

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by E Mail

Date: 16th September 2026

Your ref: FOI

Our ref: FOI 2026 / 841

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 11th September 2026 concerning Complaints Software.

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 Professional Standards, Counter Corruption, Complaints, Vetting and ICT Teams - I am now able to respond as follows.

You wrote (and Our Response)

1. What is the name of the main software currently used to record and manage police complaints?

Centurion

2. Are all complaints recorded on this system, including informal complaints or complaints handled outside Schedule 3 of the Police Reform Act 2002 where applicable?

No

3. If No, what other software or system is used to record those complaints?

An Excel Spreadsheet for complaints that are received that fall outside of The Act (Office 365)

INVESTOR IN PEOPLE

4. What is the name of the main software currently used to record and manage conduct or misconduct matters?

Centurion

5. Is any other software used to record or manage conduct or misconduct matters?

Yes

6. If Yes, what is the name of that software?

Occasionally Niche RMS records are required – but normally only when these matters also involve a criminal element. Niche RMS is the crime recording system for Wiltspol.

7. What is the name of the main software currently used to record and manage counter-corruption or anti-corruption matters?

iBase and Centurion

8. Is any other software used to record or manage counter-corruption or anti-corruption matters?

No

9. If Yes, what is the name of that software?

N/A

10. What is the name of the main software currently used to record and manage police vetting?

Core-Vet

11. Is any other software used to record and manage Police vetting?

Yes

12. If Yes, what is the name of that software?

Excel (Office 365)

13. For any of the areas above, has different software been used at any point since 1 January 2018?

No

14. If Yes, please provide the name of the previous software and, if known, the date it was replaced.

N/A

15. What is the current contract expiry date for each software?
16. Does the current contract include any extension period or extension options?
17. If plans are already in place to renew, replace or re-procure the software, what is the anticipated date?
18. If known, which procurement or tendering portal is expected to be used?

The answers to the above 4 questions are provided in the following table :-

No	Question	APPLICATION				
		Centurion	iBase	Core-Vet	Niche RMS	Office 365
15	What is the current contract expiry date for each software?	Unfixed	31/03/2028	29/02/2028	Unfixed	31/03/2027
16	Does the current contract include any extension period or extension options?	N/A	No	1 year optional extension	N/A	No
17	If plans are already in place to renew, replace or re-procure the software, what is the anticipated date?	N/A	In line with expiry	In line with expiry	N/A	In line with expiry
18	If known, which procurement or tendering portal is expected to be used?	N/A	Not yet known	Not yet known	N/A	Not yet known

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