



Norfolk Constabulary

Freedom of Information Department
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW

Tel: 01953 425699 Ext: 2803
Email: freedomofinformation@norfolk.pnn.police.uk

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Dear

Our ref: FOI 002136/16

I write in connection with your request for information received by both Norfolk and Suffolk Constabularies on the 27th May 2016. This response is being provided on behalf of Norfolk and Suffolk Constabularies as a result of ongoing collaboration. In your requests you sought access to the following information:

I would like you to provide me with data which indicates the number of recorded complaints against police by individuals so I can identify quantity of complaints by individuals.

I require a data source preferably in Excel compatible format which will allow me to identify these figures of all complaints made against the police. My aim is to identify how many complaints individuals make. The following gives an example of what I require.

No of complaints	-	% & quantity recorded
0	-	% & qty
1	-	% & qty
2	-	% & qty
3	-	% & qty
4	-	% & qty
5	-	% & qty
.	-	% & qty
..	-	% & qty
...	-	% & qty
50	-	% & qty

For clarification, of all individuals who have made a complaint or complaints, how many have each individual actually made, please can you also indicate the outcome (upheld, not upheld) and if an appeal was submitted, the outcome. Also, the RAB as assigned for the complaint.

Figures required for a 5 year period.

Norfolk and Suffolk Constabularies holds information relevant to your request.

Response to your request

The following information has been located as relevant to your request.

The Joint Professional Standards Department has undertaken research of public complaint cases for the period 1st April 2011 to 31st March 2016.

NORFOLK

A total of 2,464 complaints have been recorded on 2,254 cases.

Number of Complaints Made	Number of Complainants (individuals)
1	1,927
2	135
3	31
4	10
5	8
6	1
7	1
8	2
11	1
13	1
17	1
24	1

Of the above complaint cases and based on those which have been finalised, to date, please see outcomes below:-

Outcome	Number
Upheld	239
Not upheld	903
Locally resolved	620
Disapplication	65
Discontinued	26
Dispensation	48
Withdrawn	146
De-recorded	9

The table below details the number of valid appeals, made against the recorded complaints, along with the outcome to date.

Appeal Body	Upheld	Not upheld	Awaiting decision	Total
IPCC	51	105	10	166
Force	42	172	6	220

Up until 22nd November 2012, the IPCC was the appeal body for all complaints. Changes in legislation on that date, passed the responsibility for most appeals to each individual police force. The following table provides the number of cases recorded against each relevant appeal body:-

Relevant Appeal Body	Number
IPCC	922

Force	1226
Not recorded*	106

*Not recorded relates to cases which are still open, the RAB can be entered at any time up to the closure of the file.

SUFFOLK

A total of 1,642 complaints have been recorded on 1,531 cases.

Number of Complaints Made	Number of Complainants (individuals)
1	1,299
2	101
3	20
4	5
6	1
7	2
8	1
9	1
10	1
14	1

Of the above complaint cases and based on those which have been finalised, to date, please see outcomes below:-

Outcome	Number
Upheld	156
Not upheld	531
Locally resolved	452
Disapplication	58
Discontinued	22
Dispensation	43
Withdrawn	140
De-recorded	12

The table below details the number of valid appeals, made against the recorded complaints, along with the outcome to date.

Appeal Body	Upheld	Not upheld	Awaiting decision	Total
IPCC	29	47	3	79
Force	36	134	7	177

Up until 22nd November 2012, the IPCC was the appeal body for all complaints. Changes in legislation on that date, passed the responsibility for most appeals to each individual police force.

The following table provides the number of cases recorded against each relevant appeal body:-

Relevant Appeal Body	Number
IPCC	527
Force	946
Not recorded*	58

*Not recorded relates to cases which are still open, the RAB can be entered at any time up to the closure of the file.

This response will be published on the both the Norfolk and Suffolk Constabulary web-sites. A link to the disclosure log pages of each Constabulary web-site is provided below.

<http://www.norfolk.police.uk/aboutus/yourrighttoinformation/freedomofinformation/disclosurelog.aspx>

<http://www.suffolk.police.uk/aboutus/yourrighttoinformation/freedomofinformation/disclosurelog.aspx>