

DIP SAMPLING OF COMPLAINTS 29/10/18

General comments

- **Timeliness is generally good with only one (rare) example of failure to meet time scale**
- **Contact with complainant is generally good**
- **Use of the new assessment form, including details of preliminary enquiries is an excellent system , assisting informed decision making.**
- **An example of staff recognising lessons learned (but failing to record in tab)**
- **Two good examples of the Force taking action following a valid complaint issue**
- **One example of the IOPC finding management action required where Force had not felt necessary**
- **Out of 18 randomly selected complaints, 3 were from persistent complainants making complaints about minor issues arising from their previous complaint handling (examples of the additional workload for PSD)**
- **One good example of the Force 'going the extra mile' to investigate an issue on behalf of a someone who could be seen as belonging to a vulnerable section of the community**
- **An example of the Force approaching appeals with an open mind and being willing to overturn a previous decision**

CO780/17 WEST

Received 8/11/17

Recorded 20/11/17

Finalised 10/5/18

Local Handling

Complaint is that an assault against him was not adequately investigated.

All correspondence with complainant is decent quality and timely. Unable to access all documents but no issues of concern as far as I can see

CO843/17 EAST

Received 2/1/18

Recorded 2/1/18

Finalised 24/9/18

NSR – allegations of assault by officer and unfairness re treatment in custody

Report conclusion that there was no misconduct was appealed to IOPC who requested CCTV from custody.

IOPC concluded that management advice should be given to officer re omissions around issuing of caution.

Disappointing that the Force did not identify this issue.

ADB mentions in notes on 26/4/178 that this “suitable for adding to lessons learned” but this was not done. Good that this was picked up but disappointing not followed through.

CO21/18 HQ OPS

Received 17/1/18

Recorded 19/1/18

Finalised 21/6/18

Local Handling

Complaint is re incident in custody.

All correspondence with complainant is decent quality and timely and he was contacted at an early stage by the IO.

CCTV reviewed by IO. Report is reasoned and considered and concluded nothing wrong by officers.

CO780/17 SOUTH

Received 13/2/18

Recorded 16/2/18

Finalised 11/6/18

Local Handling

Complaint is that officer failed to make appropriate enquires before issuing an harassment warning, rude in doing so, mistaken in the law, and lied about his knowledge of the complaint

Complainant is a former officer and the wife of a serving officer.

Excellent AA comments around need to take care to ensure that no conflict around the parties being known to officers, and also to be aware of possibility of unconscious bias.

Investigation appears to be thorough and concludes no wrongdoing o=by officers but :

- Concerns that officer giving notice activated his bodycam but it could not be downloaded – need to follow up on this to ensure not an ongoing issue? Cannot see details about this being done.
- concerns that the IO not been able to speak to the complainant.

CO780/17 SOUTH

Received 9/2/18

Recorded 15/2/18

Finalised 15/5/18

Local Handling

Complaint arises out of domestic dispute – complainant alleges that Police were lenient towards his ex-wife in relation to a drink driving incident.

Evidence of a detailed thorough investigation which concluded that the officers dealt with all aspects correctly

Good contact with complainant

CO339/18

Received 2/7/18

Recorded 3/8/18

Finalised 13/8/18

Local Handling

Delay in recording because the complaint was "in the wrong place"

Complaint is that in a letter his name was incorrectly written. (Appears to arise from another complaint which he feels is not being dealt with adequately).

Police staff apologises -very good letter to complainant.

CO122/18 WEST

Received 15/3/18

Recorded 20/3/18

Finalised 7/8/18

Local Handling

Complaint is re unfairness around harassment warning re neighbour dispute.

IO met C face to face and detailed review =- satisfied officer dealt with this correctly

Correspondence with complainant is decent quality and timely.

CO124/18 HQ

Received 20/3/18

Recorded 221/3/18

Finalised 10/5/18

Local Handling

Complaint is that drivers of 2 police vehicles used radios whilst driving

Management action taken as a result of enquiries.

Driver of recovery vehicle suspended from driving pending retraining and received words of advice re sue of radio

Recovery vehicles being fitted with hands free radio equipment and dash cams.

Good contact and correspondence with complainant.

Excellent response by the Force.

CO192/18 HQ

Received 12/4/18

Recorded 25/4/18

Finalised 27/6/18

Local Handling

Complainant reported a fraud to action Fraud and, when not heard from them, passed I on the Force, who correctly referred back to Action Fraud. When AF said No Further Action, the complainant said that the Force should have investigated themselves.

Evidence that the original matter was properly dealt with as identified by the IO.

Correspondence with complainant is decent quality and timely.

CO3176/18

Received 16/4/18

Recorded 18/4/18

Finalised 2/8/18

Local Handling

Complaint is that in a letter his name was incorrectly written. (Appears to arise from another complaint which he feels is not being dealt with adequately).

Police staff apologises -very good letter to complainant.

CO00293/18

Received 30/04/18

Recorded 08/05/18

Finalised 27/06/18

Local Handling

Complainant had unrealistic expectations regarding Police involvement in a neighbour dispute. Local Sgt resolved

Good letter and report copies to complainant

CO226/18

Received 22/05/18

Recorded 23/05/18

Finalised 18/06/18

Relates to fracking where complainant alleges she was inappropriately manhandled

NSR

Incident was captured fully on CCTV with no obvious issue for complaint. Complainant failed to respond to numerous attempts to contact and discuss. Case closed

CO154/18

Received 06.04.18

Recorded 11/04/18

Local handling

Complainant alleged no arrest had been made in relation to a third party though he himself had been arrested sustaining a fractured shoulder in the process. Surprising to see it classified as local handling given the above but initial work had revealed that there had not been any injury caused during arrest despite some initial confusion stemming from the wording of the complaint. After some consideration it appeared to be correctly classified for local handling.

Complainant was provided with a very comprehensive report from the officer who resolved the complaint

CO145/18

Received 03/04/18

Recorded 04/04/18

Finalised 21/05/18

NSR

This complaint was one of homophobic behaviour on two occasions by unidentified and separate officers. The complaint was based on the attitude, manner and tone of the officers rather than any specific words used. Despite the lack of detail in the complaint the Division went to considerable lengths to identify the officers concerned who recalled the incidents because of the unexpected response from the complainant to whom they were offering help believing him to be in need of it.

The case was not upheld and a good letter was sent to the complainant. A good example of making additional efforts to investigate an allegation of homophobia on the part of officers.

CO876/16

Received 27/10/16

Recorded 28/10/16

Finalised 2018

Direction and control

This complaint was made by a persistent complainer who was advised that it was a direction and control matter but delays in finalising the case occurred because it was referred via IOPC

CO826/16

Received 31/10/16

Recorded 28/10/16

Finalised 31/05/18

Special requirement investigation

Complainant alleged he received broken ribs, collar bone and a black eye during police custody. Extensive investigation determined that injuries had not been sustained in Police custody and when complainant was transferred to a private ambulance service he was uninjured. Suspicion is that poor transportation led to accidental injuries but private ambulance company has continually failed to respond to correspondence or co-operate in any way.

Lengthy and very thorough investigation by PSD with regular and comprehensive updates to complainant apologising and explaining the delays in progress

CO847/16

Received 31/10/16

Recorded 10/11/16

Finalised 18/07/18

NSR (appealed)

This related to a complaint of theft by an employee and the Police failure to investigate thoroughly. The complainants received an initial response to the complaint on 02/08/17 and were unhappy with the result. Although the appeal documents were not available to view, the complaint was re-investigated after appeal and the result was management action being taken against one of the officers involved, upholding the complaint. Complainants remain unhappy that the complaint has been so difficult to progress to a conclusion even though it was eventually upheld

CO308/18

Received 02/07/18

Recorded 16/07/18 (out of time)

Finalised 12/09/18

NSR

This complaint was recorded out of time and assessed for action 14 days after receipt. The investigating officer's report is dated 12.09.18 but whilst it is shown as finalised on the Centurion system the documents such as letters to complainant and investigation report were not available.

The complaint was recorded outside of the time limits and there appears to be a lack of administrative clarity which has prevented an assessment of how this complaint was handled

CO232/18

Received 15/05/18

Recorded 18/05/18

Finalised 19/07/18

Local Handling

This complaint is concerning the inappropriate use of handcuffs to facilitate a drug search. The complaint was dealt with quickly and although not personalised the letter to the complainant with the investigating officer's report attached was fine.

K Sanderson and R weaver 31/10/2018