



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

Freedom of Information Request Reference N°: FOI 001184-18

I write in connection with your request for information received by Suffolk Constabulary on the 29 March 2018 in which you sought access to the following information:

“The number of complaints made against PCSO's about parking tickets being issued and separately complaints made in the nature of which the ticket was issued for April 2017 TO April 2018

How many complaints were lodged against Suffolk Constabulary traffic wardens in the time frame: April 2017 – April 2018?

Response to your Request

The response provided below is correct as of 29 March 2018.

Suffolk Constabulary has considered your request for information and the response is below.

Suffolk Constabulary no longer has Traffic Wardens, the role of the Traffic Warden was designated to PCSOs and therefore this action is primarily enforced by PCSOs, with Police Officers enforcing if deemed necessary.

Our Professional Standards department have confirmed that between April 2017 and March 2018 a total of 2 public complaints were received regarding parking tickets.

One ticket was issued by a PCSO and the other issued by a Police Officer, both of these complaints were regarding the actual issue of the parking ticket and not related to the conduct of the PCSO/Officer.

Police forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data and information. It should be noted that for these reasons this force's response to your questions should not be used for comparison purposes with any other response you may receive.



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A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



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Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700