



Force Disclosure Unit

Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext 62005

www.wiltshire.police.uk
disclosure@wiltshire.police.uk

Date: 13th January 2022

Your Ref: FOI

Our Ref: FOI 2021/1035

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 16th December 2021 concerning complaints that have been logged or recorded.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and after having consulted our Complaints team – I am now able to respond as follows.

You wrote and **our response:**

I see from the IOPC website (see below) that when someone makes a complaint about the police it is dealt with in one of two ways – either you (i) 'log information about it into a database' or (ii) decide that it be 'recorded'.

1. For the year 2020/21, please provide the number of complaints that you (i) logged and (ii) recorded.
[i\) 1062 logged complaints](#)
[ii\) 591 recorded complaints](#)

If a complainant is unhappy about your decision to log their complaint they can ask you to record it.

2. For the year 2020/21, please provide the number of complainants who requested you to record their complaints because they were unhappy that you logged them.
[In order to ascertain whether a complainant requested for their complaint to be recorded because they were unhappy with the fact that their complaint was logged \(which is what happens with all complaints we initially receive\), then this would involve a manual perusal of all recorded complaints. However, to assist you where we can, a search has been carried out and it has been found that 42 complaints were recorded \(by 42 complainants\) because the complainants wished for that to happen.](#)
3. For the year 2020/21, please provide the number of these requests (response to request 2) that you changed from logged to recorded.
[Please refer to our response for question 2.](#)



4. Please provide all category headings available to categorise the nature of the logged information.

This is in the IOPC GUIDANCE and the categories are as follows:

Delivery of duties and service
Police powers, policies and procedures
Handling of or damage to property/premises
Access and/or disclosure of information
Use of police vehicles
Discriminatory behaviour
Abuse of position/corruption
Individual behaviours
Sexual conduct
Discreditable conduct
Other

From the IOPC website:

'If your complaint can be resolved quickly

If your complaint can be resolved fairly quickly and you are satisfied, then your complaint does not need to be looked into further and will not be recorded. For example, if you make a complaint and the force provides you with an explanation that you are satisfied with.

If your complaint is not recorded, the police force will still log information about your complaint into a database. This is so they can look at the complaints they receive to spot themes and trends.

Recording a complaint means that the person handling your complaint must follow certain processes and you will have the right to ask for a review if you are not happy with the outcome.

If your complaint cannot be resolved quickly

If your complaint cannot be resolved fairly quickly, then the police force must record your complaint and look into it further. This may or may not involve an investigation.

You can ask for your complaint to be recorded if you are unhappy that it has not been recorded.

By law, certain serious complaints must be recorded. This includes complaints that could result in criminal charges for an officer, if the allegation was proven. An allegation is a claim that someone has done something wrong. For example, an allegation of assault or theft.'

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.policeconduct.gov.uk%2Fresearch-and-learning%2Four-youth-panel%2Fpolice-complaints-quick-guide-young-people&data=04%7C01%7Cdisclosure%40wiltshire.police.uk%7C585e14f86abf41f89e1a08d9c053884d%7C4e5729cf852d4510921251157ca27e3e%7C0%7C0%7C637752288010808269%7CUnknown%7CTWfPbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCi6Mn0%3D%7C3000&sd=L2U0XWIOqK6uJ%2BfidE9Am%2FSc%2BgubHODduPRuCa6lk28%3D&reserved=0>

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Kay Moore
Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



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Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should

contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk