



Our Ref: 003551/20

Your Ref:

Address Correspondence to: Information Management

Date 18 November 2020

Freedom of Information Act 2000

I write further to your request for information received 23/10/2020.

I note you seek access to the following information:

- *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.)?*
- *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?*
- *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.)?*

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: -

Leicestershire Police have recorded the below relating to your request. Please note that:

1. A complaint can involve a number of different allegations against a number of different staff members and therefore the numbers in the three different columns will not necessarily be equal to the number of complaints received.
2. In respect of the actions column this relates to actions per individual, subject of the allegation (where a person subject of the allegation has been identified). Any blanks are where an individual has not been identified at the time of this response.

2018

Total number of complaints received	Breakdown re accusation	Actions and internal standards finding
685	Operational Policing Policies - 4	Organisational Complaint
	Organisational Decisions - 10	Organisational Complaint
	General Policing Standards - 4	Organisational Complaint
	Serious Non Sexual Assault - 4	5 No Action
	Sexual Assault - 1	1 No Action
	Other Assault - 62	22 Management Action 89 No Action
	Oppressive conduct or harassment - 150	19 Management Action 228 No Action 20 Live
	Unlawful/unnecessary arrest or detention - 40	1 Formal Action 12 Management Action 72 No Action 1 Live
	Discriminatory Behaviour - 38	1 Management Action 66 No Action
	Irregularity in evidence/perjury - 21	2 Management Action 26 No Action 2 Live
	Corrupt Practice - 58	2 Formal Action 16 Management Action 84 No Action 33 Live
	Mishandling of property - 40	1 Formal Action 12 Management Action 69 No Action 2 Live
	Breach of Code A PACE - 5	8 No Action
	Breach of Code B PACE - 22	4 Management Action 37 No Action 16 Live
	Breach of Code C PACE - 68	3 Management Action 121 No Action 23 Live
	Breach of Code D PACE - 1	1 No Action
	Lack of fairness and impartiality - 53	9 Management Action 87 No Action 6 Live
	Other neglect or failure in duty - 382	7 Formal Action 77 Management Action 533 No Action 36 Live
	Other irregularity in procedure - 55	5 Management Action 76 No Action 4 Live
	Incivility, impoliteness and intolerance - 88	9 Management Action 106 No Action 1 Live
	Traffic Irregularity - 8	4 Management Action

		6 No Action
	Other - 8	25 No Action
	Improper disclosure of information - 44	1 Formal Action 8 Management Action 50 No Action 20 Live

2019

Total number of complaints received	Breakdown re accusation	Actions and internal standards finding
652	Operational Policing Policies - 3	Organisational Complaint
	Organisational Decisions - 6	Organisational Complaint
	General Policing Standards - 3	Organisational Complaint
	Operational Management Decisions 1	Organisational Complaint
	Serious Non Sexual Assault - 4	2 Management Action 2 Non Action 1 Live
	Sexual Assault - 1	2 No Action
	Other Assault - 44	23 Management Action 91 No Action
	Oppressive conduct or harassment - 170	14 Management Action 224 No Action 3 Live
	Unlawful/unnecessary arrest or detention - 40	17 Management Action 51 No Action 3 Live
	Discriminatory Behaviour - 42	2 Management Action 68 No Action 5 Live
	Irregularity in evidence/perjury - 27	1 Formal Action 4 Management Action 35 No Action 2 Live
	Corrupt Practice - 54	6 Management Action 44 No Action 4 Live
	Mishandling of property - 32	2 Management Action 39 No Action 6 Live
	Breach of Code A PACE - 8	7 Management Action 13 No Action 1 Live
	Breach of Code B PACE - 29	7 Management Action 40 No Action 20 Live
	Breach of Code C PACE - 53	10 Management Action 63 No Action 5 Live
	Lack of fairness and impartiality - 45	3 Management Action 69 No Action 4 Live
	Other neglect or failure in duty - 471	36 Management Action 656 No Action

		39 Live
	Other irregularity in procedure – 41	6 Management Action 54 No Action 2 Live
	Incivility, impoliteness and intolerance – 85	2 Management Action 98 No Action 3 Live
	Traffic Irregularity – 12	5 Management Action 12 No Action 3 Live
	Other – 0	1 No Action
	Improper disclosure of information – 30	8 Management Action 20 No Action 1 Live
	Other Sexual Conduct - 0	

2020

<i>Total number of complaints received</i>	<i>Breakdown re accusation</i>	<i>Actions and internal standards finding</i>
888	Organisational Decisions – 1	Organisational Complaint
	Police Action following contact - 323	223 No Action 26 Informal Action by Line Manager 120 Live
	Decisions – 92	59 No Action 5 Informal Action by Line Manager 35 Live
	Information - 83	57 No Action 4 Informal Action by Line Manager 30 Live
	General Level of Service - 29	17 No Action 2 Informal Action by Line Manager 5 Live
	Stops, and stop and search - 18	19 No Action 3 Informal Action by Line Manager 1 Reflective Practice 9 Live
	Searches of premises and seizure of property - 38	38 No Action 14 Live
	Power to arrest and detain - 37	29 No Action 2 Informal Action by Line Manager 29 Live
	Use of Force - 54	45 No Action 6 Informal Action by Line Manager 40 Live
	Detention in police custody - 41	37 No Action 11 Live
	Bail, identification and interview procedures - 15	11 No Action 3 Informal Action by Line

		Manager 5 Live
	Out of courts disposal - 3	5 No Action
	Other policies and procedures - 8	4 No Action 6 Live
	Handling of or damage to property/premises - 50	35 No Action 4 Informal Action by Line Manager 31 Live
	Use of police systems - 2	4 No Action 1 Informal Action by Line Manager
	Disclosure of information - 36	37 No Action 1 Informal Action by Line Manager 7 Live
	Handling of information - 4	1 No Action
	Accessing and handling of information from other sources - 2	1 No Action
	Use of police vehicles - 17	19 No Action 1 Informal Action by Line Manager 7 Live
	Age - 1	1 Live
	Other - 8	12 No Action 2 Live
	Disability - 5	3 No Action 1 Live
	Race - 31	19 No Action 1 Informal Action by Line Manager 1 Reflective Practice 20 Live
	Religion or belief - 2	2 No Action
	Sex - 9	6 No Action 4 Live
	Abuse of position for sexual purpose - 1	1 No Action
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship- 2	2 Live
	Abuse of position for financial purpose - 4	3 No Action 1 Live
	Obstruction of Justice - 30	25 No Action 2 Informal Action by Line Manager 12 Live
	Abuse of position for other purpose - 25	20 No Action 8 Live
	Impolite language/tone - 78	70 No Action 1 Informal Action by Line Manager 24 Live
	Impolite and intolerant	83 No Action

	actions - 76	1 Informal Action by Line Manager 32 Live
	Unprofessional attitude and disrespect - 41	42 No Action 7 Informal Action by Line Manager 10 Live
	Lack of fairness and impartiality - 45	42 No Action 23 Live
	Overbearing and harassing behaviours - 105	102 No Action 1 Informal Action by Line Manager 35 Live
	Sexual Assault – 2	1 No Action 1 Live
	Sexual Harassment - 1	2 No Action
	Discreditable Conduct - 1	1 Live
	Other - 6	12 No Action 2 Live
	Other Assault – 6	1 Management Action 8 No Action
	Oppressive conduct or harassment – 26	3 Management Action 30 No Action
	Unlawful/unnecessary arrest or detention – 2	1 No Action
	Discriminatory Behaviour – 3	2 No Action
	Irregularity in evidence/perjury – 6	1 Live
	Corrupt Practice – 11	4 No Action
	Mishandling of property – 5	3 No Action
	Breach of Code A PACE – 1	
	Breach of Code B PACE – 2	10 No Action
	Breach of Code C PACE – 10	2 No Action
	Breach of Code D PACE – 1	
	Lack of fairness and impartiality – 7	42 No Action 23 Live
	Other neglect or failure in duty – 79	2 Management Action 53 No Action 8 Live
	Other irregularity in procedure – 3	
	Incivility, impoliteness and intolerance – 7	5 No Action
	Traffic Irregularity – 1	1 No Action
	Other – 1	
	Improper disclosure of information - 4	1 No Action 3 Live

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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