



May 2017

Freedom of Information Request Reference N^o: FOI 004818/17

I write in connection with your request for information received by the Norfolk and Suffolk Constabulary on the 4th May 2017 in which you sought access to the following information:

For the last three years (back to April 2014), can you please specify:

- 1 The number of complaints made against police officers for inappropriate use of social media
 - The nature of the complaint – eg, alleged offensive language, homophobic language, inappropriate photograph, etc
 - The action taken against the officer in each case (disciplinary, written warning, management advice, etc)
 - The date of the complaint (a month by month breakdown will suffice)

Secondly, for the same timeframe, can you please specify:

- 2 The number of complaints made against FORCE-RUN SOCIAL MEDIA ACCOUNTS for inappropriate use of social media
 - The nature of the complaint – eg, alleged offensive language, homophobic language, inappropriate photograph, etc
 - The action taken in each case
 - The date of the complaint (a month by month breakdown will suffice)

Response to your Request

The response provided below is correct as of 4th May 2017

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

The Joint Professional Standards Department has undertaken a review of public complaints which have been recorded between 1st April 2014 and 31st March 2017. They have carried out a freetext search of complaints made against officers using the keywords of:-

- Social Media
- Facebook
- Twitter
- WhatsApp
- Instagram
- Snapchat
- Spotify

This research has identified the follow allegations of inappropriate use of social media:-

NORFOLK

Personal Social Media

Month/Year recorded	Summary	Outcome
April 2016	Allegation that an officer ignored the welfare of the complainant when accessing personal social media on mobile phone	Not upheld
October 2016	Allegation that an officer accessed personal Facebook account whilst with detained person	Not upheld
January 2017	Allegation that an officer accessed the complainant's Facebook account	Not upheld

Force Social Media

Month/Year recorded	Summary	Outcome
September 2016	Allegation that an officer made an inappropriate comment on Force Twitter account relating to an incident the member of public was involved in	Discontinued

SUFFOLK

No complaints have been received, therefore no relevant information held.