

WILTSHIRE POLICE



XXXX – Via email



Police Headquarters

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DEVIZES
Wiltshire
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disclosure@wiltshire.police.uk

Date: 30th June 2025

Our ref: FOI 2025-566

Reply contact name:

Dear XXXX,

I write in connection with your request for information dated 7th June 2025 regarding complaints.

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.

Following receipt of your request, research was conducted by the Professional Standards Department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

I am writing to request information under the Freedom of Information Act 2000 regarding the procedures and systems used by you to comply with statutory obligations under ****Schedule 3 of the Police Reform Act 2002****, as amended.

Please provide responses to the following:

1. ****Recording of Complaints Upon Request****

a. Do you operate a system that automatically records complaints under Schedule 3 of the Police Reform Act 2002 ****where the complainant requests formal recording****? **No – Complaints can be made online, by post, face to face in Custody / enquiry office. All complaints are collated and recorded by the 'Complaints Resolution Team' (CRT) who work in the OPCC's office, they are not recorded by Wiltshire Police. On becoming Sch 3, they are passed to PSD on the complaints system (Centurion).**

b. If so, please provide details of that system, including:

* The date it was implemented **N/A**

* Whether it applies to all public-facing complaint channels (e.g., online forms, phone calls, in-person reports) **N/A**

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* The steps taken when an officer receives such a request **N/A**

2. ****Auditing and Oversight****

- a. What auditing mechanisms are in place to ensure that all complaints requested to be recorded under Schedule 3 are in fact recorded? **None**
- b. How frequently are such audits performed, and by whom? **N/A**
- c. Please provide any internal guidance, SOPs, or policy documents that describe these auditing or oversight procedures. **N/A**

3. ****Data and Metrics****

- a. Please provide statistics (for the last 3 years, if available) showing:
 - * The total number of complaints received **5,639**
 - * The number of complaints formally recorded under Schedule 3 **2,572**
 - * The number of instances where a complainant requested recording under Schedule 3 and this was ****refused**** (with reasons, if recorded) **No information held – This information should be held with the complaints resolution team who sit within the OPCC.**
 - * The number of outstanding requests not yet actioned. **No information held – As above.**
- b. If this information is not held or not recorded centrally, please confirm. **N/A**

4. ****Compliance Monitoring****

- a. Have you ever been subject to internal or external review (e.g., by the IOPC, HMICFRS, PCC) relating to compliance with the duty to record complaints under Schedule 3? If so, please provide a copy or summary of the findings or recommendations. **The information you are requesting is exempt by virtue of Section 21 Freedom of Information Act 2000 - Information accessible to applicant by other means. The information you have requested is available via the following website/link: - [PEEL 2023–2025: An inspection of Wiltshire Police - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services](#)**
- b. What internal accountability measures exist to address failures to record complaints when requested? **If a person was to make it known they had submitted a complaint to an officer or member of staff, and it could be shown that officer or member of staff had not passed that complaint to the Complaints Resolution Team (CRT) for recording, then this would be a new complaint and a possible Misconduct matter**

I am satisfied that all the relevant information has been passed to me and 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

Force Disclosure Decision Maker