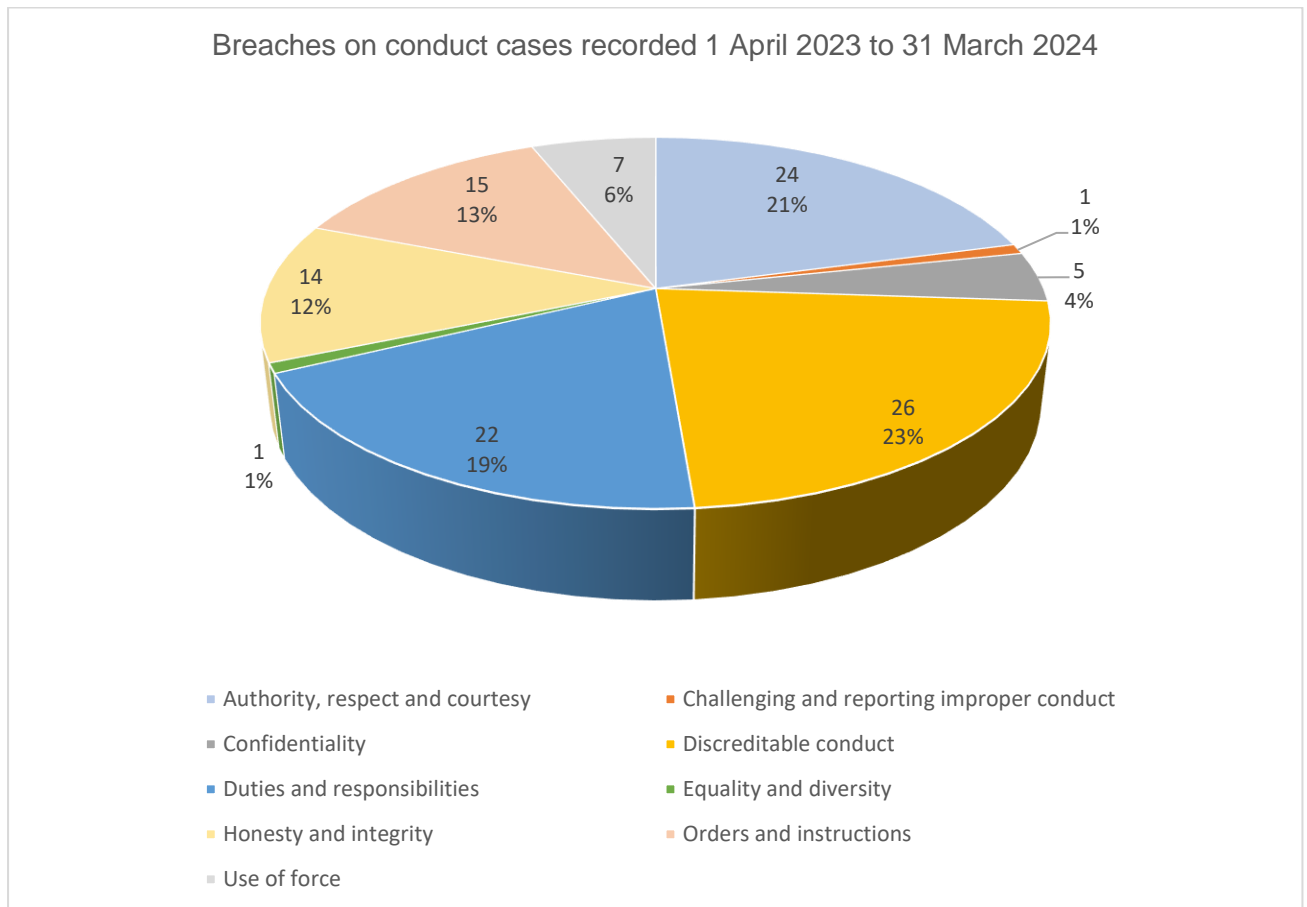
The investigation of a complaint cannot take place whilst the case is suspended and the therefore the timeliness of cases can be impacted by delays in the court process.

13. Internal Investigations

In the reporting period, 1 April 2023 to 31 March 2024, 70 internal conduct cases were recorded. This is an increase of 35% compared to the previous year when 52 conduct cases were recorded.

A total of 115 separate breaches of the Standards of Professional Behaviour have been recorded on the 70 conduct cases. These breaches relate to 73 Police officers, 12 members of Police staff and 3 members of the Special Constabulary.

(Chart 19): The chart below displays a breakdown of the breaches recorded on the conduct cases under each category and as a percentage overall:



The most frequently recorded breach in the reporting period was Discreditable conduct which is 22.6% of the total recorded. This is followed by Authority, respect and courtesy at 20.9% and Duties and responsibilities, which is 19.1% of the total breaches recorded.

Examples of some of the breaches recorded are as follows:

- Allegation the officer sent private messages to a female they met during course of their duties
 - *Referred to the Reflective Practice Review Process*
- Allegation the officer has engaged in conduct amounting to harassment/stalking
 - *Live investigation*

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- Allegation the officer made inappropriate comments towards a colleague
 - *The officer was referred to a misconduct meeting and received a Final Written Warning*
- Allegation the officer used physical force against a colleague causing them to fall
 - *Referred to the Reflective Practice Review Process*
- Allegation the officer delayed seeking appropriate medical treatment for the detained person
 - *Referred to the Reflective Practice Review Process*
- Allegation the member of staff consumed alcohol whilst at work
 - *The member of staff was referred to a misconduct hearing resulting in dismissal*

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14. **Misconduct outcomes**

(Table 9): The following table provides details of the misconduct outcomes recorded against police officers, police staff and members of the Special Constabulary as a result of hearings and meetings.

MISCONDUCT HEARINGS		
	Nature of Offence	Outcome
1	A member of police staff attended a misconduct hearing for Authority, respect and courtesy Participated in a group using inappropriate language and discriminatory content	Final Written Warning
2	A former member of police staff was subject of a misconduct hearing for Equality and diversity Conviction at court for Malicious Communications	Would have been dismissed had they not resigned
3	A former member of police staff was subject of a misconduct hearing for Discreditable conduct Theft of police uniform and impersonating a police officer	Would have been dismissed had they not resigned
4	A former member of police staff was subject of a misconduct hearing for Honesty and integrity Falsification of records for personal gain or otherwise	Would have been dismissed had they not resigned
5	A member of police staff attended a misconduct hearing for Honesty and integrity Accessed Force systems for a non-policing purpose	Dismissed
6	A police officer attended a misconduct hearing for Authority, respect and courtesy and Discreditable conduct Inappropriate behaviour towards two female colleagues	Written warning
7	A former police officer was subject of a misconduct hearing for Honesty and integrity, Duties and responsibilities and Discreditable conduct Engaging in a business interest which was not authorised	Would have been dismissed had they not resigned
8	A member of police staff attended a misconduct hearing for Authority, respect and courtesy, Equality and diversity and Discreditable conduct Made inappropriate comments	Dismissed

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9	A police officer attended a misconduct hearing for Authority, respect and courtesy and Discreditable conduct Domestic related matters	No case to answer
10	A police officer attended a misconduct hearing for Authority, respect and courtesy and Equality and diversity Inappropriate comments on social media	Final Written warning
11	A police officer attended a misconduct hearing for Authority, respect and courtesy Sent inappropriate images and video	No case to answer
12	A former police officer was subject of a misconduct hearing for Authority, respect and courtesy and Discreditable conduct. Abuse of position for a sexual purpose	Would have been dismissed had they not resigned
13	A member of police staff attended a misconduct hearing for Honesty and integrity, Duties and responsibilities and Discreditable conduct Failure to follow policy and procedures	Dismissed
14	A former police officer was subject of a misconduct hearing for Honesty and integrity, Duties and responsibilities, Confidentiality and Discreditable conduct Inappropriately promoted the commercial services of others to members of the public during the course of their policing duties	No further action
15	A member of police staff attended a misconduct hearing for Duties and responsibilities, Fitness for work and Discreditable conduct Consumed alcohol whilst at work	Dismissed
16	A former police officer was subject of a misconduct hearing for Confidentiality and Discreditable conduct Accessed and viewed police records for a non-policing purpose	Would have been dismissed had they not resigned
17	A police officer attended a misconduct hearing for Authority, respect and courtesy and Discreditable conduct Had sexual intercourse with a colleague who was either incapable of providing informed consent or who was vulnerable by virtue of their state of intoxication	Dismissed

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MISCONDUCT MEETINGS		
1	A police officer attended a misconduct meeting for Confidentiality Alleged disclosure of information to a third party	Referral to Reflective Practice Review Process
2	A police officer attended a misconduct meeting for Use of force and Authority, respect and courtesy Used excessive force and inappropriate language	Referral to Reflective Practice Review Process
3	A member of police staff attended a misconduct meeting for Authority, respect and courtesy Used language which could be deemed offensive and unprofessional	Written Warning
4	A police officer attended a misconduct meeting for Authority, respect and courtesy and Discreditable conduct Using unacceptable and offensive language	Written Warning
5	A police officer attended a misconduct meeting for Authority, respect and courtesy and Discreditable conduct Used language which was unacceptable and offensive about a colleague	Final Written Warning
6	A police officer attended a misconduct meeting for Use of force and Authority, respect and courtesy Use of force and language used during a traffic stop	Referred to Reflective Practice Review Process
7	A police officer attended a misconduct meeting for Authority, respect and courtesy and Discreditable conduct Inappropriate comments and behaviour towards colleague	Final Written Warning

15. 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 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.

Three police officers resigned during the reporting period and they were referred for misconduct proceedings under former police officer regulations. In all three cases it was determined the officers would have been dismissed had they still been serving.

One further police officer resigned in the reporting period and the investigation is ongoing.

In the reporting period two Special Constables resigned whilst under investigation. It was determined the cases amounted to misconduct and therefore no further action was taken.

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.

Of the misconduct hearings for police officers held during the reporting period, one was heard in private.

Changes to the chairing of police misconduct hearings came into effect in May 2024. Chief Constables will have stronger decision-making powers to determine whether a police officer should be dismissed from the police service, by chairing public gross misconduct hearings. It is hoped this new protocol will expedite the misconduct hearings process to the benefit of the public, Constabulary, and subject officer/staff.

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 2023 to 30 September 2023 and 1 October 2023 to 31 December 2023.

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 as well as complaints that were withdrawn.

Overall, the files sampled were completed to the expected standard with processes and procedures followed. There were positive examples of appropriate learning being identified as well as 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). These issues included:

- Delay in progressing the complaint once the complaint was submitted to area.
- Delay in the complaint assessment process being completed.
- Delay in the final written outcome being provided to the complainant.

Positive discussions have taken place with PSD regarding the areas of improvement and the OPCC has been provided information regarding changes to procedures in relation to chasing investigating officers for updates, an updated complaint withdrawal process and the additional work within the complaint assessment process to help identify any potential patterns of behaviour.

In conclusion, whilst there have been some issues highlighted, it must be stated that this was a positive Dip sample with clear examples of detailed investigations taking place which covered several sensitive subjects with examples of proactive learning being identified. The OPCC will continue to monitor the newly implemented complaint procedures to ensure they have a positive impact on the complainants experience.

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.

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IOPC Complaint Categories:

Reference	Category / sub-categories
A	<p>Delivery of duties and service</p> <p>A1 Police action following contact A2 Decisions A3 Information A4 General level of service</p>
B	<p>Police powers, policies and procedures</p> <p>B1 Stops, and stop and search B2 Searches of premises and seizure of property B3 Power to arrest and detain B4 Use of force B5 Detention in police custody B6 Bail, identification and interview procedures B7 Evidential procedures B8 Out of court disposals B9 Other policies and procedures</p>
C	<p>Handling of or damage to property/premises</p>
D	<p>Access and/or disclosure of information</p> <p>D1 Use of police systems D2 Disclosure of information D3 Handling of information D4 Accessing and handling of information from other sources</p>
E	<p>Use of police vehicles</p>
F	<p>Discriminatory behaviour</p> <p>F1 Age F2 Disability F3 Gender reassignment F4 Pregnancy and maternity F5 Marriage and civil partnership F6 Race F7 Religion or belief F8 Sex F9 Sexual orientation F10 Other</p>

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Reference	Category / sub-categories
G	<p>Abuse of position/ corruption</p> <p>G1 Organisational corruption G2 Abuse of position for sexual purpose G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship G4 Abuse of position for financial purpose G5 Obstruction of justice G6 Abuse of position for other purpose</p>
H	<p>Individual behaviours</p> <p>H1 Impolite language/tone H2 Impolite and intolerant actions H3 Unprofessional attitude and disrespect H4 Lack of fairness and impartiality H5 Overbearing or harassing behaviours</p>
J	<p>Sexual conduct</p> <p>J1 Sexual assault J2 Sexual harassment J3 Other sexual conduct</p>
K	<p>Discreditable conduct</p>
L	<p>Other</p>

The above categories are explained in greater detail in this document (Appendix A):
[Guidance on capturing data about police complaints Jan2021.pdf](#)
policeconduct.gov.uk