

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

## ETHICS AND TRANSPARENCY PANEL

PAPER MARKED

**E**

Report of	CHIEF CONSTABLE
Subject	COMPLAINTS AND MISCONDUCT STATISTICS – 3 <sup>rd</sup> QUARTER REPORT
Date	TUESDAY 19 MARCH 2024
Author	T/DETECTIVE SUPERINTENDENT ALI TOMPKINS – HEAD OF PROFESSIONAL STANDARDS

### Purpose of Report

1. The purpose of this report is to provide an update on the Force performance for dealing with public complaints during the period 1 April 2023 to 31 December 2023 (Quarter 3). The data will be compared against Quarter 3 for previous years.
2. This data is taken from the IOPC Complaints and Information Bulletin (Experimental) for the reporting period 1 April 2023 to 31 December 2023. It relates to complaint cases closed during the reporting period (data downloaded from the force Centurion IT system).

### Recommendations

It is recommended that the Board:

- Notes the content of this report
- Notes the continuing positive force performance when handling public complaints

### Table 1 - Review of public complaints made to Leicestershire Police

3. The numbers of public complaint cases recorded by Leicestershire Police over the last 3 years are as follows: -

Year	Number Complaints	of	Percentage Change
2021/22 Q3	688		
2022/23 Q3	839		22%
2023/24 Q3	1138		36%

4. There has been a significant increase in public complaints during 2023/24. Nationally there is a 4% increase in public complaints. However, the

IOPC experimental data does show a broad variation across forces. The IOPC are aware of this and reviewing it accordingly.

**Table 2 – Review of Allegations made to Leicestershire Police**

5. Each complaint case may have one or more allegations attached to it. The number of allegations recorded over the past 3 years are as follows: -

Year	Number of Allegations	Percentage Change
2021/22 Q3	1486	
2022/23 Q3	1710	15%
2023/24 Q3	2259	32%

6. There has been a significant increase in allegations during 2023/24. Nationally there was an 12% increase in allegations.
7. A complaint can contain more than one allegation. A complainant may make additional allegations during the progress of their case. Allegations are added to the centurion records as soon as practicable, and verification takes place when the case is closed.

**Table 3 – Top 5 Category of Allegations**

	Allegation	Force 2021/22 Q3	Force 2022/23 Q3	Force 2023/24 Q4
1	Delivery of duties & service	628	854	1149
2	Individual behaviours	348	Replaced by Police powers, policies & procedures 314	Replaced by Police powers, policies & procedures 439
3	Police powers, policies & procedures	294	Replaced by Individual Behaviours 291	Replaced by Individual Behaviours 373
4	Discriminatory Behaviour	64	68	Replaced by Handling of or damage to property/premises 80
5	Handling of or damage to property/premises	52	67	Replaced by Discriminatory Behaviour 78

8. Each of the allegations that are made are recorded against one of 11 allegation categories defined by the IOPC Statutory guidance.

9. Table 3 shows that 51% of all allegations made during 2023/24 Q4 were recorded in the ‘**Delivery of Duties & Service**’ category. This category includes sub-categories of Police Action following contact, Decisions, General level of service and Information. Nationally 53% of all allegations were in recorded in the Delivery of Duties and Service category. This demonstrates that the significant percentage of public complaints is relation to the service provided as opposed to individual behaviours. The definitions for each category when logging complaints is set out in Appendix A of the IOPC Guidance on capturing data about police complaints (February 2024).

**Table 4 – Top 3 National Factors**

10. Complaint factors capture the situational context of the dissatisfaction expressed in a complaint.

	<b>Factor</b>	<b>Force 2021/22 Q3</b>	<b>Force 2022/23 Q3</b>	<b>Force 2023/24 Q3</b>
1	Investigation	Figures Not available	638	1070
2	Arrest	As above	168	280
3	Custody	As above	98	145

11. Table 4 shows that the highest number of allegations are made against the criminal investigations conducted by the force.

**Table 5 - Time Taken to Log Complaint**

	<b>Force</b>	<b>MSF (Most Similar Force)</b>	<b>National</b>
2021/22	3	Not Available	Not Available
2022/23	3	8	5
2023/24	2	8	5

12. Table 5 shows the time taken (days) from the initial receipt of a complaint to when it is formally logged as a complaint by PSD. This shows a favourable performance against MSF and National.

**Table 6 - Time Taken to finalise allegations (days)**

	<b>Force</b>	<b>MSF (Most Similar Force)</b>	<b>National</b>
Outside Sch 3	11	21	18
Under Sch 3 – Not Investigation	42	74	103
Under Sch 3 – Investigation	147	183	182

13. Depending on the seriousness of the allegations made, complaints can be dealt with by three main methods.

- a. Outside Schedule 3 – For lower-level complaints and service recovery
- b. Under Schedule 3 - For more serious complaints that require a broader range of enquiries and responses from persons subject to the complaint.
- c. Under Schedule 3 Investigation– For the most serious, challenging, complex and multi-faceted complaints which have been referred to the IOPC or may include an indication of misconduct by persons subject to the complaint.

14. Table 6 shows a positive performance against MSF and National. The majority of public complaints are handled under schedule 3 (not investigation) which are completed within 42 days on average which also includes the statutory 28-day appeal period.

**Table 7 – Gender of Complainants**

	Male	Female	Other	Prefer not to say	Unknown
2021/22	308 (43%)	253 (35%)	8 (1%)	6 (1%)	143 (20%)
2022/23	326 (51%)	264 (42%)	1 (0%)	19 (3%)	23 (4%)
2023/24	468 (41%)	385 (33%)	2 (0%)	60 (5%)	237 (21%)

**Table 8 – Age of Complainants**

	0-19	20-29	30-39	40-49	50-59	60+	Unknown
2021/22	11 (1%)	113 (16%)	144 (20%)	147 (21%)	116 (16%)	57 (8%)	130 (18%)
2022/23	12 (1%)	118 (14%)	193 (23%)	157 (18%)	129 (15%)	74 (9%)	166 (20%)
2023/24	22 (2%)	144 (12%)	284 (25%)	239 (21%)	180 (16%)	96 (8%)	187 (16%)

**Table 9 – Ethnicity of Complainants**

	Asian	Black	Other	White	Unknown
2021/22	68 (9%)	23 (3%)	26 (4%)	307 (43%)	294 (41%)
2022/23	65 (8%)	26 (3%)	26 (3%)	384 (45%)	347 (41%)
2023/24	132 (12%)	36 (3%)	16 (1%)	590 (51%)	378 (33%)

**Table 10 – Sexual Orientation of Complainants**

	Bisexual	Gay/Lesbian	Heterosexual	Other	Prefer not to say	Unknown
2021/22	7 (1%)	13 (2%)	356 (49%)	6 (1%)	50 (7%)	286 (40%)
2022/23	21 (2%)	10 (1%)	447 (53%)	8 (1%)	86 (10%)	276 (33%)
2023/24	17 (1%)	17 (1%)	684 (60%)	3 (0%)	157 (14%)	272 (24%)

**Table 11 – Disability of Complainants**

	Hearing	Learning Difficulty	Long Illness or Condition	Mental Health Condition	Physical	Sight	Prefer not to say	Unknown	None
2021/22	0	1 (1%)	3 (3%)	10 (10%)	5 (5%)	0	2 (2%)	31 (31%)	46 (46%)
2022/23	2 (2%)	7 (6%)	7 (6%)	13 (11%)	5 (4%)	0	4 (4%)	35 (30%)	44 (38%)
2023/24	2 (1%)	10 (7%)	20 (15%)	23 (17%)	13 (10%)	3 (2%)	14 (10%)	17 (12%)	34 (25%)

**Summary**

Leicestershire Police have continued to experience an increase in public complaints during this reporting period. This reflects the wider challenges currently affecting policing and the national increase in complaints.

Despite this increase in public complaints PSD have continued to deliver a consistent and strong performance. The timeliness for logging and the handling of complaints compares very favorably against MSF and National performance.

## **Implications**

Financial:	None
Legal:	Governance and procedures are in accordance with legislation and statutory guidance. Recent inspections and audits have confirmed good practice and robust compliance with legislation and guidance.
Equality Impact Assessment:	Current procedures are in line with existing Equality Impact Assessments in place within the Professional Standards Department.
Risks and Impact:	Departmental capacity and capability, if complaints continue to rise, has the potential to undermine the Force's ability to meet its statutory requirements to handle public complaints. This would need to be addressed in line with the FMS highlighted risk areas
Link to Police and Crime Plan:	Proposal is in line with the Nolan Principles and current Code of Ethics.
Communications:	Organisational briefings to be delivered for identified best practice and lessons learnt.

## **Background papers**

None other than already published

## **Person to Contact**

Ali Tompkins – T/Detective Superintendent  
Email: [alison.tompkins@leics.police.uk](mailto:alison.tompkins@leics.police.uk)

David Sandall – DCC  
Email: [david.sandall@leics.police.uk](mailto:david.sandall@leics.police.uk)

# Appendix A

---

## Definitions of categories for logging the nature of police complaints

The purpose of the categories is to capture the root of the dissatisfaction expressed in a complaint. The majority of the categories apply to both organisational and individual complaints, which reflects the current definition of a complaint as ‘an expression of dissatisfaction with a police force’ and removal of the distinction previously made between organisational (previously referred to as ‘direction and control’) and individual complaints. Categories A-F and L apply to both organisational and individual complaints. All other categories, except for sub-category G1 (which is organisational only), apply only to individual complaints. A complaint case will contain one or more allegations and a category (and sub-category, where available) should be selected for each allegation logged.

The table below provides a definition for each of the categories, along with some examples. **When applying the categories, select a top-level category first and then review the sub-categories (where available) to identify the appropriate one to select.** Further guidance about how to apply the categories can be found in *Focus*, Data capture: logging a complaint.

Ref	Category / sub-categories	Definition
A	<b>Delivery of duties and service</b>  A1 Police action following contact  A2 Decisions  A3 Information  A4 General level of service	<p>This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour. Any scenarios provided below are intended as examples only, not an exhaustive list of what is covered under each sub-category.</p> <p>A1: Police action following contact This is about the police action following contact, including:</p> <ul style="list-style-type: none"><li>• No or insufficient action in response to a reported incident. For example: the number of officers deployed to an incident or no officers attended, no action taken by the police, or a failure to investigate.</li><li>• The size, nature or quality of an investigation. This includes allegations that evidence was not sought or obtained, and witnesses were not spoken to.</li></ul>

Ref	Category / sub-categories	Definition
		<ul style="list-style-type: none"> <li>• No or insufficient response to a communication or other contact with police, such as no response to a letter sent to the chief officer.</li> <li>• Timeliness of the response (including an investigation) to a reported incident, communication or other contact.</li> </ul> <p>A2: Decisions This is about operational and organisational decisions, including:</p> <ul style="list-style-type: none"> <li>• How matters reported to the police are recorded, such as whether to categorise a call expressing concern about the safety of someone as a welfare concern or missing person, how calls are prioritised (graded) and where a matter is not recorded at all.</li> <li>• Crime recording decisions, including whether to record a matter reported to the police as a crime and the type of crime it is recorded as.</li> <li>• Decisions made at the conclusion of an investigation – for example, whether anyone will be charged or that there will be no further action taken.</li> <li>• Force-wide crime initiatives.</li> <li>• Where officers and staff are located (police presence or absence).</li> <li>• The closure or opening hours of police stations.</li> </ul> <p>A3: Information This is about the information provided or lack of information, including:</p> <ul style="list-style-type: none"> <li>• Insufficient or absence of updates, including on an investigation.</li> <li>• Administrative errors, such as a telephone number recorded incorrectly or typing errors on a force website.</li> <li>• Misleading information, including using facts in a misleading way. It also includes allegations that a police employee lied where it is not an abuse of position.</li> <li>• Absence of information, such as no information about how to contact the relevant department on a police information leaflet.</li> <li>• The information provided in relation to any matter that does not fall under any of the other sub-categories, such as out-of-date information on a force website.</li> </ul> <p>A4: General level of service This relates to the level of service provided where none of the other sub-categories apply.</p>

Ref	Category / sub-categories	Definition
B	<p><b>Police powers, policies and procedures</b></p> <p>B1 Stops, and stop and search</p> <p>B2 Searches of premises and seizure of property</p> <p>B3 Power to arrest and detain</p> <p>B4 Use of force</p> <p>B5 Detention in police custody</p> <p>B6 Bail, identification and interview procedures</p> <p>B7 Evidential procedures</p> <p>B8 Out of court disposals</p> <p>B9 Other policies and procedures</p>	<p>This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour.</p> <p><b>B1: Stops, and stop and search</b> This covers all stops, and stop and search under any power, whether of a person or a vehicle, and includes allegations about the use of the relevant power and the procedures followed. If there are associated allegations, these should be recorded separately in their respective categories – for example, allegations about the use of force during the stop should be recorded under ‘use of force’ (sub-category B4).</p> <p><b>B2: Searches of premises and seizure of property</b> This relates to any power to enter and search premises, and seize property. This includes the authority to enter to search, the information provided to the occupier, the nature or scale of the search, the recording of searches, the securing of premises, and seizure or retention of property. It also includes the power to enter and search premises to ‘save life or limb’ or to prevent serious damage to property.</p> <p><b>B3: Power to arrest and detain</b> This concerns the use, or lack of use, of any power of arrest and detention in respect of proportionality, reasonableness, and necessity. This includes informing persons arrested that they are under arrest and of the reason for their arrest, and cautioning them. Allegations relating to time in detention, for example anything from transportation following arrest onwards (as opposed to the power to detain), should be recorded under ‘detention in police custody’ (sub-category B5).</p> <p><b>B4: Use of force</b> This concerns any issue with the use of force, including where equipment is used, and any incident involving police dogs or horses where the allegation is about the handling of the dog/horse. ‘Equipment’ includes batons, restraint equipment, Tasers and firearms. Examples include use of force when exercising police powers to control a detainee or people in a crowd, or to prevent someone interfering with officers in the execution of their duties. It includes allegations of use of force resulting in any injury and where no injury is sustained, such as pushing. ‘Injury’ includes both physical and</p>

Ref	Category / sub-categories	Definition
		<p>psychiatric injury. It does not include allegations that the force used was excessive because there was no police power to use force because the arrest was wrong – those should be recorded under ‘power to arrest and detain’ (sub-category B3).</p> <p><b>B5: Detention in police custody</b>  This covers procedures relating to detention in police custody, including immediately following arrest. This includes:</p> <ul style="list-style-type: none"> <li>• The transportation of detainees following arrest.</li> <li>• Informing detained persons of their rights and entitlements.</li> <li>• Providing access to legal advice.</li> <li>• Notification rights.</li> <li>• The provision of support/advice to young/vulnerable detained persons.</li> <li>• The maintenance of custody/property records.</li> <li>• Searches of detained people including strip searches.</li> <li>• The provision of meals, medication and exercise.</li> <li>• Conducting reviews of detention.</li> <li>• The provision of interpreters.</li> </ul> <p><b>B6: Bail, identification and interview procedures</b>  This includes:</p> <ul style="list-style-type: none"> <li>• Bail periods and conditions in relation to their adequacy, proportionality, reasonableness and necessity, both for the person being granted bail and for any persons impacted by the conditions – for example, bail conditions for an alleged perpetrator of domestic violence and the impact of these on the victim.</li> <li>• Identification procedures, including the provision of information and options, and the identification procedures themselves.</li> <li>• The taking of fingerprints, photographs or body samples, and the destruction of those.</li> <li>• Interviewing procedures (including voluntary attendance), including record keeping and the provision of interpreters.</li> <li>• The issuing of cautions and charging.</li> </ul>

Ref	Category / sub-categories	Definition
		<p>B7: Evidential procedures This concerns any issue with the handling of evidence, including disclosure, where it is not an abuse of position. Examples include not wearing appropriate protective clothing when seizing physical evidence, not securing evidence in accordance with relevant procedures and not following disclosure procedures, where it is not an abuse of position.</p> <p>B8: Out of court disposals This includes any out of court disposal the police can issue, including community resolutions, fixed penalty notices, penalty notices for disorder, conditional cautions and simple cautions, in relation to the grounds for them to be issued, the conditions attached to them and the procedures followed.</p> <p>B9: Other policies and procedures This includes allegations relating to any police policy or procedure not captured in another sub-category. It includes both local and national policies/procedures, in relation to: complying with the policy/procedure, the content of the policy/procedure and where there is a lack of policy/procedure. Examples include the completion of risk assessments relating to safeguarding, the management or supervision of officers and/or staff, maintenance of pocket notebooks, use of body worn cameras in line with force policy. It should not be used for capturing multiple irregularities in procedure where other sub-categories apply, in which case allegations should be recorded for each category that applies.</p>
C	<b>Handling of or damage to property/premises</b>	<p>This includes all mishandling of or damage to property or premises. Complaints in this category can be organisational or can be about individual behaviour. Reasonable care must be exercised in order to prevent loss or damage to property (excluding an officer's own personal property, but including police property) and premises. This category can include:</p> <ul style="list-style-type: none"> <li>• the loss of property including money</li> <li>• retention of property</li> <li>• damage to property in police custody</li> <li>• being unable to account for money or property</li> <li>• disposal of property</li> <li>• damages to premises caused by forcing entry</li> </ul>

Ref	Category / sub-categories	Definition
		This category excludes the searches of premises and seizure of property (category B2) and property record-keeping in custody (category B5).
D	<p><b>Access and/or disclosure of information</b></p> <p>D1 Use of police systems</p> <p>D2 Disclosure of information</p> <p>D3 Handling of information</p> <p>D4 Accessing and handling of information from other sources</p>	<p>This includes the handling, retention and sharing of information held for police purposes and the handling of information not held by the police but obtained during the execution of police duties. Complaints in this category can be organisational or can be about individual behaviour. Any scenarios provided below are intended as examples only, not an exhaustive list of what is covered under each sub-category.</p> <p>D1: Use of police systems This includes any alleged access of police computer systems that is not in accordance with the data laws – such as checking the details of an ex-partner’s new partner. It also includes any allegations that records have been accessed out of curiosity, rather than for a legitimate policing purpose.</p> <p>D2: Disclosure of information This includes any disclosure of information that is not in accordance with the data laws and includes both deliberate and accidental disclosure. It also includes police employees disclosing personal or sensitive information about someone else, which is not held by the police, but was obtained during the execution of their duty.</p> <p>D3: Handling of information This includes any issue where information has allegedly been mishandled. For information held by the police, this includes the storage and retention of that data. This includes any inaccuracies in the information held by the police about a person, such as markers on the PNC.</p> <p>D4: Accessing and handling of information from other sources This relates to accessing or handling information from non-police systems during the execution of police duties, for example, obtaining information from the local council about a victim of crime without justification and then mislaying that information.</p>
E	<b>Use of police vehicles</b>	This only concerns the driving or use of vehicles in connection with police business. It does NOT relate to officers speaking to members of the public in relation to traffic offences. Complaints in this category can be organisational or can be about individual behaviour.

Ref	Category / sub-categories	Definition
		<p>Examples of complaints in this category include:</p> <ul style="list-style-type: none"> <li>• a police vehicle was driven through a red light with no lights or sirens activated</li> <li>• a police vehicle is continually parked near a roundabout causing an obstruction</li> <li>• the parking of a police vehicle in a bus stop or in a disabled parking bay</li> <li>• a police van was driven recklessly and mounted the pavement nearly hitting pedestrians</li> <li>• the use of a police vehicle during a pursuit of another vehicle, including the manner of driving and tactical contact</li> <li>• the use of police helicopters in residential areas late at night</li> <li>• police cyclists using the pavement</li> </ul>
F	<p><b>Discriminatory behaviour</b></p> <p>F1 Age</p> <p>F2 Disability</p> <p>F3 Gender reassignment</p> <p>F4 Pregnancy and maternity</p> <p>F5 Marriage and civil partnership</p> <p>F6 Race</p> <p>F7 Religion or belief</p> <p>F8 Sex</p> <p>F9 Sexual orientation</p> <p>F10 Other</p>	<p>This includes any issue where an element of discrimination was involved or was perceived to be involved. It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.</p> <p>Discrimination means treating someone (or a group) less favourably than another person (or group) because of a protected characteristic. This includes discriminatory behaviour via social media. Complaints that mention a protected characteristic, but do not complain of being treated differently or less favourably because of it, should not be recorded in this category.</p> <p>Discrimination may be committed (or perceived) on the grounds of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex (previously 'gender'), or sexual orientation. The specific grounds of discrimination should be identified and recorded for each allegation. When recording an allegation in this category, a sub-category should be selected.</p> <p>This also covers discrimination of other identifiable groups not protected under the Equality Act 2010, such as homeless people, those with mental health conditions or sex workers, or alternative sub-culture groups such as goths, emos or punks. Discrimination on these grounds should be recorded with the sub-category 'other'.</p>

Ref	Category / sub-categories	Definition
		<p>If there are associated allegations, these should be recorded separately in their respective categories – for example, allegations about rudeness, as well as discriminatory behaviour, should be recorded under ‘impolite language / tone’ (sub-category H1).</p>
G	<p><b>Abuse of position/ corruption</b></p> <p>G1 Organisational corruption</p> <p>G2 Abuse of position for sexual purpose</p> <p>G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship</p> <p>G4 Abuse of position for financial purpose</p> <p>G5 Obstruction of justice</p> <p>G6 Abuse of position for other purpose</p>	<p>‘Abuse of position’ is any attempt or intention by a person serving with the police, whether on or off duty, to inappropriately or illegitimately take advantage of:</p> <ul style="list-style-type: none"> <li>• their position as a person serving with the police</li> <li>• the authority their position as a person serving with the police affords them</li> <li>• any powers conferred on them by virtue of their position as a person serving with the police</li> </ul> <p>When recording an allegation in this category, a sub-category should be selected. Organisational complaints should be logged under G1. Any scenarios provided below are intended as examples only, not an exhaustive list of what is covered under each sub-category.</p> <p>G1: Organisational corruption This covers commonplace or institutionalised actions or behaviours, which are accepted and left unchallenged. For example, there is a tacit understanding with the local public houses that if any police employee comes to their establishment on a certain day of the week, they will receive discounted drinks.</p> <p>G2: Abuse of position for sexual purpose ‘Sexual purpose’ should be interpreted widely to include any relationship, communication, action or gratification of a sexual nature with a member of the public, including via social media. It is not necessary for the pursued sexual purpose to have been achieved.</p> <p>G3: Abuse of position for the purpose of pursuing an inappropriate emotional relationship An ‘inappropriate emotional relationship’ is any emotional or personal relationship between a person serving with the police and a member of the public, including via social media, which a reasonable person would consider to be a serious breach of appropriate professional boundaries. It is not necessary for the pursued improper emotional relationship to have been achieved.</p>

Ref	Category / sub-categories	Definition
		<p>G4: Abuse of position for financial purpose This is any attempt to use police knowledge or police powers to achieve a financial gain. This could include falsifying expenses or using police knowledge to extort money from an individual. It is not necessary for financial gain to have been achieved.</p> <p>G5: Obstruction of justice This includes any abuse of position to obstruct justice where the person serving with the police is part of the justice process in their capacity as a police person. It also includes any abuse of position to create false justice, for example, planting of evidence. It does not include any allegations where a person serving with the police themselves is the subject of the justice process that they are trying to obstruct – these belong under ‘discreditable conduct’ (category K). This sub-category can include allegations that a member of the police force:</p> <ul style="list-style-type: none"> <li>• perjured themselves at trial</li> <li>• made a false statement</li> <li>• destroyed or tampered with evidence</li> <li>• induced a person to give evidence falsely or drop a matter</li> </ul> <p>G6: Abuse of position for other purpose This is any attempt to use police knowledge or position to achieve any purpose other than those stated in the other sub-categories. For example, the unauthorised use of a warrant card to obtain preferential treatment; using knowledge of police procedures and storage facilities to be able to steal seized controlled drugs, firearms or other material, either for personal use or with the intent to supply; using position within the police force to influence force recruitment processes; or using police position to access information from non-police sources for no valid reason and where the intended purpose does not fit into any of the other sub-categories.</p>
H	<p><b>Individual behaviours</b></p> <p>H1 Impolite language / tone</p> <p>H2 Impolite and intolerant actions</p>	<p>This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position (see category G) or discriminatory in nature (see category F).</p> <p>H1: Impolite language / tone</p>

Ref	Category / sub-categories	Definition
	<p>H3 Unprofessional attitude and disrespect</p> <p>H4 Lack of fairness and impartiality</p> <p>H5 Overbearing or harassing behaviours</p>	<p>This concerns both language (what was said) and how things are said, and can be in person or online. This could include the terms used, the tone of delivery or the volume. If there are associated allegations (for example 'discriminatory behaviour'), then these should be recorded separately.</p> <p>H2: Impolite and intolerant actions This concerns actions of a person, such as inappropriate physical contact that is not alleged to be a use of force nor sexual in nature. For example, an allegation by a victim of crime that the officer taking their statement 'hugged' them.</p> <p>H3: Unprofessional attitude and disrespect This concerns attitude and/or behaviour rather than what or how something was said or done, and can include an absence of courtesy or respect, and inconsiderate behaviour. For example, a complaint that an officer did not leave the room while the complainant was getting dressed or that an officer stepped on a complainant's toes. It also includes attitude or behaviour alleged to be unprofessional, such as wearing inappropriate clothing or an untidy uniform.</p> <p>H4: Lack of fairness and impartiality This includes any issue of bias. An example of this would be an allegation that the police response to a dispute between parties where there are allegations and counter-allegations has favoured one party over the other. This category should not include allegations about irregularities in procedure (see category B) or those related to 'discriminatory behaviour' (category F).</p> <p>H5: Overbearing or harassing behaviours This concerns incidents of the police acting in a manner that is overbearing and unnecessarily forceful, or that could be considered as harassment. The behaviour can be in person or online, and can be direct or indirect, such as allegations the police are orchestrating others to harass. It could include:</p> <ul style="list-style-type: none"> <li>• bullying, intimidation or threatening behaviour</li> <li>• unjustified interference, questioning or surveillance – for example, improper requests for documents</li> <li>• persistent police presence or persistent following – for example, repeated traffic checks</li> <li>• police orchestrating others to harass, intimidate or threaten where it is not an abuse of position</li> <li>• victimisation</li> </ul>

Ref	Category / sub-categories	Definition
		<p>It does not include allegations relating to:</p> <ul style="list-style-type: none"> <li>• police detention or police interviews (see 'police powers, policies and procedures', category B)</li> <li>• where the behaviour is as a result of an abuse of position. These should be recorded under 'abuse of position / corruption' (category G).</li> </ul>
J	<p><b>Sexual conduct</b></p> <p>J1 Sexual assault</p> <p>J2 Sexual harassment</p> <p>J3 Other sexual conduct</p>	<p>This category relates to sexual matters, but does not relate to abuse of position for sexual purpose, which is covered under 'abuse of position/corruption' (sub-category G2).</p> <p>J1: Sexual assault Rape, attempted rape, and any assault surrounding or involving circumstances of indecency.</p> <p>J2: Sexual harassment Unwanted behaviour of a sexual nature; including sexual comments, propositions, leering and sexual posts on social media.</p> <p>J3: Other sexual conduct Sexual behaviour that does not amount to sexual assault or sexual harassment. This includes soliciting of prostitutes and child sexual abuse material.</p>
K	<b>Discreditable conduct</b>	<p>This covers behaviours that occur while not in the execution of a police employee's duty, but that speak to their conduct as a person serving with the police. This can include issues such as criminal offences committed by police employees or the arrest of a police employee. It can also include activity while on duty that is not in execution of their duty, such as theft where this is not an abuse of position.</p>
L	<b>Other</b>	<p>This includes any issues that do not fall into any of the other categories. This category should not be used as a 'catch-all', but should be revisited as the case is investigated and specific issues are identified.</p>