



Freedom of Information Request Reference N°: FOI 001372-20

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 20 April 2020 which you sought access to the following information:

“How many complaints against the officers have been recorded by your force during the period 23rd March 2020 until 20th April 2020

Please provide the total number of complaints and brief details of the complaint.”

Response to your Request

The response provided below is correct as of 20 April 2020

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

Norfolk

In the period 23 March to 20 April 2020, a total of 26 public complaints were recorded against police officers. Each complaint contains a minimum of one allegation and on the 26 complaints, 48 separate allegations have been recorded.

Details of the allegations recorded on the complaints are as follows:

Allegation category	Number recorded
Decisions	2
Detention in police custody	1
Evidential procedures	1
Handling of police information	1
Handling of or damage to property/premises	4
Impolite language/tone	3
Information	5
Lack of fairness and impartiality	5
Other neglect or failure in duty	1

Out of court disposals	1
Overbearing or harassing behaviours	2
Police action following contact	16
Searches of premises and seizure of property	1
Use of force	5

Suffolk

In the period 23 March to 20 April 2020, a total of 16 public complaints were recorded against police officers. These complaints contain a total of 28 separate allegations.

Details of the allegations recorded on the complaints are as follows:

Allegation category	Number recorded
Decisions	1
Detention in police custody	1
General level of service	1
Impolite and intolerant actions	2
Impolite language/tone	2
Information	4
Lack of fairness and impartiality	2
Other neglect or failure in duty	1
Overbearing or harassing behaviours	1
Police action following contact	5
Power to arrest and detain	1
Race	1
Searches of premises and seizure of property	1
Stops, and stop and search	1
Unprofessional attitude and disrespect	2
Use of force	1
Use of police vehicles	1

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