

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: April 2012 – June 2012

Police Force: Staffordshire

Commentary:

Staffordshire Police is committed to investigating complaints thoroughly but also in a timely manner. It is very important for the public to have confidence that what they say will be taken seriously and dealt with as quickly as practicable. The latest bulletin indicates that the average number of days taken to finalise a complaint has increased and is currently higher than MSF and national averages. We have reviewed our cases and the results indicate that some of our most protracted cases have been or are still with the IPCC awaiting the outcome of appeals. In these cases the investigation has been concluded the complainant informed and they have lodged an appeal with the IPCC. The current average time of finalising such appeal cases with the IPCC is 118 days an increase on this time last year for Staffordshire and also on MSF and national comparisons.

A new tracking process has now been introduced to monitor the progress of a Local Resolution from within the Professional Standards Department. This will ensure regular updates on progress as community based officer's deal directly with complainants in such matters. This new process will improve the time it takes to finalise such matters and identify at an early stage those cases that are proving difficult to resolve.