



Freedom of Information Request Reference N^o: FOI 002180-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 21 June 2018 in which you sought access to the following information:

1. *“What is the total number of complaints made by members of the public about your force? If your force categorises them then please provide a total and a breakdown by category.*
2. *If not covered in the answer to question one, how many complaints were made about the quality of investigations?”*

Response to your Request

The response provided below is correct as of 22 June 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your request. The Constabularies do not hold, for the purposes of FOIA, all of the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, exceeding the appropriate limit for dealing with Freedom of Information requests in terms of costs and therefore, Section 12(1) of the Freedom of Information Act 2000 applies.

It is considered that to provide an answer to your request will take in excess of 36 hours to provide the information. The data required for question 2 is not recorded in a way that will enable the Constabularies to identify those complaints concerning the quality of the investigation. Each complaint would need to be interrogated to establish the specific reason for the complaint. Considering there are approximately 2000 public complaints recorded per force, it would take in excess of 100 hours to extract the information for question 2.

Section 12(1) of the Freedom of Information Act 2000 states that a Public Authority is not obliged to: *“...comply with a request for information if the authority estimates that the cost of complying*

with the request would exceed the appropriate limit.” The Freedom of Information (Appropriate Limit and Fees) Regulations, defines the ‘appropriate limit’ for the Constabularies as £450 and specifies that this sum equates to 18 hours work per force at a standard rate of £25 per hour. This equates to 36 hours of work, or £900, for joint responses.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.

By requesting *all* information your request is too broad to be complied with within the limit imposed on Freedom of Information requests.

Although excess cost removes the Force’s obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

A review of the public complaints recorded over the last five financial years has been conducted. Every complaint received from members of the public are subject to a recording decision and each allegation made is recorded in line with the allegation categories provided by the Independent Office of Police Conduct.

Each complaint contains a minimum of one allegation and the allegation is given a category relating to the nature of the complaint.

The table below details the number of complaints and also the number of allegations recorded on those complaints for each financial year.

NORFOLK

YEAR	Total number of public complaints recorded	Total number of allegations recorded
2013/14	518	880
2014 /15	452	909
2015/16	409	845
2016/17	416	857
2017 /18	461	774
TOTAL	2256	4265

The tables below show the number of allegations recorded against the IOPC categories for each financial year:

2013/14

Allegation Category	Number of allegations recorded
Breach Code A PACE	3
Breach Code B PACE	19
Breach Code C PACE	46
Corrupt practice	1
Discriminatory Behaviour	21
General policing standards	17
Improper disclosure of information	18
Incivility, impoliteness and intolerance	115
Irregularity in evidence/perjury	9
Lack of fairness and impartiality	30
Mishandling of property	32
Operational management decisions	21
Operational policing policies	17
Oppressive conduct or harassment	95
Organisational decisions	14
Other	13
Other assault	80
Other irregularity in procedure	26
Other neglect or failure in duty	265
Sexual assault	1
Traffic irregularity	10
Unlawful/unnecessary arrest or detention	27
TOTAL	880

2014/15

Allegation Category	Number of allegations recorded
Breach Code A PACE	3
Breach Code B PACE	25
Breach Code C PACE	60
Breach Code E PACE	1
Corrupt practice	4
Discriminatory Behaviour	19
General policing standards	3
Improper disclosure of information	20
Incivility, impoliteness and intolerance	107
Irregularity in evidence/perjury	25

Lack of fairness and impartiality	44
Mishandling of property	34
Operational management decisions	2
Operational policing policies	1
Oppressive conduct or harassment	81
Organisational decisions	4
Other	10
Other assault	101
Other irregularity in procedure	26
Other neglect or failure in duty	284
Sexual assault	1
Traffic irregularity	11
Unlawful/unnecessary arrest or detention	43
TOTAL	909

2015/16

Allegation Category	Number of allegations recorded
Breach Code A PACE	5
Breach Code B PACE	11
Breach Code C PACE	62
Discriminatory Behaviour	34
General policing standards	8
Improper disclosure of information	32
Incivility, impoliteness and intolerance	92
Irregularity in evidence/perjury	17
Lack of fairness and impartiality	46
Mishandling of property	37
Operational management decisions	1
Operational policing policies	5
Oppressive conduct or harassment	75
Organisational decisions	5
Other	3
Other assault	81
Other irregularity in procedure	20
Other neglect or failure in duty	268
Traffic irregularity	7
Unlawful/unnecessary arrest or detention	36
TOTAL	845

2016/17

Allegation Category	Number of allegations recorded
Breach Code A PACE	7
Breach Code B PACE	10
Breach Code C PACE	79
Corrupt practice	3
Discriminatory Behaviour	12
Improper disclosure of information	23
Incivility, impoliteness and intolerance	104
Irregularity in evidence/perjury	10
Lack of fairness and impartiality	38
Mishandling of property	37
Operational management decisions	1
Operational policing policies	2
Oppressive conduct or harassment	51
Organisational decisions	1
Other	1
Other assault	89
Other irregularity in procedure	36
Other neglect or failure in duty	306
Sexual assault	2
Traffic irregularity	10
Unlawful/unnecessary arrest or detention	35
TOTAL	857

2017/18

Allegation Category	Number of allegations recorded
Breach Code A PACE	5
Breach Code B PACE	8
Breach Code C PACE	54
Discriminatory Behaviour	20
Improper disclosure of information	18
Incivility, impoliteness and intolerance	93
Irregularity in evidence/perjury	21
Lack of fairness and impartiality	32
Mishandling of property	28
Operational management decisions	1
Oppressive conduct or harassment	26

Organisational decisions	1
Other	6
Other assault	61
Other irregularity in procedure	27
Other neglect or failure in duty	332
Sexual assault	1
Traffic irregularity	12
Unlawful/unnecessary arrest or detention	28
TOTAL	774

SUFFOLK

YEAR	Total number of public complaints recorded	Total number of allegations recorded
2013/14	382	582
2014 /15	333	644
2015/16	293	525
2016/17	318	595
2017 /18	337	554
TOTAL	1663	2900

The tables below show the number of allegations recorded against the IOPC categories for each financial year:

2013/14

Allegation Category	Number of allegations recorded
Breach Code B PACE	8
Breach Code C PACE	23
Corrupt practice	2
Discriminatory Behaviour	17
General policing standards	10
Improper disclosure of information	19
Incivility, impoliteness and intolerance	65
Irregularity in evidence/perjury	6
Lack of fairness and impartiality	40
Mishandling of property	13
Operational management decisions	20
Operational policing policies	17
Oppressive conduct or harassment	74

Other	9
Other assault	63
Other irregularity in procedure	12
Other neglect or failure in duty	157
Other sexual conduct	1
Traffic irregularity	6
Unlawful/unnecessary arrest or detention	20
TOTAL	582

2014/15

Allegation Category	Number of allegations recorded
Breach Code A PACE	4
Breach Code B PACE	10
Breach Code C PACE	29
Corrupt practice	5
Discriminatory Behaviour	9
Improper disclosure of information	19
Incivility, impoliteness and intolerance	79
Irregularity in evidence/perjury	14
Lack of fairness and impartiality	41
Mishandling of property	18
Operational management decisions	1
Operational policing policies	5
Oppressive conduct or harassment	71
Organisational decisions	1
Other	5
Other assault	70
Other irregularity in procedure	16
Other neglect or failure in duty	203
Sexual assault	1
Traffic irregularity	6
Unlawful/unnecessary arrest or detention	37
TOTAL	644

2015/16

Allegation Category	Number of allegations recorded
Breach Code A PACE	1
Breach Code B PACE	8
Breach Code C PACE	35
Corrupt practice	1
Discriminatory Behaviour	13
Improper disclosure of information	16
Incivility, impoliteness and intolerance	74
Irregularity in evidence/perjury	11
Lack of fairness and impartiality	34
Mishandling of property	15
Operational management decisions	1
Oppressive conduct or harassment	51
Organisational decisions	3
Other	1
Other assault	39
Other irregularity in procedure	21
Other neglect or failure in duty	179
Traffic irregularity	7
Unlawful/unnecessary arrest or detention	15
TOTAL	525

2016/17

Allegation Category	Number of allegations recorded
Breach Code B PACE	6
Breach Code C PACE	49
Breach Code E PACE	1
Discriminatory Behaviour	12
General policing standards	2
Improper disclosure of information	7
Incivility, impoliteness and intolerance	61
Irregularity in evidence/perjury	7
Lack of fairness and impartiality	37
Mishandling of property	22
Operational management decisions	1
Operational policing policies	1

Oppressive conduct or harassment	21
Organisational decisions	5
Other assault	68
Other irregularity in procedure	16
Other neglect or failure in duty	244
Sexual assault	2
Traffic irregularity	9
Unlawful/unnecessary arrest or detention	24
TOTAL	595

2017/18

Allegation Category	Number of allegations recorded
Breach Code A PACE	3
Breach Code B PACE	6
Breach Code C PACE	18
Corrupt practice	1
Discriminatory Behaviour	14
Improper disclosure of information	20
Incivility, impoliteness and intolerance	61
Irregularity in evidence/perjury	11
Lack of fairness and impartiality	18
Mishandling of property	22
Operational management decisions	1
Operational policing policies	1
Oppressive conduct or harassment	19
Other	4
Other assault	44
Other irregularity in procedure	22
Other neglect or failure in duty	259
Other sexual conduct	1
Sexual assault	2
Traffic irregularity	9
Unlawful/unnecessary arrest or detention	18
TOTAL	554

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

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/>

Norfolk and Suffolk Constabularies are 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.

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 the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and 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 Norfolk and 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 Norfolk and 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