

**Force Disclosure Unit**

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

www.wiltshire.police.uk

disclosure@wiltshire.pnn.police.uk

XXXXXX – by E Mail

Date: 10th February 2026

Your ref: FOI

Our ref: FOI 2026 / 107

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 26th January 2026 concerning Criminal Complaints made against Police Officers.

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 – having consulted our Contact Management Team - I am now able to respond as follows.

You wrote

I would like a copy of the protocol in place in your service about criminal complaints made against police officers via your 101 number.

Our response

Please refer to the attached two Policy Documents :-

- Responding to the Public Procedure
- Crime Screening and Allocation Procedure

In terms of how we deal with incident reports the Responding to the Public Procedure provides guidance.

The Crime Screening and Allocation Procedure provides instruction as to how an incident is then allocated within Force.



INVESTOR IN PEOPLE

Should a police officer be involved as a suspect we would deal with the incident in accordance with these documents and additionally provide oversight to the Officers' supervisor and also advise our Counter Corruption and Professional Standards Teams of the report that has been made.

Please Note

Elements of the Crime Screening and Allocation Procedure have been redacted to remove the following :-

- a) operationally sensitive information under Section 31(1) of the FOIA and
- b) personal Information under Section 40(2) of the FOIA.

Section 40(2) is an absolute exemption and there is no obligation on an Authority to provide any rationale for the exemption.

Section 31(1) is a prejudice based and qualified exemption, therefore the harm (prejudice) in disclosure should be evidenced and the public interest given.

Overall Harm

Although every effort should be made to release information under the Freedom of Information Act, to disclose specific details regarding how we handle specific Intelligence from a policing perspective could provide those individuals that are so inclined with key information that would be useful to them and could be used to either tailor their offending behaviour or avoid possible detection. This would compromise our ability to provide the public with the policing service they expect.

In addition, providing specific tactical information about how Intel is processed, where it comes from and how / why different units are deployed following the receipt of Intelligence could also prejudice future law enforcement tactics and our ability to effectively and efficiently prevent and detect crime and bring offenders to justice. Although there is public interest in the transparency of policing, this is countered by the need to protect any future law enforcement conducted by Wiltshire Police.

Furthermore, there is a very strong public interest in safeguarding the integrity of police law enforcement and the ability to police effectively and safely. This, in-turn, would reassure the public that the police are highly secure and would not disclose any information to the world, not just the requester, which may jeopardise law enforcement.

Public Interest Considerations

Factors Favouring Disclosure

The disclosure of this information would lead to a better-informed public and promote trust by demonstrating openness, transparency and accountability. In addition, the public are entitled to know how public funds are being spent.

Factors Against Disclosure

Any disclosure made under the Freedom of Information process is effectively a disclosure to everyone in the public domain.

By highlighting and disclosing operational and tasking information following the receipt of Intelligence would assist the criminal fraternity greatly as it would provide those so inclined with our key operational procedures and limitations.

Our ability to react to Intelligence that has been received would be compromised as would our ability to police effectively. Criminals could – knowing how we handle and allocate reports received via Intelligence – decide to submit spurious reports that could cause a drain to resources and divert Wiltshire Police from current and genuine crime or intelligence demand.

Both would place our ability to enforce the law effectively into jeopardy and by providing such detailed and specific information it could also lead to an increase in such crimes being committed and aid criminals in regards to the scaling their activities accordingly in line with current Force capacity and procedures.

In turn, this would potentially undermine our ability to enforce the law effectively, impair our ability to protect members of the public and also lead to a degradation in public confidence of the Force. Furthermore, disclosing this information into the public domain would highlight that Wiltshire Police does not take the security and integrity of law enforcement seriously, which would cause a large drop in confidence.

Balance Test

The above points highlight both the merits and issues with disclosing in full the complete Crime Screening and Allocation Procedure.

Overall the police service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. Because of this, Wiltshire Police will not divulge any information if to do so would prejudice our law enforcement or operational capabilities and in turn lead to more victims of crime and offenders not being brought to justice. The public interest is very largely in favour of non-disclosure in full to ensure the capability of law enforcement of Wiltshire Police.

This would only be overridden in exceptional circumstances, which this Freedom of Information request is not.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemptions applicable to the information requested are :

Section 31(1)	Law Enforcement
Section 40(2)	Personal Information

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,

Nick Penny
Disclosure Decision Maker

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



Force Disclosure Unit

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.pnn.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 FoI 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