



Our Ref: 003508/20

Your Ref:

Address Correspondence to: Information Management

Date 05 November 2020

Freedom of Information Act 2000

I write further to your request for information received 21/10/2020.

I note you seek access to the following information:

Due to the current Covid-19 pandemic, and only in regard to all dates between 1 May 2020 to 1 October 2020 inclusively, for police complaints received by your Force's Professional Standards Department (that must be formally recorded under Schedule 3, Police Reform Act 2002), of those received complaints, specifically;

- 1. How many complaints were received in total (within the period specified)?*
- 2. What was the shortest length of time (in days) for a complaint to be recorded?*
- 3. What was the average length of time (in days) for a complaint to be recorded?*
- 4. How many complaints, that were received on 1 May 2020, are still awaiting to be recorded?*
- 5. How many complaints were received on 1 September 2020?*
- 6. How many complaints, that were received on 1 September 2020, are still awaiting to be recorded?*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

1. How many complaints were received in total (within the period specified)? **318 Schedule 3 Complaints**
2. What was the shortest length of time (in days) for a complaint to be recorded? **Same day as receipt of the complaint**
3. What was the average length of time (in days) for a complaint to be recorded? **3.75 days**
4. How many complaints, that were received on 1 May 2020, are still awaiting to be recorded? **None**
5. How many complaints were received on 1 September 2020? **3**
6. How many complaints, that were received on 1 September 2020, are still awaiting to be recorded? **None**

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer

Leicestershire Police

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