

**Report of the Chief Constable to the Chair and Members
of the Professional Standards Panel
3rd November 2011**

**Executive & Presenting Officer: Mr Sean White, Assistant Chief Constable
(Crime & Operations)**

Status: For information

Complaints Against Police

1 Purpose

- 1.1 To inform Members of the Complaints Against Police for the period 1st July to 30th September 2011.

2 Recommendations

- 2.1 That Members note the content of the attached report.

3 Reasons

- 3.1 The Quarterly Progress Report on Complaint Issues for Cleveland Police for the period July to September 2011 is attached. The report is produced in this format to be National Intelligence Model (NIM) compliant.
- 3.2 There has been a 17% decrease in the number of Cases recorded during this period (121 to 101), with an 11% decrease in the number of Complaints (218 to 195).
- 3.3 When a complaint is received a file is opened known as a case. If the complainant makes several allegations these are recorded as complaints. For example, they may claim that they were assaulted during their arrest, the

Officers were uncivil to them and whilst in custody they were denied access to their solicitor. This would be recorded as 1 Case with 3 Complaints attached to it – each reported under the appropriate Home Office code.

- 3.4 Complaints of 'other neglect/failure in duty' (49), 'incivility' (22) and 'other assault allegations' (23) continue to be made at high levels.
- 3.5 23% (29) of completed complaints have been locally resolved.
- 3.6 Locally resolved means being finalised at District/Departmental level and often involves giving advice to the Officer complained of. This is the most effective method of resolving complaints both in terms of public satisfaction and cost. Guidelines from the IPCC recommend more emphasis on 'local resolution', i.e. the Police and complainant negotiate a desired outcome, which could involve a face to face meeting with the officer or Police Staff employee complained of.

4. Implications

4.1 Finance

There are no finance implications to this report.

4.2 Diversity & Equal Opportunities

There are no diversity or equal opportunities issues identified by the data contained within the report.

4.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

4.4 Sustainability

There are no sustainability implications to this report.

4.5 Risk

The organisation is at risk of low public confidence if complaints are not professionally resolved. The report clearly indicates that the complaints process is robust.

5. Conclusion

- 5.1 There has been a decrease in the number of cases and complaints during the reporting period. Lessons continue to be learned from the complaints raised which are identified in the report.

Jacqui Cheer
Temporary Chief Constable