

**POLICE AND CRIME COMMISSIONER
FOR LEICESTERSHIRE**

**ETHICS AND
TRANSPARENCY PANEL**

PAPER MARKED

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Report of

Office of the Police and Crime Commissioner

Subject

**COMPLAINTS AND MISCONDUCT STATISTICS – 3rd
QUARTER REPORT**

Date

8th April 2025

Author

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Purpose of Report

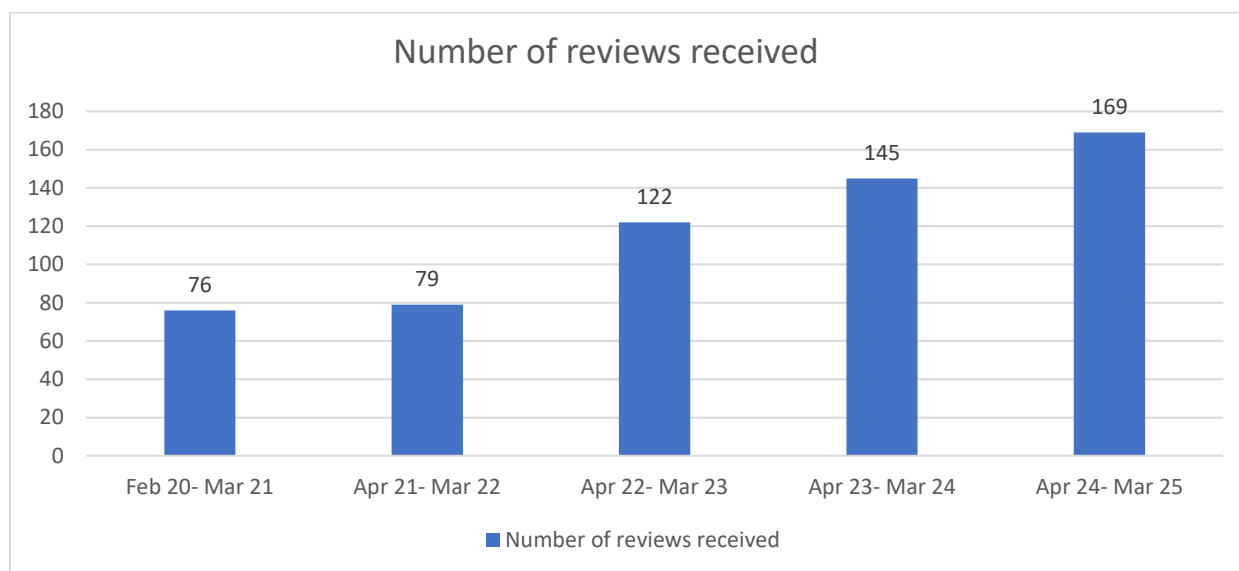
1. The purpose of this report is to provide an overview of the work that the Office of the Police and Crime Commissioner (OPCC) is doing in relation to complaint reviews which have been submitted to the OPCC following the outcome that has been provided by the Professional Standards Department (PSD).

Background

2. Since 1st February 2020, Police and Crime Commissioners (PCCs) have taken on responsibility for handling requests for a complaint review from complainants who were dissatisfied with the outcome of their complaint made against the police.
3. This function used to be the responsibility of Leicestershire Police, who would have been the appeal body for such requests. This change in responsibility was encompassed in the Police and Crime Act 2017. The Act provides for PCC's to be the review body for reviews previously heard by the Chief Constable for complaints against the police, thereby bringing independence to the process.
4. When undertaking a review of a force's handling of a complaint, the PCC will have to consider whether the outcome of the handling of the complaint is reasonable and proportionate.
5. The PCC will not be able to reinvestigate the complaint or pass comment on the outcome. However, if the PCC believes that the force's actions were either unreasonable or disproportionate, they will make a recommendation to the

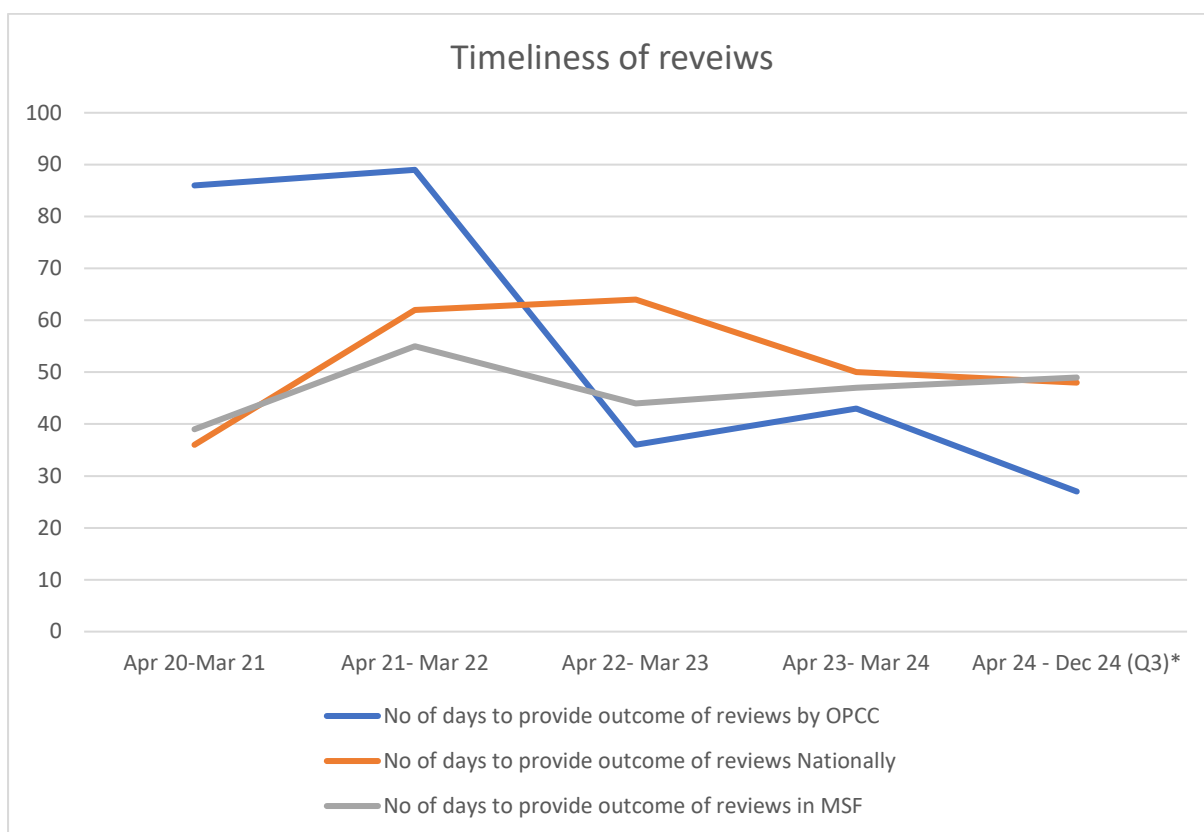
appropriate authority (PSD) who must consider the recommendation and respond in writing within 28 days.

Number of complaint reviews received



6. The number of complaint reviews which were received in the OPCC since the introduction of the review process in February 2020, has increased year on year. Between Feb 20 - Mar 21, 76 reviews were received increasing year on year to 169 complaint reviews received between April 24 - Mar 25. This is a 44% increase in the number of complaint reviews which have been received since 2020 by the OPCC.

Timeliness of complaints reviews

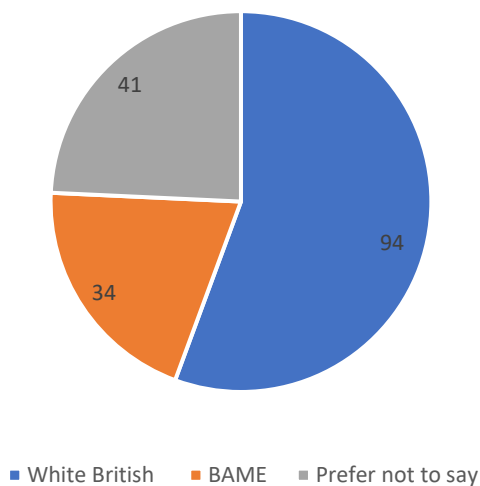


*Data for the period from Apr 24 to Dec 24 (Q3) has been taken from the Independent Office of Police Conduct (IOPC) stats.

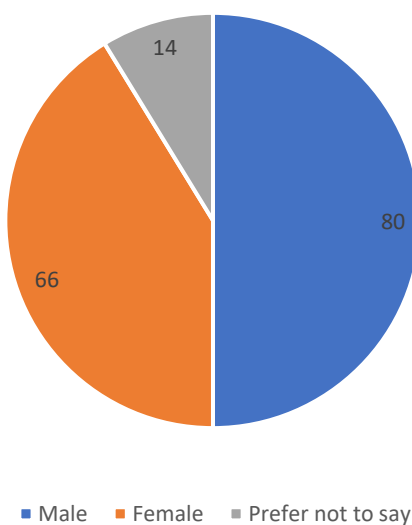
7. The number of days to complete a review has been measured as part of the Independent Office of Police Conduct (IOPC) statistics since 2020 and compared to the National statistics and the average number of days recorded by the Most Similar Force (MSF) (Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire Nottinghamshire, Sussex). The Most Similar Force groups are determined by the Home Office and are based on an analysis of demographic, social and economic characteristics relating to crime.
8. Between the period Apr 24 - Dec 24, the average number of working days to complete a complaint review by the OPCC was 27 days, compared to 48 days during the same period the year before. The average number of days to complete a review recorded in the MSF was 49 days and the national average was 48 days for the same period.

Gender and Ethnicity of the complainants Apr 24 - Mar 25

Ethnicity of complainants

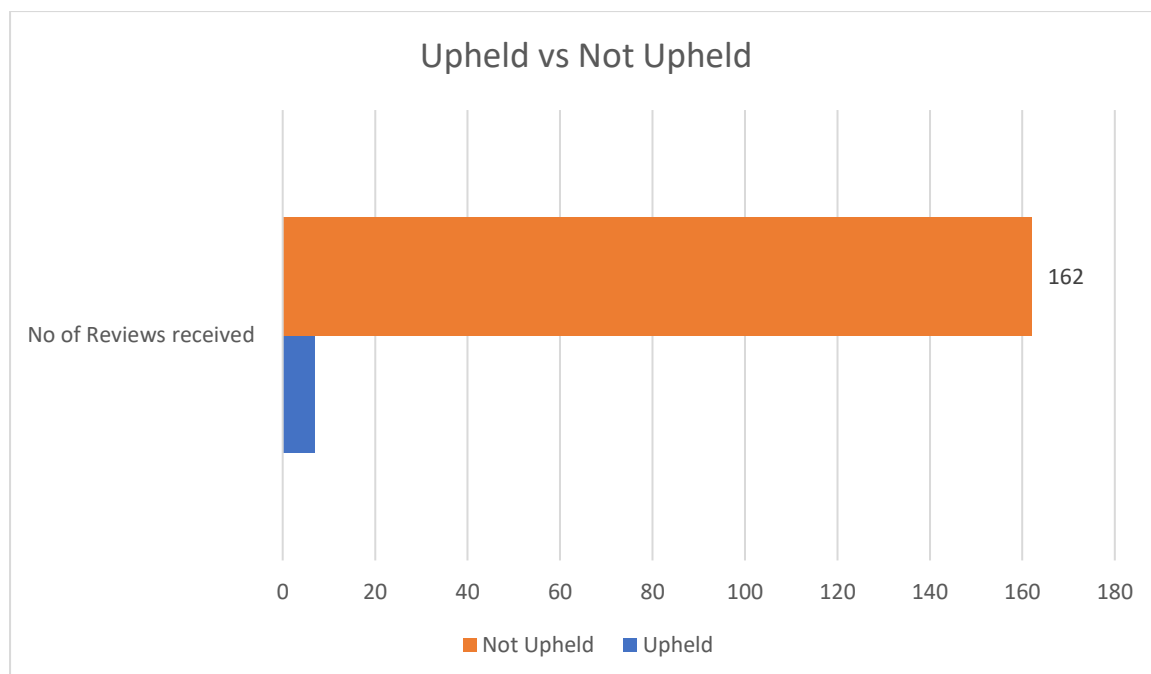


Gender of complainants



9. Between Apr 2024 - Mar 2025 there were 169 reviews received of those 94 complainants identified themselves as White British/White other, 34 complainants identified themselves as BAME and 41 complainants preferred not the say.
10. With respect to gender, 50% of complaints identified themselves as Male, 41% of the complainants identified themselves as female and 9% of complainant preferred not the say.

Outcomes of complaint reviews Apr 24 169- Mar 25



11. Of the 169 reviews completed between Apr 24 - Mar 25, 7 were upheld, 162 were not upheld.

Recommendations and Learning Apr 24 - Mar 25

12. Following the outcome of a complaint review, the OPCC can make recommendations or identify learning for individuals or the organisation. These are then implemented by the Force. Between Apr 2024 - Mar 2025, the following recommendations and learnings were made:

COMPLAINT REFERENCE	RECOMMENDATIONS
CO/01175/23	The complaint is to be returned to PSD so that allegations outlined in the complaint are addressed fully.
	A recommendation is made that the complaint is returned to PSD and further

CO/01412/23	<p>enquiries are conducted to determine the complainant's role in the collision.</p> <p>Should it be determined that complainant was the other party involved then steps should be taken to address the complaint about the lack of contact between the complainant and the Force.</p> <p>If the complainant is determined to not be the victim and so was not entitled to updates, I believe that an explanation should still be provided as to why after making contact in January and February 2024, the complainant was not contacted by the Force and learning is identified, if appropriate.</p>
CO/01409/23	<p>The complaint is to be returned to PSD so that the subjects of the complaint can be identified, and the complaint can be addressed.</p>
CO/01400/23	<p>A recommendation is made that the complaint is to be returned to PSD for them to liaise with the relevant department to determine if the complainant is entitled to a refund of the costs which were associated with the seizure of her vehicle and update the complainant once these enquiries have been completed.</p>
CO/01403/23	<p>A recommendation is made that this complaint is returned to PSD for them to address allegations 2, 3 and 4 of the complaint.</p>
CO/00480/24	<p>A recommendation is made that PSD should arrange the prompt return of property to the complainant.</p>
CO/00841/24	<p>A recommendation is made that the complaint is returned to PSD for them to re-engage with the complainant again, using his chosen method of communication to seek clarity about his complaint regarding the data breach and look to address this</p>

COMPLAINTS REFERENCE	LEARNING
CO/01359/23	The officer is to ensure that updates are provided to victims, in line with the Victims Code of Practice (VCOP) and these are consistent throughout the investigative process.
CO/00209/24	Organisational learning has been identified for all complaint handlers within PSD to ensure that the complainant is asked if they have further information about their complaint and provide their contact details to allow the complainant to do this.
CO/00576/24	The officer is to ensure that the information contained within correspondence is accurate.
CO/01024/24	The officer to ensure that actions are completed, and the Police records are updated to reflect this.
CO/01084/24	The investigating officer to look into the new information which has been disclosed by the complainant in her review and pursue any further lines of enquiry.

Conclusions

13. The number of complainants who have requested review of their complaint has increased since the introduction of the 2020 regulations. This increase is a trend across all OPCC and is linked to the increase in complaints which have been recorded by PSD's across the country.
14. Where learning or recommendations have been identified by the OPCC, these have been acted upon quickly by PSD and where relevant has helped to shape policies and procedures within the Force.

15. It is a key pledge by the PCC to increase public confidence in the Force. By scrutinising complaints which have been submitted to the Force, the PCC is able to identify where there is more work to do through the review process and implement change through learning and recommendations. This provides reassurance to the complainant that the Force is providing a fair and accessible complaints service to everyone.