



Freedom of Information Request Reference N°: FOI 003572-20

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 22 October 2020 which you sought access to the following information:

1. *“How many formal public complaints has your force received, in each of the last two full calendar years, plus 2020 to date, broken down by year and accusation (e.g. assault, serious non-sexual assault, discriminatory behaviour, etc)?*
2. *How many of the complaints were investigated by your professional standards department, in each of the last two full calendar years, plus 2020 to date, broken down by year, and accusation?*
3. *What actions did your professional standards department / force subsequently take, in each of the last two full calendar years, plus 2020 to date, broken down by year, accusation and outcome (e.g. no case to answer, management advice, dismissal, etc).”*

Response to your Request

The response provided below is correct as of 12 November 2020

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

A review of the complaints made by members of the public during the period 1 January 2018 to 30 September 2020 has been conducted to identify the number of complaints recorded and the allegations contained within those complaints.

The data below provides the number of complaints and a breakdown of the individual allegations recorded on them. The complaint cases recorded are all managed by the Professional Standards Department with officers and staff across the Force responsible for resolving the majority of complaints.

New Regulations introduced on 1 February 2020 resulted in a change to recording standards resulting in an increase in complaints recorded. Changes to the allegation categories were also made.

Norfolk Constabulary

The information provided in the table below confirms the total number of complaint cases recorded by Norfolk Constabulary and the number of allegations that those complaints represent.

Norfolk	2018	2019	2020
Complaint cases	395	395	432
Allegations	739	785	818

The tables provided below confirm for each year, the category of the allegations made.

2018	
Allegation	Total
Breach Code A PACE	1
Breach Code B PACE	15
Breach Code C PACE	45
Corrupt practice	2
Discriminatory Behaviour	16
Improper disclosure of information	25
Incivility, impoliteness and intolerance	91
Irregularity in evidence/perjury	21
Lack of fairness and impartiality	46
Mishandling of property	17
Operational management decisions	2
Oppressive conduct or harassment	33
Other	4
Other assault	56
Other irregularity in procedure	18
Other neglect or failure in duty	307
Other sexual conduct	3
Traffic irregularity	11
Unlawful/unnecessary arrest or detention	26
Total	739

2019	
Allegation	Total
Breach Code A PACE	9
Breach Code B PACE	11
Breach Code C PACE	50

Corrupt practice	8
Discriminatory Behaviour	30
Improper disclosure of information	35
Incivility, impoliteness and intolerance	84
Irregularity in evidence/perjury	23
Lack of fairness and impartiality	44
Mishandling of property	29
Oppressive conduct or harassment	56
Other assault	49
Other irregularity in procedure	31
Other neglect or failure in duty	288
Other sexual conduct	2
Traffic irregularity	7
Unlawful/unnecessary arrest or detention	29
Total	785

1 January – 30 September 2020	
Allegations	Total
Abuse of position for financial purpose	1
Abuse of position for other purpose	4
Abuse of position for the purpose of pursuing an inappropriate emotional relationship	1
Bail, identification and interview procedures	3
Breach Code B PACE	1
Breach Code C PACE	2
Decisions	32
Detention in police custody	24
Disability	4
Disclosure of information	14
Discreditable conduct	4
Discriminatory Behaviour	6
Evidential procedures	5
Gender reassignment	2
General level of service	8
Handling of information	5
Handling of or damage to property/premises	26
Impolite and intolerant actions	8
Impolite language/tone	49
Improper disclosure of information	2
Incivility, impoliteness and intolerance	16

Information	59
Irregularity in evidence/perjury	1
Lack of fairness and impartiality	48
Mishandling of property	8
Obstruction of justice	10
Oppressive conduct or harassment	3
Other	2
Other assault	5
Other irregularity in procedure	5
Other neglect or failure in duty	42
Other policies and procedures	5
Overbearing or harassing behaviours	42
Police action following contact	211
Power to arrest and detain	25
Race	12
Searches of premises and seizure of property	13
Sex	7
Stops, and stop and search	21
Traffic irregularity	1
Unlawful/unnecessary arrest or detention	4
Unprofessional attitude and disrespect	17
Use of force	54
Use of police systems	1
Use of police vehicles	5
Total	818

The actions taken are recorded against the individual subjects (police officers, police staff and members of the Special Constabulary) linked to the complaints. The data below relates to the cases recorded within the time period, which have been finalised and each outcome is recorded against the allegations. The total numbers will be higher than the number of allegations as there will potentially be multiple actions to one allegation.

The data below relates to action taken in respect of complaints handled under old Regulations:

2018			
Type Description	Allegation Result Description	Action	Total
Breach Code A PACE	Not Upheld - by Division	No Action	2
Breach Code B PACE	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	5
		No Action	27

	Not Upheld - by Division	No Action	5
	Withdrawn - by Force	No Action	3
Breach Code C PACE	Disapplication - by Force	No Action	3
	Discontinued - by Force	No Action	1
	Discontinued - by Force Total		1
		No Action	13
	Not Upheld - by Division	No Action	46
	Upheld - by Division	Management Action	4
		No Action	4
Withdrawn - by Force	No Action	1	
Corrupt practice	Disapplication - by Force	No Action	1
	Not Upheld - by Division	No Action	2
Discriminatory Behaviour	Local Resolution - by Division	No Action	1
	Not Upheld - by Division	No Action	17
	Not Upheld - by PSD	No Action	3
	Withdrawn - by Force	No Action	3
Improper disclosure of information	Disapplication - by IPCC	No Action	1
	Local Resolution - by Division	Management Action	5
		No Action	7
	Not Upheld - by Division	No Action	6
	Not Upheld - by PSD	No Action	1
	Special Requirements	Management Action	1
		No Action	1
	Upheld - by PSD	Management Action	1
Withdrawn - by Force	No Action	8	
Incivility, impoliteness and intolerance	Disapplication - by Force	No Action	5
	Local Resolution - by Division	Management Action	12
		No Action	45
	Not Upheld - by Division	No Action	41
	Not Upheld - by PSD	No Action	4
	Upheld - by Division	Management Action	2
	Upheld - by PSD	Management Action	3
Withdrawn - by Force	No Action	9	
Irregularity in evidence/perjury	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	2
		No Action	11
	Not Upheld - by Division	No Action	12
	Not Upheld - by PSD	No Action	3
Special Requirements	No Action	1	

Lack of fairness and impartiality	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	3
		No Action	31
	Not Upheld - by Division	No Action	14
	Not Upheld - by PSD	No Action	3
Withdrawn - by Force	No Action	5	
Mishandling of property	Local Resolution - by Division	Management Action	8
		No Action	20
	Not Upheld - by Division	No Action	2
Withdrawn - by Force	No Action	2	
Oppressive conduct or harassment	Disapplication - by Force	No Action	8
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	1
		No Action	22
	Local Resolution - by PSD	Management Action	1
	Not Upheld - by Division	No Action	8
	Not Upheld - by PSD	No Action	2
Special Requirements	No Action	1	
Other	Disapplication - by Force	No Action	2
	Local Resolution - by Division	No Action	1
	Upheld - by Division	Management Action	1
Other assault	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	1
		No Action	5
	Not Upheld - by Division	No Action	97
Withdrawn - by Force	No Action	7	
Other irregularity in procedure	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	1
		No Action	14
	Not Upheld - by Division	No Action	10
Upheld - by PSD	Management Action	1	
Other neglect or failure in duty	Disapplication - by Force	No Action	24
	Disapplication - by IPCC	No Action	1
	Local Resolution - by Division	Management Action	47
		No Action	217
	Local Resolution - by PSD	Management Action	1
		No Action	1
Not Upheld - by Division	No Action	50	
Not Upheld - by IPCC	No Action	15	

	Not Upheld - by PSD	No Action	24
	Upheld - by Division	Management Action	8
		No Action	3
	Upheld - by PSD	Management Action	18
		No Action	5
Withdrawn - by Force	No Action	17	
Other sexual conduct	Disapplication - by IPCC	No Action	1
	Special Requirements	Management Advice	1
		No Action	1
Traffic irregularity	Disapplication - by Force	No Action	2
	Local Resolution - by Division	No Action	9
	Not Upheld - by Division	No Action	2
	Withdrawn - by Force	No Action	1
Unlawful/unnecessary arrest or detention	Local Resolution - by Division	No Action	20
	Not Upheld - by Division	No Action	16
	Withdrawn - by Force	No Action	3
Total			1090

2019			
Type Description	Allegation Result Description	Action	Total
Breach Code A PACE	Local Resolution - by Division	Management Action	1
		No Action	9
	Not Upheld - by Division	No Action	6
Breach Code B PACE	Local Resolution - by Division	No Action	6
	Not Upheld - by Division	No Action	10
	Not Upheld - by PSD	No Action	4
Breach Code C PACE	Disapplication - by Force	No Action	1
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	7
		No Action	21
	Not Upheld - by Division	No Action	42
	Not Upheld - by PSD	No Action	11
	Upheld - by Division	Management Action	6
No Action		1	
Withdrawn - by Force	No Action	2	
Corrupt practice	Disapplication - by Force	No Action	8
	Discontinued - by IPCC	No Action	1
	Not Upheld - by Division	No Action	4
Discriminatory Behaviour	Disapplication - by Force	No Action	1

	Local Resolution - by Division	Management Action	1
		No Action	4
	Not Upheld - by Division	No Action	16
	Not Upheld - by PSD	No Action	15
	Withdrawn - by Force	No Action	2
Improper disclosure of information	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	3
		No Action	4
	Not Upheld - by Division	No Action	8
	Not Upheld - by PSD	No Action	6
	Special Requirements	Management Action	3
		Retired/Resigned	1
	Upheld - by Division	Management Action	1
		No Action	1
Upheld - by PSD	Management Action	3	
Withdrawn - by Force	No Action	1	
Incivility, impoliteness and intolerance	Disapplication - by Force	No Action	1
	Discontinued - by Force	No Action	2
	Local Resolution - by Division	Management Action	6
		No Action	47
	Local Resolution - by PSD	Management Action	1
	Not Upheld - by Division	No Action	14
	Not Upheld - by PSD	No Action	19
	Upheld - by PSD	Management Action	2
Withdrawn - by Force	No Action	7	
Irregularity in evidence/perjury	Disapplication - by Force	No Action	1
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	No Action	5
	Not Upheld - by Division	No Action	5
	Not Upheld - by PSD	No Action	8
	Withdrawn - by Force	No Action	3
Lack of fairness and impartiality	Disapplication - by Force	No Action	2
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	3
		No Action	28
	Not Upheld - by Division	No Action	10
	Not Upheld - by PSD	No Action	1
	Withdrawn - by Force	No Action	6
Mishandling of property	Local Resolution - by Division	Management Action	3

		No Action	18
	Not Upheld - by Division	No Action	14
	Upheld - by Division	Management Action	3
		No Action	1
	Withdrawn - by Force	No Action	1
Oppressive conduct or harassment	Disapplication - by Force	No Action	2
	Discontinued - by Force	No Action	3
	Local Resolution - by Division	Management Action	4
		No Action	25
	Not Upheld - by Division	No Action	20
	Not Upheld - by PSD	No Action	18
	Upheld - by Division	Management Action	1
Withdrawn - by Force	No Action	8	
Other assault	Disapplication - by Force	No Action	1
	Discontinued - by Force	No Action	7
	Local Resolution - by Division	No Action	6
	Not Upheld - by Division	No Action	48
	Not Upheld - by PSD	No Action	15
	Withdrawn - by Force	No Action	3
Other irregularity in procedure	Local Resolution - by Division	Management Action	1
		No Action	18
	Not Upheld - by Division	No Action	6
	Not Upheld - by PSD	No Action	11
	Withdrawn - by Force	No Action	3
Other neglect or failure in duty	Disapplication - by Force	No Action	5
	Discontinued - by Force	No Action	2
	Discontinued - by IPCC	No Action	1
	Local Resolution - by Division	Management Action	63
		No Action	189
	Local Resolution - by PSD	Management Action	7
	Not Upheld - by Division	No Action	56
	Not Upheld - by IOPC	No Action	1
	Not Upheld - by PSD	No Action	32
	Upheld - by Division	Management Action	12
		No Action	1
	Upheld - by PSD	Management Action	2
No Action		2	
Withdrawn - by Force	No Action	9	
Other sexual conduct	Not Upheld - by Division	No Action	1

Traffic irregularity	Local Resolution - by Division	Management Action	2
		No Action	2
	Not Upheld - by Division	No Action	2
	Withdrawn - by Force	No Action	1
Unlawful/unnecessary arrest or detention	Discontinued - by Force	No Action	3
	Local Resolution - by Division	No Action	13
	Not Upheld - by Division	No Action	13
	Not Upheld - by PSD	No Action	12
	Upheld - by PSD	Management Action	1
	Withdrawn - by Force	No Action	2
Total			1059

2020 (January)			
Type Description	Allegation Result Description	Action	Total
Breach Code B PACE	Local Resolution - by Division	No Action	1
Breach Code C PACE	Not Upheld - by Division	No Action	1
Discriminatory Behaviour	Local Resolution - by Division	No Action	2
	Not Upheld - by Division	No Action	4
Improper disclosure of information	Local Resolution - by Division	Management Action	1
		No Action	2
Incivility, impoliteness and intolerance	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	1
		No Action	12
Not Upheld - by Division	No Action	13	
Irregularity in evidence/perjury	Disapplication - by Force	No Action	2
Lack of fairness and impartiality	Disapplication - by Force	No Action	1
	Local Resolution - by Division	No Action	3
Mishandling of property	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	2
		No Action	4
Upheld - by PSD	Management Action	1	
Oppressive conduct or harassment	Discontinued - by Force	No Action	1
	Local Resolution - by Division	No Action	1
Other assault	Local Resolution - by Division	No Action	2
	Not Upheld - by Division	No Action	29
Other irregularity in procedure	Local Resolution - by Division	No Action	3
	Not Upheld - by Division	No Action	2
Other neglect or failure in duty	Disapplication - by Force	No Action	4
	Discontinued - by Force	No Action	2
	Local Resolution - by Division	Management Action	4
		No Action	29

	Not Upheld - by Division	No Action	15
	Not Upheld - by PSD	No Action	1
	Upheld - by Division	Management Action	2
		No Action	1
	Withdrawn - by Force	No Action	1
Traffic irregularity	Local Resolution - by Division	No Action	1
Unlawful/unnecessary arrest or detention	Local Resolution - by Division	No Action	6
	Not Upheld - by Division	No Action	1
	Upheld - by Division	Management Action	3
Total			160

The data below relates to action taken in respect of complaints handled under new Regulations which came into force from 1 February 2020:

2020 (1 February – 30 September)				
Type Description	Allegation Result Description	Allegation Action	Total	
Abuse of position for other purpose	No further action required	No further action	2	
	Withdrawn	No further action	2	
Bail, identification and interview procedures	The service provided was acceptable	Explanation provided	2	
Decisions	No further action required	Explanation provided	1	
		No further action	5	
	Not Resolved - NFA	No further action	1	
		Other action	1	
		Resolved	Apology/acknowledgement something went wrong	3
			Explanation provided	5
	Individual learning Apology/acknowledgement something went wrong		1	
	No further action		4	
	Other action		3	
	The service provided was acceptable	Explanation provided	2	
		No further action	2	
		Org learning issued - team Debrief of original incident	2	
Detention in police custody	Not determined if the service acceptable	No further action	1	
	Not Resolved - NFA	No further action	1	
	Resolved	Explanation provided No further action	1	
		Org learning issued -	1	

		department/division Informal action by a line manager Apology/acknowledgement something went wrong	
	The service provided was acceptable	No further action	6
	The service provided was not acceptable	Apology/acknowledgement something went wrong	2
	Withdrawn	Other action	1
Disability	No further action required	No further action	1
Disclosure of information	No further action required	No further action	1
	Resolved	Apology/acknowledgement something went wrong Explanation provided	1
		Informal action by a line manager	1
	The service provided was acceptable	Explanation provided	1
No further action		3	
Discreditable conduct	No further action required	No further action	2
Evidential procedures	No further action required	No further action	1
	Not Resolved - NFA	Explanation provided Individual learning	1
General level of service	Resolved	Explanation provided	2
		Explanation provided Apology/acknowledgement something went wrong	1
		Individual learning	1
		No further action	1
	The service provided was acceptable	Explanation provided	1
Handling of information	Resolved	Explanation provided	1
		Other action	1
	The service provided was acceptable	Explanation provided Other action	2
Handling of or damage to property/premises	No further action required	Explanation provided	2
		No further action	6
	Not determined if the service acceptable	Other action	1
	Resolved	Apology/acknowledgement something went wrong	2
Explanation provided		4	

		Explanation provided Apology/acknowledgement something went wrong	1
		No further action	1
	The service provided was acceptable	Explanation provided	5
	The service provided was acceptable	No further action	1
	The service provided was not acceptable	Apology/acknowledgement something went wrong Explanation provided	2
Impolite and intolerant actions	Resolved	No further action	1
	The service provided was acceptable	Explanation provided	1
		No further action	1
Impolite language/tone	No further action required	No further action	5
	Resolved	Apology/acknowledgement something went wrong	1
		Debrief of original incident	4
		Explanation provided	6
		Explanation provided No further action	1
		Individual learning	1
		Informal action by a line manager	1
		No further action	5
	The service provided was acceptable	Apology/acknowledgement something went wrong	1
		Explanation provided	7
		No further action	3
		Org learning issued - team Debrief of original incident	2
	The service provided was not acceptable	Informal action by a line manager Individual learning	1
	Information	No further action required	Explanation provided
No further action			17
Not determined if the service acceptable		No further action	1
Resolved		Apology/acknowledgement something went wrong	1
		Debrief of original incident	1
	Debrief of original incident No further action	1	
		Explanation provided	9

		Individual learning	1
		Informal action by a line manager	1
		Explanation provided	
		No further action	3
		Org learning issued - department/division	2
		Org learning issued - department/division Individual learning	1
		Org learning issued - organisation-wide Individual learning	1
	Other action	1	
	The service provided was acceptable	Explanation provided	3
		No further action	2
	The service provided was not acceptable	Explanation provided	1
		Individual learning	1
		No further action	1
Org learning issued - team Apology/acknowledgement something went wrong		1	
Lack of fairness and impartiality	No further action required	Explanation provided	1
		No further action	5
	Not determined if the service acceptable	Explanation provided	3
	Not Resolved - NFA	No further action	2
	Resolved	Apology/acknowledgement something went wrong	1
		Explanation provided	3
		Individual learning Explanation provided	1
		Informal action by a line manager	1
		No further action	7
	The service provided was acceptable	Explanation provided	4
	The service provided was not acceptable	Explanation provided	1
		Org learning issued - department/division Explanation provided Policy/procedure review	2
	Obstruction of justice	No further action required	No further action

	Not determined if the service acceptable	Explanation provided	1	
	The service provided was acceptable	No further action	1	
Other	No further action required	No further action	1	
Other policies and procedures	Resolved	Apology/acknowledgement something went wrong Explanation provided	1	
	The service provided was acceptable	No further action	1	
	The service provided was not acceptable	Individual learning	2	
Overbearing or harassing behaviours	No further action required	Explanation provided	1	
		No further action	4	
	Not Resolved - NFA	No further action	1	
	Resolved		Apology/acknowledgement something went wrong	1
			Explanation provided	9
			Explanation provided Individual learning	2
			No further action	3
	The service provided was acceptable		Org learning issued - department/division Individual learning	1
			Explanation provided	7
			Explanation provided Other action	2
		No further action	2	
Police action following contact	No further action required	Explanation provided	3	
		No further action	25	
	Not determined if the service acceptable	Explanation provided	4	
		No further action	1	
	Not Resolved - NFA	Explanation provided	2	
		No further action	5	
		Other action	1	
	Regulation 41 (Investigation only)	No further action	2	
Resolved		Apology/acknowledgement something went wrong	16	
		Apology/acknowledgement something went wrong Explanation provided	3	

		Apology/acknowledgement something went wrong Org learning issued - department/division	1
		Apology/acknowledgement something went wrong Other action	1
		Debrief of original incident Explanation provided	5
		Explanation provided	40
		Explanation provided Apology/acknowledgement something went wrong	3
		Explanation provided No further action	2
		Explanation provided No further action Org learning issued - team	2
		Individual learning	4
		Individual learning Apology/acknowledgement something went wrong	3
		Individual learning Explanation provided	2
		No further action	26
		No further action Explanation provided	3
		Org learning issued - department/division Individual learning	2
		Policy/procedure review Apology/acknowledgement something went wrong	1
	The service provided was acceptable	Explanation provided	9
		Explanation provided Debrief of original incident Other action	1
		Explanation provided Other action	2
		Individual learning	1
		Individual learning Explanation provided	3
		No further action	11
		Reviewing information on	1

		police records/databases Explanation provided	
	The service provided was not acceptable	Apology/acknowledgement something went wrong	1
		Explanation provided	1
		Explanation provided Org learning issued - team	2
		Explanation provided Other action	1
		Individual learning Informal action by a line manager Apology/acknowledgement something went wrong Explanation provided Debrief of original incident	1
		No further action	1
		Org learning issued - team Policy/procedure review Apology/acknowledgement something went wrong	1
Power to arrest and detain	No further action required	No further action	2
	Resolved	Explanation provided	2
	The service provided was acceptable	No further action	2
Race	Not Resolved - NFA	No further action	1
	The service provided was acceptable	Explanation provided	4
		Reviewing information on police records/databases No further action	1
	Withdrawn	No further action	1
Searches of premises and seizure of property	Not Resolved - NFA	No further action	1
Sex	No further action required	No further action	2
	Not determined if the service acceptable	No further action	1
	The service provided was acceptable	No further action	1
Stops, and stop and search	No further action required	No further action	1
	Not Resolved - NFA	No further action	4
	Regulation 41 (Investigation only)	No further action	2
	Resolved	Apology/acknowledgement	1

		something went wrong Explanation provided	
		Apology/acknowledgement something went wrong Informal action by a line manager	1
		Debrief of original incident	1
		Explanation provided	4
	The service provided was acceptable	Explanation provided	8
		No further action	2
Unprofessional attitude and disrespect	No further action required	Explanation provided	1
		No further action	3
	Not Resolved - NFA	No further action	1
	Resolved	Apology/acknowledgement something went wrong Explanation provided	1
		Explanation provided	1
	The service provided was acceptable	Explanation provided	1
No further action		1	
Use of force	No further action required	Explanation provided	2
		No further action	3
	Not determined if the service acceptable	Individual learning	1
	Regulation 41 (Investigation only)	No further action	1
	The service provided was acceptable	Explanation provided	5
		Individual learning	3
		Individual learning Informal action by a line manager Apology/acknowledgement something went wrong Explanation provided Debrief of original incident	1
		No further action	6
		No further action	4
	Withdrawn	No further action	4
Other action		1	
Use of police vehicles	Not Resolved - NFA	No further action	1
	Resolved	Apology/acknowledgement something went wrong	1
		Explanation provided	

		Individual learning	1
Total			538

Suffolk Constabulary

The information provided in the table below confirms the total number of complaint cases recorded by Suffolk Constabulary and the number of allegations that those complaints represent.

Suffolk	2018	2019	2020
Complaint cases	291	307	319
Allegations	583	626	612

The tables provided below confirm for each year, the category of the allegations made.

2018	
Allegation	Total
Breach Code A PACE	4
Breach Code B PACE	11
Breach Code C PACE	36
Corrupt practice	3
Discriminatory Behaviour	11
Improper disclosure of information	24
Incivility, impoliteness and intolerance	65
Irregularity in evidence/perjury	12
Lack of fairness and impartiality	18
Mishandling of property	16
Operational policing policies	1
Oppressive conduct or harassment	33
Other assault	57
Other irregularity in procedure	29
Other neglect or failure in duty	228
Other sexual conduct	5
Sexual assault	2
Traffic irregularity	8
Unlawful/unnecessary arrest or detention	20
Total	583

2019	
Allegation	Total
Breach Code A PACE	4

Breach Code B PACE	19
Breach Code C PACE	31
Corrupt practice	1
Discriminatory Behaviour	21
Improper disclosure of information	14
Incivility, impoliteness and intolerance	74
Irregularity in evidence/perjury	14
Lack of fairness and impartiality	32
Mishandling of property	23
Oppressive conduct or harassment	23
Organisational decisions	2
Other	1
Other assault	53
Other irregularity in procedure	24
Other neglect or failure in duty	255
Other sexual conduct	1
Sexual assault	3
Traffic irregularity	4
Unlawful/unnecessary arrest or detention	27
Total	626

1 January – 30 September 2020	
Allegations	Total
Abuse of position for other purpose	3
Accessing and handling of information from other sources	2
Bail, identification and interview procedures	2
Breach Code B PACE	2
Breach Code C PACE	5
Decisions	23
Detention in police custody	20
Disability	5
Disclosure of information	13
Discreditable conduct	7
Discriminatory Behaviour	3
Evidential procedures	3
General level of service	7
Handling of information	3
Handling of or damage to property/premises	16

Impolite and intolerant actions	6
Impolite language/tone	47
Improper disclosure of information	3
Incivility, impoliteness and intolerance	11
Information	36
Irregularity in evidence/perjury	2
Lack of fairness and impartiality	42
Mishandling of property	2
Obstruction of justice	5
Oppressive conduct or harassment	5
Organisational corruption	1
Other assault	5
Other irregularity in procedure	4
Other neglect or failure in duty	25
Other policies and procedures	3
Overbearing or harassing behaviours	34
Police action following contact	152
Power to arrest and detain	17
Race	12
Searches of premises and seizure of property	15
Sex	2
Sexual assault	1
Stops, and stop and search	8
Unlawful/unnecessary arrest or detention	4
Unprofessional attitude and disrespect	16
Use of force	34
Use of police systems	1
Use of police vehicles	5
Total	612

The actions taken are recorded against the individual subjects (police officers, police staff and members of the Special Constabulary) linked to the complaints. The data below relates to the cases recorded within the time period which have been finalised and each outcome against the allegations:

The data below relates to action taken in respect of complaints handled under old Regulations:

2018			
Type Description	Allegation Result Description	Action	Total
Breach Code A PACE	Not Upheld - by Division	No Action	4

	Special Requirements	Management Action	1
	Withdrawn - by Force	No Action	2
Breach Code B PACE	Local Resolution - by Division	Management Action	2
		No Action	3
	Not Upheld - by Division	No Action	10
	Not Upheld - by PSD	No Action	4
	Upheld - by Division	Management Action	3
		No Action	1
Upheld - by PSD	Management Action	1	
Breach Code C PACE	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	3
		No Action	13
	Not Upheld - by Division	No Action	24
	Not Upheld - by PSD	No Action	1
	Upheld - by Division	Management Action	1
	Upheld - by PSD	Management Action	1
Withdrawn - by Force	No Action	1	
Corrupt practice	Disapplication - by Force	No Action	1
	Not Upheld - by PSD	No Action	1
	Special Requirements	Management Action	1
Discriminatory Behaviour	Local Resolution - by Division	No Action	4
	Not Upheld - by Division	No Action	7
	Not Upheld - by PSD	No Action	6
Improper disclosure of information	Disapplication - by Force	No Action	2
	Local Resolution - by Division	No Action	5
	Not Upheld - by Division	No Action	11
	Not Upheld - by PSD	No Action	2
	Upheld - by Division	Management Action	1
		No Action	1
	Upheld - by PSD	Management Action	4
No Action		1	
Withdrawn - by Force	No Action	2	
Incivility, impoliteness and intolerance	Disapplication - by Force	No Action	4
	Local Resolution - by Division	Management Action	7
		No Action	28
	Local Resolution - by PSD	No Action	1
	Not Upheld - by Division	No Action	16
	Not Upheld - by PSD	No Action	6
Upheld - by Division	Management Action	5	

	Upheld - by PSD	No Action	2
	Withdrawn - by Force	No Action	5
Irregularity in evidence/perjury	Disapplication - by Force	No Action	1
	Local Resolution - by Division	No Action	3
	Not Upheld - by Division	No Action	20
	Upheld - by PSD	Management Action	1
Lack of fairness and impartiality	Local Resolution - by Division	No Action	12
	Not Upheld - by Division	No Action	4
	Not Upheld - by PSD	No Action	3
	Upheld - by PSD	Management Action	3
	Withdrawn - by Force	No Action	2
Mishandling of property	Local Resolution - by Division	No Action	10
	Not Upheld - by Division	No Action	14
	Not Upheld - by PSD	No Action	2
	Withdrawn - by Force	No Action	7
Oppressive conduct or harassment	Disapplication - by Force	No Action	2
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	No Action	29
	Not Upheld - by Division	No Action	13
	Not Upheld - by PSD	No Action	2
Other assault	Disapplication - by Force	No Action	1
	Local Resolution - by Division	No Action	4
	Not Upheld - by Division	No Action	69
	Not Upheld - by PSD	No Action	11
	Special Requirements	Management Action	2
		No Action	2
	Withdrawn - by Force	No Action	10
Other irregularity in procedure	Local Resolution - by Division	No Action	13
	Not Upheld - by Division	No Action	17
	Not Upheld - by PSD	No Action	4
	Special Requirements	Formal Action	1
		No Action	2
	Upheld - by Division	Management Action	5
	Upheld - by PSD	Management Action	1
	Withdrawn - by Force	No Action	2
Other neglect or failure in duty	Disapplication - by Force	No Action	17
	Discontinued - by Force	No Action	1
	Local Resolution - by Division	Management Action	45
		No Action	123

	Not Upheld - by Division	No Action	28
	Not Upheld - by PSD	No Action	12
	Special Requirements	Management Action	1
	Upheld - by Division	Management Action	9
		No Action	6
	Upheld - by PSD	Management Action	18
No Action		6	
	Withdrawn - by Force	No Action	17
Other sexual conduct	Disapplication - by Force	No Action	1
	Special Requirements	Would have been dismissed had they not resigned	3
	Withdrawn - by Force	No Action	1
Sexual assault	Not Upheld - by PSD	No Action	2
Traffic irregularity	Local Resolution - by Division	Management Action	1
		No Action	5
	Not Upheld - by Division	No Action	2
	Upheld - by Division	Management Action	1
Unlawful/unnecessary arrest or detention	Local Resolution - by Division	No Action	10
	Not Upheld - by Division	No Action	11
	Not Upheld - by PSD	No Action	4
	Withdrawn - by Force	No Action	3
Total			799

2019			
Type Description	Allegation Result Description	Action	Total
Breach Code A PACE	Not Upheld - by Division	No Action	5
Breach Code B PACE	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	6
		No Action	20
	Not Upheld - by Division	No Action	3
	Upheld - by Division	Management Action	4
Withdrawn - by Force	No Action	1	
Breach Code C PACE	Local Resolution - by Division	Management Action	2
		No Action	16
	Not Upheld - by Division	No Action	29
	Not Upheld - by PSD	No Action	8
	Upheld - by Division	Management Action	1
No Action		1	
Corrupt practice	Not Upheld - by PSD	No Action	1

Discriminatory Behaviour	Local Resolution - by Division	No Action	2
	Not Upheld - by Division	No Action	18
	Not Upheld - by PSD	No Action	9
	Withdrawn - by Force	No Action	3
Improper disclosure of information	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	2
		No Action	3
	Not Upheld - by Division	No Action	5
	Special Requirements	Management Action	1
Upheld - by Division	No Action	1	
Incivility, impoliteness and intolerance	Disapplication - by Force	No Action	1
	Local Resolution - by Division	Management Action	7
		No Action	50
	Not Upheld - by Division	No Action	12
	Not Upheld - by PSD	No Action	9
	Upheld - by Division	Management Action	2
	Upheld - by IOPC	Management Action	1
	Upheld - by PSD	Management Action	2
	Withdrawn - by Force	No Action	6
Withdrawn - by IPCC	No Action	1	
Irregularity in evidence/perjury	Local Resolution - by Division	Management Action	3
		No Action	5
	Not Upheld - by IOPC	No Action	1
	Not Upheld - by PSD	No Action	2
Lack of fairness and impartiality	Disapplication - by Force	No Action	3
	Local Resolution - by Division	Management Action	1
		No Action	23
	Not Upheld - by Division	No Action	7
Withdrawn - by Force	No Action	6	
Mishandling of property	Disapplication - by Force	No Action	1
	Local Resolution - by Division	No Action	19
	Not Upheld - by Division	No Action	12
	Upheld - by PSD	Management Action	1
	Withdrawn - by Force	No Action	1
Oppressive conduct or harassment	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	1
		No Action	13
	Not Upheld - by Division	No Action	1
Not Upheld - by PSD	No Action	7	

	Upheld - by Division	No Action	1
Other	Local Resolution - by Division	Management Action	1
Other assault	Disapplication - by Force	No Action	1
	Discontinued - by Force	No Action	3
	Local Resolution - by Division	No Action	5
	Not Upheld - by Division	No Action	55
	Not Upheld - by PSD	No Action	7
	Upheld - by IOPC	Management Action	2
	Withdrawn - by Force	No Action	1
	Withdrawn - by IPCC	No Action	1
Other irregularity in procedure	Local Resolution - by Division	Management Action	3
		No Action	15
	Not Upheld - by Division	No Action	10
	Upheld - by PSD	Management Action	2
		No Action	1
Other neglect or failure in duty	Disapplication - by Force	No Action	7
	Local Resolution - by Division	Management Action	48
		No Action	133
	Not Upheld - by Division	No Action	61
	Not Upheld - by IOPC	No Action	2
	Not Upheld - by PSD	No Action	7
	Upheld - by Division	Management Action	13
		No Action	4
	Upheld - by IOPC	Management Action	2
	Upheld - by PSD	Management Action	7
		No Action	1
Withdrawn - by Force	No Action	13	
Sexual assault	Discontinued - by IOPC	No Action	1
	Not Upheld - by Division	No Action	1
	Not Upheld - by PSD	No Action	1
Traffic irregularity	Local Resolution - by Division	Management Action	1
		No Action	1
	Not Upheld - by Division	No Action	2
Unlawful/unnecessary arrest or detention	Disapplication - by Force	No Action	5
	Discontinued - by Force	No Action	2
	Local Resolution - by Division	No Action	12
	Not Upheld - by Division	No Action	7
	Not Upheld - by PSD	No Action	2
	Upheld - by Division	Management Action	1

	Upheld - by PSD	Management Action	3
	Withdrawn - by IPCC	No Action	1
Total			790

January 2020			
Type Description	Allegation Result Description	Action	Total
Breach Code B PACE	Local Resolution - by Division	No Action	5
Breach Code C PACE	Local Resolution - by Division	No Action	3
	Not Upheld - by Division	No Action	6
Discriminatory Behaviour	Disapplication - by Force	No Action	1
Improper disclosure of information	Not Upheld - by PSD	No Action	1
	Upheld - by IOPC	Management Action	2
	Upheld - by PSD	Management Action	1
Incivility, impoliteness and intolerance	Local Resolution - by Division	Management Action	2
		No Action	13
	Not Upheld - by Division	No Action	2
Irregularity in evidence/perjury	Not Upheld - by Division	No Action	2
	Not Upheld - by PSD	No Action	1
Lack of fairness and impartiality	Local Resolution - by Division	No Action	6
	Not Upheld - by Division	No Action	1
Mishandling of property	Local Resolution - by Division	No Action	1
	Not Upheld - by Division	No Action	1
Oppressive conduct or harassment	Local Resolution - by Division	No Action	4
Other assault	Not Upheld - by Division	No Action	2
	Upheld - by PSD	Management Action	2
Other irregularity in procedure	Local Resolution - by Division	No Action	5
Other neglect or failure in duty	Disapplication - by Force	No Action	2
	Local Resolution - by Division	Management Action	2
		No Action	15
	Not Upheld - by Division	No Action	1
	Not Upheld - by PSD	No Action	4
Withdrawn - by Force	No Action	1	
Unlawful/unnecessary arrest or detention	Local Resolution - by Division	No Action	2
	Not Upheld - by Division	No Action	1
	Not Upheld - by PSD	No Action	1
Total			90

The data below relates to action taken in respect of complaints handled under new Regulations which came into force from 1 February 2020:

1 February – 30 September 2020			
Type Description	Allegation Result Description	Allegation Action	Total
Abuse of position for other purpose	No further action required	No further action	7
Bail, identification and interview procedures	The service provided was acceptable	Explanation provided	1
Decisions	No further action required	No further action	2
		Apology/acknowledgement something went wrong	1
	Resolved	Explanation provided	2
		Explanation provided No further action	1
		Individual learning	2
		No further action	3
		Org learning issued - team	1
		Org learning issued - team Explanation provided	1
	The service provided was acceptable	Explanation provided	1
		No further action	2
Detention in police custody	Resolved	Explanation provided	1
		No further action	2
		Other action	1
	The service provided was acceptable	Explanation provided	2
		Explanation provided Apology/acknowledgement something went wrong	1
		No further action	1
Disability	No further action required	No further action	1
	The service provided was acceptable	Explanation provided	1
		No further action	1
Disclosure of information	No further action required	No further action	4
	Resolved	Explanation provided No further action	2
		The service provided was acceptable	No further action
	The service provided was not acceptable	Individual learning Other action	1
Discreditable conduct	No further action required	No further action	1

	Resolved	Explanation provided	1
		Informal action by a line manager	1
Evidential procedures	No further action required	No further action	1
	The service provided was acceptable	No further action	1
General level of service	No further action required	No further action	2
	Resolved	Apology/acknowledgement something went wrong Org learning issued - team	3
		Explanation provided	1
		No further action	1
Handling of information	No further action required	No further action	3
	Resolved	Explanation provided	1
Handling of or damage to property/premises	No further action required	No further action	1
	Regulation 41 (Investigation only)	No further action	1
	Resolved	Apology/acknowledgement something went wrong Other action	1
		No further action	2
	The service provided was acceptable	Explanation provided	1
	The service provided was not acceptable	Apology/acknowledgement something went wrong	1
		Individual learning	2
Impolite and intolerant actions	Resolved	No further action	2
	The service provided was acceptable	No further action	2
Impolite language/tone	No further action required	No further action	3
	Not Resolved - NFA	No further action	2
	Resolved	Apology/acknowledgement something went wrong	1
		Apology/acknowledgement something went wrong No further action	1
		Explanation provided	5
		Explanation provided No further action	1
		Individual learning	4
		No further action	4
		The service provided was acceptable	Explanation provided
	Individual learning	1	

		No further action	5
	The service provided was not acceptable	Individual learning Apology/acknowledgement something went wrong	1
Information	No further action required	No further action	1
	Resolved	Apology/acknowledgement something went wrong	1
		Apology/acknowledgement something went wrong Explanation provided	2
		Apology/acknowledgement something went wrong Individual learning	1
		Explanation provided	3
		Individual learning	3
		No further action	5
		No further action Explanation provided	1
		Org learning issued - department/division	1
		Org learning issued - team Individual learning Apology/acknowledgement something went wrong	2
		The service provided was acceptable	Explanation provided
		No further action	7
	The service provided was not acceptable	Explanation provided	1
		Individual learning Explanation provided Reviewing information on police records/databases	1
Lack of fairness and impartiality	No further action required	No further action	3
	Not Resolved - NFA	No further action	1
	Resolved	Explanation provided	1
		Explanation provided No further action	2
		No further action	9
	The service provided was acceptable	No further action	1
		Reviewing information on police records/databases Explanation provided	1
	The service provided was not acceptable	Explanation provided	1

Obstruction of justice	No further action required	No further action	1
	Resolved	No further action	1
	The service provided was acceptable	No further action	2
Overbearing or harassing behaviours	No further action required	No further action	1
	Not determined if the service acceptable	Individual learning	1
		Apology/acknowledgement something went wrong	
		Debrief of original incident	
	Not Resolved - NFA	No further action	2
	Resolved	Apology/acknowledgement something went wrong	1
		Individual learning	3
		Explanation provided	
	The service provided was acceptable	No further action	6
		Apology/acknowledgement something went wrong	1
Explanation provided		2	
Police action following contact	No further action required	No further action	16
	Not determined if the service acceptable	No further action	1
	Not Resolved - NFA	No further action	2
		Other action	1
	Resolved	Apology/acknowledgement something went wrong	4
		Explanation provided	29
		Explanation provided	2
		Apology/acknowledgement something went wrong	
		Explanation provided	1
		Individual learning	
Apology/acknowledgement something went wrong			
Explanation provided		2	
No further action			
Individual learning	8		
Informal action by a line manager	1		
Informal action by a line manager	1		

		Explanation provided	
		No further action	14
		No further action Apology/acknowledgement something went wrong	1
		No further action Explanation provided	1
		Org learning issued - team	1
		Other action	1
	The service provided was acceptable	Explanation provided	11
		No further action	12
		Other action	1
		Reviewing information on police records/databases	1
	The service provided was not acceptable	Explanation provided	2
		Individual learning	4
		Individual learning Debrief of original incident Apology/acknowledgement something went wrong	2
		Policy/procedure review Org learning issued - team Apology/acknowledgement something went wrong Individual learning	1
		Reflective practice	2
Withdrawn		No further action	1
Power to arrest and detain	Regulation 41 (Investigation only)	No further action	1
	Resolved	Explanation provided	1
		No further action	2
	The service provided was acceptable	Explanation provided	1
Race	No further action required	No further action	1
	The service provided was acceptable	Explanation provided	2
		No further action	1
	Withdrawn	No further action	1
Searches of premises and seizure of property	Not determined if the service acceptable	Individual learning	2
	Resolved	Individual learning	2
		No further action	4
		Org learning issued - department/division	2

	The service provided was acceptable	Explanation provided	4
	The service provided was not acceptable	Individual learning	2
Sex	The service provided was acceptable	No further action	1
Stops, and stop and search	The service provided was acceptable	Explanation provided	1
		No further action	3
		Org learning issued - team	3
Unprofessional attitude and disrespect	Resolved	Explanation provided	5
		No further action	1
		Org learning issued - department/division	3
		Org learning issued - department/division Explanation provided	1
	The service provided was acceptable	Explanation provided	2
Use of force	No further action required	No further action	1
	The service provided was acceptable	Explanation provided	11
		Individual learning	1
		No further action	3
		Org learning issued - team	6
Use of police systems	Resolved	No further action	1
Use of police vehicles	Resolved	Apology/acknowledgement something went wrong	1
		Explanation provided	2
		Informal action by a line manager	1
Total			372

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