

Case Type	Case Status	Case Para 26(A) Schedule 3	Case Recorded/Logged Date	Case Finalised Date	Allegation Type	Type	Local Factor	National Factor	Result Desc	Action Taken Details
Complaint	Finalised	No	13/02/2020	13/02/2020	Delivery of duties and service	Decisions		Investigation	Resolved	Resident just wanted to pass on her feedback rather than raise a complaint - information forwarded to the relevant department to follow up
Complaint	Finalised	No	14/02/2020	20/02/2020	Individual behaviours	Unprofessional attitude and disrespect		Call Handling	Resolved	No action to be taken
Complaint	Finalised	No	14/02/2020	21/02/2020	Other	Other		Investigation	Resolved	Sergeant reviewed the case and confirmed the officer acted in a timely manner and did everything within his powers to process the case to the appropriate investigative body
Complaint	Finalised	No	19/02/2020	19/02/2020	Delivery of duties and service	Police action following contact		Investigation	Resolved	Apology provided and feedback sent to supervisor as requested
Complaint	Finalised	No	06/04/2020	14/04/2020	Access and/or disclosure of information	Handling of information	Covid 19	Coronavirus - police powers on restrictions	Resolved	Apology offered to complainant and assured that I have forwarded concerns to relevant supervisors and requested their assistance in distributing a reminder of standards of professional behaviour.
Complaint	Finalised	No	17/06/2020	17/06/2020	Delivery of duties and service	General level of service		None	Resolved	OIC's supervisor made contact and feedback passed on.
Complaint	Finalised	No	01/07/2020	01/07/2020	Individual behaviours	Impolite language/abuse		None	Resolved	OIC made contact.
Complaint	Finalised	No	07/08/2020	12/11/2020	Delivery of duties and service	General level of service		None	Resolved	Information provided.
Complaint	Finalised	No	23/09/2020	23/10/2020	Delivery of duties and service	General level of service		Investigation	Resolved	OIC spoke to complainant, and provided explanation.
Complaint	Finalised	No	22/09/2020	06/10/2020	Individual behaviours	Unprofessional attitude and disrespect		None	Resolved	Explanation avoided
Complaint	Finalised	No	29/09/2020	12/11/2020	Delivery of duties and service	General level of service		Investigation	Resolved	Stop and/or search
Complaint	Finalised	No	06/10/2020	11/12/2020	Delivery of duties and service	Decisions		Investigation	Resolved	Information and explanation provided.
Complaint	Finalised	No	12/10/2020	30/10/2020	Delivery of duties and service	Decisions		Investigation	Resolved	OIC made contact.
Complaint	Finalised	No	12/10/2020	16/10/2020	Individual behaviours	Unprofessional attitude and disrespect		Investigation	Resolved	OIC to make contact, following initial contact made by Sergeant to discuss.
Complaint	Finalised	No	16/10/2020	29/10/2020	Delivery of duties and service	Decisions		Investigation	Resolved	Explanation provided.
Complaint	Finalised	No	19/10/2020	12/11/2020	Delivery of duties and service	General level of service		None	Resolved	No video evidence in vehicle so unable to see who was in which lane. Explanation provided in relation to insurance documents, which were reviewed by the officer. Civil Litigation to review in terms of a claim.
Complaint	Finalised	No	21/10/2020	12/11/2020	Delivery of duties and service	Decisions		Investigation	Resolved	No video evidence in vehicle so unable to see who was in which lane. Explanation provided in relation to insurance documents, which were reviewed by the officer. Civil Litigation to review in terms of a claim.
Complaint	Finalised	No	21/10/2020	12/11/2020	Delivery of duties and service	Decisions		Roads/traffic	Resolved	Case re-opened and CCTV to be reviewed by OIC. responded to and civil litigation assisting.
Complaint	Finalised	No	04/11/2020	06/11/2020	Delivery of duties and service	Decisions		Roads/traffic	Resolved	Line manager has agreed that he will reflect upon whether this was an appropriate course of action. Complainant is happy with that outcome.
Complaint	Finalised	No	04/11/2020	06/11/2020	Use of police vehicles	Use of police vehicles		Roads/traffic	Resolved	OIC to make contact, update appointment to obtain phone.
Complaint	Finalised	No	04/11/2020	13/11/2020	Delivery of duties and service	General level of service		Investigation	Resolved	Reassurance and advice provided.
Complaint	Finalised	No	05/11/2020	10/11/2020	Use of police vehicles	Use of police vehicles		Roads/traffic	Resolved	This has been service recovered. I have offered an apology and acknowledgement, and have requested the supervising officer to provide feedback.
Complaint	Finalised	No	05/11/2020	05/11/2020	Delivery of duties and service	Decisions		Investigation	Resolved	Unable to identify the officer as telematics down and a number of other vehicles were present. Apology offered and accepted.
Complaint	Finalised	No	06/11/2020	06/11/2020	Use of police vehicles	Use of police vehicles		None	Resolved	Apology offered and accepted, also offered an explanation around officer powers.
Complaint	Finalised	No	06/11/2020	06/11/2020	Use of police vehicles	Use of police vehicles		None	Resolved	OIC made contact, visited and obtained statement for clarity.
Complaint	Finalised	No	13/11/2020	20/11/2020	Individual behaviours	Unprofessional attitude and disrespect		Roads/traffic	Resolved	Feedback provided by supervisor.
Complaint	Finalised	No	14/11/2020	14/12/2020	Individual behaviours	Unprofessional attitude and disrespect		Roads/traffic	Resolved	Explanation provided
Complaint	Finalised	No	14/12/2020	21/12/2020	Use of police vehicles	Use of police vehicles		None	Resolved	Apology provided
Complaint	Finalised	No	14/12/2020	22/12/2020	Delivery of duties and service	General level of service		Coronavirus - other	Resolved	Feedback given to line manager and Officer was called in for a meeting.
Complaint	Finalised	No	14/12/2020	21/12/2020	Police powers, policies and procedures	Stops, and stop and search		Investigation	Resolved	FCR reviewed call and made contact with complainant.
Complaint	Finalised	No	21/12/2020	19/03/2021	Delivery of duties and service	Decisions		Coronavirus - other	Resolved	I have offered an apology and provided feedback to the officers line manager.
Complaint	Finalised	No	21/12/2020	21/12/2020	Individual behaviours	Unprofessional attitude and disrespect		Roads/traffic	Resolved	Accoloy offered and assured would forward concerns on to relevant departments.
Complaint	Finalised	No	21/12/2020	23/12/2020	Delivery of duties and service	General level of service		Investigation	Resolved	Feedback provided to line manager
Complaint	Finalised	No	29/12/2020	06/01/2021	Individual behaviours	Unprofessional attitude and disrespect		Death	Resolved	Explanation provided
Complaint	Finalised	No	30/12/2020	30/12/2020	Other	Other		Coronavirus - other	Resolved	Explanation and apology offered by Sgt.
Complaint	Finalised	No	04/01/2021	04/01/2021	Police powers, policies and procedures	Stops, and stop and search		Roads/traffic	Resolved	OIC made contact and provided an explanation. Complainant satisfied.
Complaint	Finalised	No	04/01/2021	12/01/2021	Delivery of duties and service	General level of service		Investigation	Resolved	Explanation and apology provided.
Complaint	Finalised	No	15/01/2021	28/01/2021	Delivery of duties and service	General level of service		None	Resolved	I have passed feedback to the officers line manager for appropriate action.
Complaint	Finalised	No	18/01/2021	21/01/2021	Delivery of duties and service	General level of service		None	Resolved	Return to owner request sent to defendants private, and OIC will liaise to arrange the return of property.
Complaint	Finalised	No	18/01/2021	20/01/2021	Individual behaviours	Impolite language/abuse		Call Handling	Resolved	Chief Inspector from FCR called complainant and will provide feedback to subject.
Complaint	Finalised	No	19/01/2021	26/01/2021	Delivery of duties and service	Decisions		Coronavirus - police powers on restrictions	Resolved	Explanation avoided.
Complaint	Finalised	No	22/01/2021	25/01/2021	Individual behaviours	Impolite language/abuse		Neighbourhood policing	Resolved	Supervisor to provide feedback.
Complaint	Finalised	No	25/01/2021	02/02/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Call has been listened to and deemed service was not acceptable. Call handler provided feedback by line manager
Complaint	Finalised	No	26/01/2021	11/02/2021	Delivery of duties and service	General level of service		None	Resolved	I have agreed with the complainant that as I have been unable to identify the officer involved I will pass feedback to the arresting officers line manager.
Complaint	Finalised	No	27/01/2021	02/02/2021	Delivery of duties and service	General level of service		Arrest	Resolved	OIC has made attempts to discuss concerns, but she did not respond to his voicemail or calls.
Complaint	Finalised	No	28/01/2021	02/02/2021	Individual behaviours	Impolite language/abuse		None	Resolved	Explanation provided and assured fairness will be assured.
Complaint	Finalised	No	29/01/2021	03/02/2021	Delivery of duties and service	General level of service		Neighbourhood policing	Resolved	Officer has been given feedback that advice in relation to self isolating is a matter for track and trace and not police.
Complaint	Finalised	No	02/02/2021	16/02/2021	Delivery of duties and service	General level of service		Covid 19	Resolved	Accoloy provided
Complaint	Finalised	No	08/02/2021	18/02/2021	Individual behaviours	Unprofessional attitude and disrespect		Coronavirus - other	Resolved	Accoloy provided
Complaint	Finalised	No	08/02/2021	17/02/2021	Delivery of duties and service	Information		Coronavirus - other	Resolved	BMW reviewed and Officer has not made inappropriate disclosures. Covid 19 FPH issues appropriately.
Complaint	Finalised	No	11/02/2021	12/02/2021	Delivery of duties and service	Decisions		Coronavirus - other	Resolved	Apology provided to and feedback provided to the manager, who also reviewed the BMW.
Complaint	Finalised	No	11/02/2021	13/02/2021	Delivery of duties and service	General level of service		Investigation	Resolved	Complainant has received a call from PC and is not satisfied.
Complaint	Finalised	No	12/02/2021	02/03/2021	Delivery of duties and service	General level of service		Investigation	Resolved	OIC progressing and will interview suspect along with setting their phone.
Complaint	Finalised	No	16/02/2021	24/02/2021	Individual behaviours	Unprofessional attitude and disrespect		None	Resolved	Complainant disengaged with the process and did not provide any further information relating to her complaint.
Complaint	Finalised	No	22/02/2021	04/03/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Explanation and apology avoided
Complaint	Finalised	No	22/02/2021	22/02/2021	Police powers, policies and procedures	Searches of premises and seizure of property		Premises search	De Recorded	Merged with CO190621
Complaint	Finalised	No	24/02/2021	24/02/2021	Delivery of duties and service	General level of service		Social media	Resolved	Apology provided / explained that informal feedback will be given
Complaint	Finalised	No	26/02/2021	08/03/2021	Police powers, policies and procedures	Stops, and stop and search		Roads/traffic	Resolved	Words of advice given and sanctions have been reviewed
Complaint	Finalised	No	01/03/2021	05/03/2021	Individual behaviours	Impolite language/abuse		Neighbourhood policing	Resolved	Forwarded to supervisor for feedback.
Complaint	Finalised	No	08/03/2021	12/04/2021	Delivery of duties and service	General level of service		Domestic/gender abuse	Resolved	Feedback given to Line Manager for appropriate action
Complaint	Finalised	No	08/03/2021	24/03/2021	Delivery of duties and service	General level of service		None	Resolved	Reviewed BMW and provided explanation
Complaint	Finalised	No	12/03/2021	06/05/2021	Delivery of duties and service	General level of service		Coronavirus - police powers on restrictions	Resolved	BMW of the incident reviewed and found the Officers conduct to be appropriate.
Complaint	Finalised	No	15/03/2021	07/05/2021	Other	Other		Coronavirus - other	Resolved	BMW of the incident reviewed and found the Officers conduct to be appropriate.
Complaint	Finalised	No	15/03/2021	07/05/2021	Individual behaviours	Impolite language/abuse		Roads/traffic	Resolved	Explanation provided
Complaint	Finalised	No	15/03/2021	07/05/2021	Delivery of duties and service	General level of service		Roads/traffic	Resolved	Explanation provided
Complaint	Finalised	No	16/03/2021	07/04/2021	Individual behaviours	Unprofessional attitude and disrespect		Roads/traffic	Resolved	Explanation avoided
Complaint	Finalised	No	17/03/2021	22/03/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Explanation provided
Complaint	Finalised	No	24/03/2021	07/04/2021	Delivery of duties and service	General level of service		Domestic/gender abuse	Resolved	Line Manager acknowledged some areas of improvement and has given the Officer words of advice
Complaint	Finalised	No	24/03/2021	01/04/2021	Individual behaviours	Impolite language/abuse		Call Handling	Resolved	Supervisor feedback
Complaint	Finalised	No	26/03/2021	13/05/2021	Delivery of duties and service	General level of service		Investigation	Resolved	
Complaint	Finalised	No	31/03/2021	14/04/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	
Complaint	Finalised	No	01/04/2021	15/06/2021	Delivery of duties and service	General level of service		None	Resolved	Handled otherwise than by investigation - explanation provided
Complaint	Finalised	No	06/04/2021	27/04/2021	Police powers, policies and procedures	Other policies and procedures		Coronavirus - police powers on restrictions	Resolved	Footage reviewed and explanation provided
Complaint	Finalised	No	06/04/2021	27/04/2021	Individual behaviours	Impolite language/abuse		Call Handling	Resolved	Accoloy offered.
Complaint	Finalised	No	07/04/2021	07/04/2021	Delivery of duties and service	General level of service		Neighbourhood policing	Resolved	OIC to provide report.
Complaint	Finalised	No	13/04/2021	27/04/2021	Delivery of duties and service	General level of service		Investigation	Resolved	
Complaint	Finalised	No	14/04/2021	27/04/2021	Individual behaviours	Unprofessional attitude and disrespect		Call Handling	Resolved	
Complaint	Finalised	No	16/04/2021	19/05/2021	Delivery of duties and service	Police action following contact		Investigation	Resolved	Although elevated to Schedule 3, complainant subsequently withdrew before this could be actioned.
Complaint	Finalised	No	16/04/2021	05/05/2021	Delivery of duties and service	General level of service		Coronavirus - other	Resolved	
Complaint	Finalised	No	19/04/2021	12/05/2021	Delivery of duties and service	General level of service		Neighbourhood policing	Resolved	OIC made contact
Complaint	Finalised	No	20/04/2021	05/05/2021	Delivery of duties and service	General level of service		Neighbourhood policing	Resolved	Area officers dealing with.
Complaint	Finalised	No	21/04/2021	04/05/2021	Individual behaviours	Unprofessional attitude and disrespect		None	Resolved	
Complaint	Finalised	No	22/04/2021	10/06/2021	Delivery of duties and service	General level of service		Premises search	Resolved	Information provided.
Complaint	Finalised	No	26/04/2021	29/04/2021	Individual behaviours	Impolite language/abuse		Call Handling	Resolved	Explanation / apology provided - could have offered better advice in relation to son reporting incident
Complaint	Finalised	No	27/04/2021	06/05/2021	Delivery of duties and service	Decisions		Investigation	Resolved	
Complaint	Finalised	No	28/04/2021	07/05/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Incident reviewed by FCR.
Complaint	Finalised	No	30/04/2021	30/04/2021	Delivery of duties and service	Police action following contact		Investigation	Resolved	Reassurance provided to the complainant that timescales are within what we would expect and asked OIC to contact them to provide an update.
Complaint	Finalised	No	30/04/2021	21/05/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Incident re-reviewed with CCTV information and specific time/location.
Complaint	Finalised	No	04/05/2021	21/05/2021	Individual behaviours	Impolite language/abuse		Call Handling	Resolved	Call handler was not found to have shouted. De-brief of call provided to complainant.
Complaint	Finalised	No	07/05/2021	16/07/2021	Individual behaviours	Unprofessional attitude and disrespect		Coronavirus - police powers on restrictions	Resolved	
Complaint	Live	No	11/05/2021	07/06/2021	Individual behaviours	Impolite language/abuse		Neighbourhood policing	Resolved	
Complaint	Finalised	No	11/05/2021	10/06/2021	Individual behaviours	Unprofessional attitude and disrespect		None	Resolved	Explanation provided.
Complaint	Finalised	No	13/05/2021	27/05/2021	Delivery of duties and service	General level of service		None	Resolved	Full explanation provided.
Complaint	Finalised	No	13/05/2021	18/05/2021	Abuse of position/complaint	Organisational corruption		Investigation	Resolved	Officers Sgt spoke to them and is satisfied they have no connection to neighbours and did not attend address
Complaint	Finalised	No	21/05/2021	24/05/2021	Delivery of duties and service	General level of service		None	De Recorded	
Complaint	Finalised	No	08/06/2021	11/06/2021	Delivery of duties and service	General level of service		Covert policing	Resolved	Explanation provided that the officer was carrying out duties as expected
Complaint	Finalised	No	09/06/2021	09/08/2021	Delivery of duties and service	General level of service		Call Handling	Resolved	Explanation provided.
Complaint	Finalised	No	14/06/2021	09/08/2021	Delivery of duties and service	Police action following contact		Call Handling	Resolved	Explanation and apology
Complaint	Finalised	No	22/06/2021	11/09/2021	Delivery of duties and service	General level of service		Investigation	Resolved	
Complaint	Finalised	No	22/06/2021	06/07/2021	Delivery of duties and service	Police action following contact		Investigation	Resolved	
Complaint	Finalised	No	13/07/2021	09/08/2021	Delivery of duties and service	General level of service		Coronavirus - other	Resolved	Explanation avoided.
Complaint	Finalised	No	13/07/2021	15/07/2021	Delivery of duties and service	General level of service		Neighbourhood policing	Resolved	New OIC allocated and tasked to make contact with complainant and progress investigation.
Complaint	Finalised	No	14/07/2021	11/08/2021	Delivery of duties and service	General level of service		Investigation	Resolved	
Complaint	Finalised	No	15/07/2021	23/07/2021	Delivery of duties and service	General level of service		Investigation	Resolved	

Complaint	Finalised	No	13/07/2021	15/07/2021	Delivery of duties and service	General level of service	Investigation	Resolved
Complaint	Finalised	No	13/07/2021	23/07/2021	Individual behaviours	Unprofessional attitude and disrespect	Neighbourhood policing	Resolved
Complaint	Finalised	No	13/07/2021	23/07/2021	Delivery of duties and service	Police action following contact	Investigation	Resolved
Complaint	Finalised	No	14/07/2021	09/08/2021	Delivery of duties and service	Police action following contact	Investigation	Resolved
Complaint	Finalised	No	14/07/2021	14/07/2021	Delivery of duties and service	Police action following contact	Call Handling	Resolved
Complaint	Finalised	No	14/07/2021	21/07/2021	Delivery of duties and service	General level of service	Firearms	Resolved
Complaint	Finalised	No	14/07/2021	11/08/2021	Delivery of duties and service	General level of service	Investigation	Resolved
Complaint	Finalised	No	15/07/2021	19/07/2021	Police powers, policies and procedures	Power to arrest and detain	Arrest	Resolved
Complaint	Finalised	No	15/07/2021	23/07/2021	Delivery of duties and service	General level of service	Investigation	Resolved
Complaint	Live	No	15/07/2021					
Complaint	Live	No	15/07/2021					
Complaint	Finalised	No	15/07/2021	09/08/2021	Individual behaviours	Unprofessional attitude and disrespect	Call Handling	Resolved
Complaint	Finalised	No	15/07/2021	23/07/2021	Delivery of duties and service	General level of service	Investigation	Resolved
Complaint	Finalised	No	16/07/2021	20/07/2021	Handling of or damage to property/premises	Handling of or damage to property/premises	Investigation	Resolved
Complaint	Finalised	No	16/07/2021	11/08/2021	Delivery of duties and service	General level of service	Investigation	Resolved
Complaint	Finalised	No	16/07/2021	19/07/2021	Delivery of duties and service	Police action following contact	Investigation	Resolved
Complaint	Finalised	No	19/07/2021	17/08/2021	Delivery of duties and service	General level of service	None	Resolved
Complaint	Finalised	No	19/07/2021	19/07/2021	Delivery of duties and service	Decisions	Investigation	Resolved
Complaint	Finalised	No	19/07/2021	10/09/2021	Delivery of duties and service	Decisions	Investigation	Resolved
Complaint	Finalised	No	20/07/2021	30/07/2021	Delivery of duties and service	Police action following contact	Investigation	Resolved
Complaint	Live	No	20/07/2021					
Complaint	Live	No	20/07/2021					
Complaint	Finalised	No	21/07/2021	26/07/2021	Delivery of duties and service	General level of service	Firearms	Resolved
Complaint	Live	No	23/07/2021		Police powers, policies and procedures	Use of force	Arrest	
Complaint	Live	No	23/07/2021					