

WILTSHIRE POLICE



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: September 22,
2026

Our ref: FOI 2026/615

Reply contact name is:

Dear,

I write in connection with your request for information, dated 3rd July 2026 concerning racial discrimination.

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 of Wiltshire Police.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You Wrote:

Time periods requested:

1 January–31 December 2020
1 January–31 December 2021
1 January–31 December 2022
1 January–31 December 2023
1 January–31 December 2024
1 January–31 December 2025
1 January–30 June 2026

Records of complaints and conduct cases made under the Police Staff Council or Police Conduct Regulations which accuse staff of racial discrimination.

1. Complaint volumes

For each of the above calendar years, please provide:

The total number of complaints to your force alleging racism by members in your force against officers in your force or the force itself.

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2. Complainant demographics

For each complaint recorded in each year, please provide the following fields (anonymised):

2a. Ethnicity of the complainant (as recorded) e.g., White, Black, Asian or whichever ethnic groups you record your data.

2b. Age of the complainant (at time of complaint). I'm happy if you put these into groups to avoid problems with GDPR e.g., 18-30; 31-50; >50.

2c. Gender of the complainant (as recorded).

3. Officer demographics

For each complaint recorded in each year, please provide:

3a. Ethnicity of the officer (as recorded – see Q2).

3b. Age of the officer (at time of incident or complaint – see Q2).

3c. Gender of the officer (as recorded).

If you think that 3b and 3c individually or combined will identify the officer, you will impose section 40(2) – personal information – exemption. To avoid that, please just answer 3a and explain why you have imposed sec 40(2).

4. Outcomes

For each complaint recorded in each year, please provide:

4a. Outcome of the complaint, including (but not limited to):

Whether there was an investigation

Outcome of that investigation [upheld/no upheld]

Suspension

Dismissal

Words of advice

Employment tribunal

Any other outcome category used by your force

5. Data format

Please make sure that you provide the data in the same format for each separate year.

1 January–31 December 2020

1 January–31 December 2021

1 January–31 December 2022

1 January–31 December 2023

1 January–31 December 2024

1 January–31 December 2025

1 January–30 June 2026

5a. Please provide the data in an excel spreadsheet.

5b. If it is easier for you, simply give me the raw data so I can create my own pivot tables or filter the data.

6. Please provide documents or links which set out your force's policies for officers being able to complain about allegations of racism or discrimination against officers and/or your force.

8. When it comes to equality diversity and inclusivity training, please explain whether the training is provided by internal members of staff or external consultants.

9. If they are external consultants, please tell me how much you spent on EDI training in the years above. Please provide the cost per year as set out in Q5.

I believe that you will have the data available because you will feed these to the Home Office.

Response:

On reviewing the original Freedom of Information request, the response provided and the request for an Internal Review, I uphold the original response / exemption provided.

To clarify, on receiving this Internal Review request I liaised with our Professional Standards Department who confirmed that it would exceed the 18 hour work limit for Question Four, specifically '**community resolution, suspension, dismissal and arrest information**'. This is as there is no automatic way to gather this information and would require manually searching and reading and each and every individual complaint for the requested time period.

Furthermore, as an individual can make one complaint against several officers or several complaints against one officer, without reviewing the whole file Wiltshire Police would not be able to ascertain the outcomes.

Our Professional Standards Department have also provided some further evidence for Section 12. They have stated that from 2020 to 2025, there are nearly 300 cases, with some having around 50 documents within them. They have estimated that it would take a minimum of 20 to 25 minutes to check each.

Due to this, it would exceed the 18 hour work limit to locate, retrieve and extract the information and therefore Section 12 applies.

Please note that if one Question is exempt under Section 12, then this exemption applies to the whole request.

However, I note in the previous response that a large amount of information has already been provided.

Ordinarily under our Section 16 obligation to provide advice and assistance, I would advise you of a way in which to refine your request. However, due to the difficulties as outlined above, I cannot think of a way in which this could be achieved.

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 exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

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.

Keeping Wiltshire Safe

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

Yours Sincerely,



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



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 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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>