

PROFESSIONAL STANDARDS COMMITTEE – 7 JULY 2010

COMPLAINTS AGAINST THE POLICE

REPORT BY CHIEF CONSTABLE

Introduction

1. The record of complaints was examined on 23 February 2010 by Mr P Bratton, Mr A Smith, Dr R Walker, Mr F Faiz and Mr G Daniel. The inspection on this occasion included the cases recorded and completed since the inspection on 2 December 2009.

Statistics

2. The statistics for the year 2009/10 (1 April 2009 to 31 March 2010) are provided as follows:

Appendix A shows a detailed breakdown of the types of complaints recorded for the year. It will be noted that the number of complaints recorded during the period of 1 April 2009 to 31 March 2010 has increased by 4.5% over the same period for the previous year (increased from 1021 to 1067).

Appendix B is a graphical analysis of cases and complaints recorded over the last five years.

Appendix C is a graphical analysis of the complaints recorded for this period.

Appendix D provides a breakdown and a graphical analysis of the complaints recorded about Divisions and Departments during the period of 1 April 2009 to 31 March 2010, together with comparisons with the previous year's figures for the same period.

Appendix E provides a table of the recorded complaints and related cases, the average number of complaints per case and the number of complaints per 1000 incidents. Appendix 5 also includes a graphical analysis of the number of cases recorded per Division with a comparison to last year's figures.

Appendix F provides an officer analysis of the officers complained of during this period. This table also includes an ethnic and age breakdown of complainants.

Appendix G analyses the complaints completed. It will be noted there has been a slight decrease of 6.5% (1091 to 1019) in the number of complaints completed during this period. 38% of complaints were locally resolved.

Substantiated Complaints – 1 October 2009 to 31 December 2009

- 3.1 During this period seven complaints were substantiated.
- 3.2 The first case relates to an allegation that whilst attending a court case for the complainant the officer made inappropriate comments in front of other witnesses. The officer concerned has been dealt with by management action.
- 3.3 The second case relates to an allegation that the officer gave incorrect information to the complainants concerning a solicitor attending the custody centre. The officer concerned has been dealt with by management action.
- 3.4 The third case relates to an allegation that the officer failed to provide the complainant with a stop and account form. The officer concerned has been dealt with by management action.
- 3.5 The fourth case relates to an allegation that an officer failed to reply to letters from the complainant's solicitors regarding a complaint. The officer concerned has been dealt with by management action.
- 3.6 The fifth case relates to an allegation that two officers failed to investigate the criminal allegation reported by the complainant. Both of the officers concerned will be dealt with by management
- 3.7 The sixth case relates to an allegation that an officer failed to conduct an identity procedure whilst investigating an assault. This failure led to the unnecessary charging of the complainant. The officer concerned is due to be dealt with by management action.
- 3.8 The seventh case relates to an allegation that a Special Constable failed to pass information onto a custody officer, which had a detrimental effect on the complainant's daughter's medical care. The Special Constable concerned is due to be dealt with by management action.

Appeals against the Outcome of a Police Investigation

- 4.1 The Police Reform Act allows complainants to express their dissatisfaction by appealing against the outcome of a police investigation to the Independent Police Complaints Commission.
- 4.2 During the quarter of 1 January 2010 and 31 March 2010 there were thirty-two appeals to the IPCC relating to complaints against Sussex Police. One related to an appeal against the non-recording of a complaint, twenty-six relate to appeals against the outcome of an investigation and five relate to the local resolution process.
- 4.3 The appeal against the non-recording of a complaint and one appeal against the outcome of an investigation were upheld. Seven appeals concerning the outcome of a police investigation were not upheld and we are waiting for the results of the other appeals from the IPCC.

Complaints Involving Reliance Staff

- 5.1 During the period of 1 April 2009 to 31 March 2010, five complaints have been made against Reliance Staff. One complaint related to neglect of duty and four related to incivility.
- 5.2 Two complaints of incivility and one complaint of neglect of duty have been substantiated and this has been resolved by the staff members' supervisors. The other complaint of incivility has been found unsubstantiated and the last complaint of incivility is still under investigation.

Recommended – that the report be noted.

MARTIN RICHARDS
Chief Constable

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