



Freedom of Information Request Reference N^o: FOI 003330-18

I write in connection with your request for information received by Suffolk Constabulary and Norfolk Constabularies on 13 September 2018 which you sought access to the following information:

"I would like to make a request under the Freedom of Information Act. Could you please provide details of how many complaints have been made regarding policing at football matches since the start of August 2013. I would like the information broken down by individual complaint and provided as a spreadsheet please.

For each complaint could you please provide where possible:

- The date of the incident to which the complaint refers*
- The match taking place*
- What the complaint was*
- The outcome of the complaint"*

Response to your Request

The response provided below is correct as of 19 September 2018

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

A review of the public complaints recorded from 1 August 2013 to 14 September 2018 has been conducted to identify those complaints relating to incidents regarding policing at football matches. Details of the match, allegations and the outcome are provided in the table below.

Please note that police officers for Norfolk and Suffolk Constabularies will police both home and away games, in accordance with operational requirement.

NORFOLK

Date	Match	Summary of complaint	Outcome
01/03/2015	Norwich City Vs Ipswich Town	Allegation the complainant was victimised and not allowed into the football match because of their colour	Not upheld
01/03/2016	Norwich City Vs Chelsea	The complainant was arrested for throwing an object whilst in the stand and they allege the officer did not caution them or say why they had been arrested.	Not upheld

21/08/2016	Ipswich Town Vs Norwich city	Allegation the complainant was struck by an officer with a baton and bitten by a police dog whilst being directed away from the ground after the match	Not upheld
05/11/2016	Norwich City Vs Leeds United	Allegation the complainant was treated unfairly by officers during an incident outside of the football ground, due to their disability	Not upheld
26/02/2017	Norwich City Vs Ipswich Town	The complainant was unhappy with the overall policing strategy used at the football match	Not upheld
26/02/2017	Norwich City Vs Ipswich Town	Allegation the complainant was kicked without warning by an officer outside the ground after the match	Not upheld
18/02/2018	Norwich City Vs Ipswich Town	Allegation officers used excessive force when arresting the complainant and their son and used inappropriate language. Allegation that the containment of supporters following the game could have had potential to cause a crush	Not upheld

SUFFOLK

Date	Match	Summary of complaint	Outcome
01/03/2015	Norwich City Vs Ipswich Town	Allegation of being shoved violently by an officer whilst outside the ground	Not upheld
01/03/2015	Norwich City Vs Ipswich Town	Allegation of unlawful arrest and excessive force following a confrontation between football fans at the railway station	Withdrawn
09/01/2016	Ipswich Town Vs Portsmouth	Allegation of being pushed by an officer walking to the railway station after the match which the complainant feels was disproportionate and unnecessary	Local Resolution
22/10/2017	Ipswich Town Vs Norwich City	Allegation excessive force was used to remove the complainant from the football ground	Withdrawn

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 40 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