



## Freedom of Information Request Reference N°: FOI 002256-19

I write in connection with your request for information received by Suffolk Constabulary on the 11 June 2019 in which you sought access to the following information:

*“how many people who complain are helped to do this by independent advocates?”*

### Clarification

*12 months' worth of data. I suppose it would be helpful to have some comparison metrics too. so for instance of the xxx people who made a complaint xxx were deemed to be likely to benefit from having an advocate work with them and of these xxx did so.*

*I am wondering however if there is a lack of clarity about the term 'advocate' as I know this is a term used for those who are lawyers and solicitors but also advocates who work under the MHA/MCA act – and it is this second category I am interested in.*

### **Response to your Request**

The response provided below is correct as of 25 June 2019

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

In the last 12 months, 1 June 2018 to 31 May 2019, a total of 261 public complaints were recorded by the Professional Standards Department (PSD). Of those cases, two complainants were supported by an advocate.

This information is drawn from data held on the PSD database and an advocate will always be recorded if they represent the complainant in their first contact with PSD.

If an advocate is sought either by the complainant or by the officer investigating the complaint during the complaints process, this is likely to be recorded within the complaint documentation however this data is not transferred and searchable on our database. Therefore there may be cases where an advocate has been involved which are not reflected in the statistics recorded.

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/>

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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CONSTABULARY**  
*Taking pride in keeping Suffolk safe*

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 40 working 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](mailto: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](http://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