

Access to the police complaints system

Foreword

An accessible complaints system is crucial to building public confidence in the police. Handled well, complaints can be a valuable source of feedback for police forces. They can act as a catalyst for improvements to the service that forces provide.

However, we have consistently heard from the public that access to the complaints system needs to improve. The findings of our 2014 survey into public confidence in the complaints system demonstrated that people are still unsure about how to make a complaint against the police. The survey also showed that young people and people from BAME communities in particular lack confidence in the complaints system. Many stakeholders we work with, including those who helped us to develop our new discrimination guidelines, have told us that more needs to be done to ensure that people who wish to complain are able to access the system, and are supported to do so.

In 2010, we reviewed the accessibility of police force websites to complainants. This report re-assesses the information held on websites, as well as looking at information provided in police stations and the material provided to police officers and staff who work with members of the public. We considered how well police forces make this information available to the public and how they support complainants with specific needs to ensure that they have equal access to the complaints system.

We found that there is good practice in some forces and that there have been some improvements to police websites since 2010. However, overall there is still a need for improvement, and for consistent good practice across forces. We have therefore developed a set of principles for police forces to follow to ensure that there are accessible and supportive channels for people who want to make a complaint. They will also help police forces to comply with their equality obligations.

We also have a particular concern about the variable practice among forces in relation to accepting complaints from people in police custody, and we will be asking the College of Policing to consider providing guidance to police forces about this to ensure that detainees have effective access to complaints processes.

The aim of this report, and the principles we have developed, is to ensure that people who are dissatisfied with the service they have received are better able to make a complaint. This in turn will increase levels of confidence in the complaints system and in policing itself.

Dame Anne Owers

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Executive summary

1. The IPCC has a statutory obligation to secure and maintain public confidence in the police complaints system in England and Wales. This report outlines the results of our examination of how accessible the police complaints system is to members of the public.
2. This is the second review we have conducted. We reviewed all police force websites in 2010 to assess how easily members of the public could navigate the sites to make a complaint. We found that significant improvements were needed and made recommendations to police forces, providing them with information about what to include on their websites.
3. This second review has been informed by feedback from stakeholders about the accessibility of the complaints system. We repeated the audit of police force websites, assessing the degree to which our 2010 recommendations had been implemented. We also asked police forces to complete a survey about access to the complaints system.
4. We found that access to the complaints system had improved, but only marginally. This is disappointing given the recommendations we made in 2010. We found that 11 police force websites were actually less accessible than they were in 2010. Others had not implemented our 2010 recommendations and some had not ensured that information reflects current legislation.
5. The availability of comprehensive and accurate information about the complaints system in police stations varied greatly, as did access to alternative formats (e.g. Braille, large print etc), and the use of facilities such as NGT Relay. Complaints from people in police custody were also dealt with differently from force to force, and the level of information about the complaints system given to prison liaison staff/officers was inconsistent.
6. The survey has identified some valuable work done by police forces to engage with a diverse range of community groups. But it also shows that police forces need to consider increasing their use of social media to provide information about the complaints system and to explore its potential to capture complaints.
7. We have developed a set of principles for police forces to follow to ensure that people can access the complaints system easily. We have also made a recommendation that the College of Policing considers issuing guidance about complaints made by people in custody.

Findings

2014 website audit

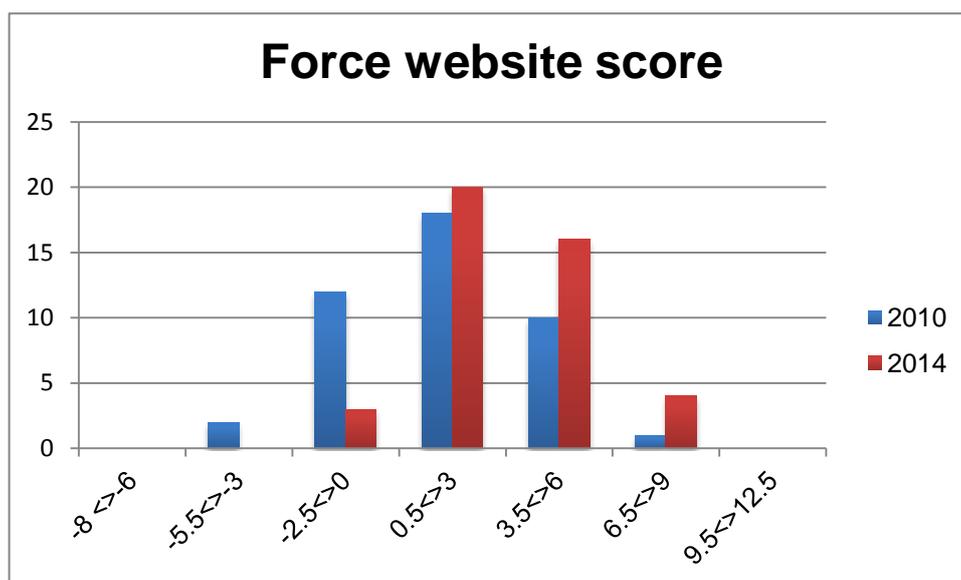
8. Websites are often the first port of call for people seeking information. It is therefore important that police force websites contain understandable and accurate information about the complaints system.
9. We conducted an audit of each police force's website to assess how easily members of the public could use the site to make a complaint. We also assessed the quality and usefulness of the information on the website. This was done using the same methodology as our earlier audit in 2010 audit¹. We looked at:
 - how easily a member of the public could find where to make a complaint
 - the amount of information provided about making a complaint
 - the quantity of contact details
 - how the IPCC's role was explained and whether forms were available for people to make a complaint
10. We assessed each website, awarding or deducting marks, and established an average score for each individual website². The highest score that a police force website could achieve was 12.5 and the lowest score was -8.5. The scoring range was as follows:

Scoring range	Scoring definitions
-8.5 to -6	Complaints information is inaccessible on website – The public would have difficulty navigating the force's website and accessing the information needed to make a complaint. In addition, some of the website information was inaccurate or incomplete.
-5.5 to -3	
-2.5 to 0	Complaints information is difficult to access in places on the website.
0.5 to 3	
3.5 to 6	Complaints information is reasonably accessible on the website.
6.5 to 9	
9.5 to 12.5	Complaints information is accessible on the website and information is accurate and relevant.

¹ This allowed for direct comparison of results from 2010 to 2014 and an assessment of whether and where, improvements to police force websites had been made. One question was removed because of the legislation changes that have occurred since 2010.

² IPCC's review of websites covered the 43 territorial police forces; it did not include the British Transport Police.

11. The graph below shows the results of the two audits we carried out in 2010 and 2014. It shows a generally positive trend of improved accessibility in force websites in the four-year period 2010-2014.



12. Overall, information on police force websites has improved since the audit we carried out in 2010. Some police forces have amended their websites to include comprehensive information about the police complaints system in line with the recommendations we made in 2010.
13. It is, however, disappointing that the audit results do not reflect more significant improvement.
- In 2010, the average accessibility score for all websites was 1.5. While this has more than doubled to 3.4, no police force websites were assessed as ‘accessible’ – the highest rating.
 - The 2014 audit did not assess any force websites as ‘inaccessible’; however for 24 websites (more than half of all police forces) we found that complaints information was ‘difficult to access in places’.
 - Forces had not reviewed and updated website content to reflect changes introduced by the Police Reform and Social Responsibility Act 2011.
 - Nine forces quoted out-of-date legislation about local resolution.
 - Two forces quoted out-of-date legislation about investigations.
 - In 2010, the highest score we assigned a force for website accessibility was 6.5. In 2014, the highest score was 8.
 - Notwithstanding an overall positive movement in website scores from 2010, individual force ratings fell considerably short of the target score of 12.5³.
14. Eleven websites (a quarter of all force websites) received a lower rating than they had in 2010, meaning that we considered them to be less accessible in 2014 than in 2010.

³ Score of 12.5 means information on the website about the police complaints handling system was accurate, relevant and easy to access for those wanting to make a complaint.

Compliance with 2010 recommendations

15. Following our 2010 audit, we made four recommendations with a view to improving access to the police complaints system via force websites:
 - A link to the 'How to complain' web page to be prominently featured on the force homepage.
 - Relevant proforma information on how to make a complaint about the conduct of an individual police officer or member of police staff to be included on force website complaints page/s.
 - Information about the force complaints procedure, including contact details, to be included on the first screen or at the top of the website page.
 - An explanation of how persons with disabilities can make complaints in person at a station and request material in other formats should be included on websites.
16. When assessing the action taken in response to these recommendations, we assessed force websites as 'inadequate' (and deducted points) if they did not reflect the level of detail we had specified, or if the information was inaccurate or out of date.

IPCC recommendation 1

'How to complain' link on homepage of force website

17. In 2010, only four police force websites had a direct link on the homepage to direct people to 'How to complain'. In 2014, this had increased to 24, which is a significant improvement. However, 19 police forces had still not implemented this recommendation.

IPCC recommendations 2 and 3

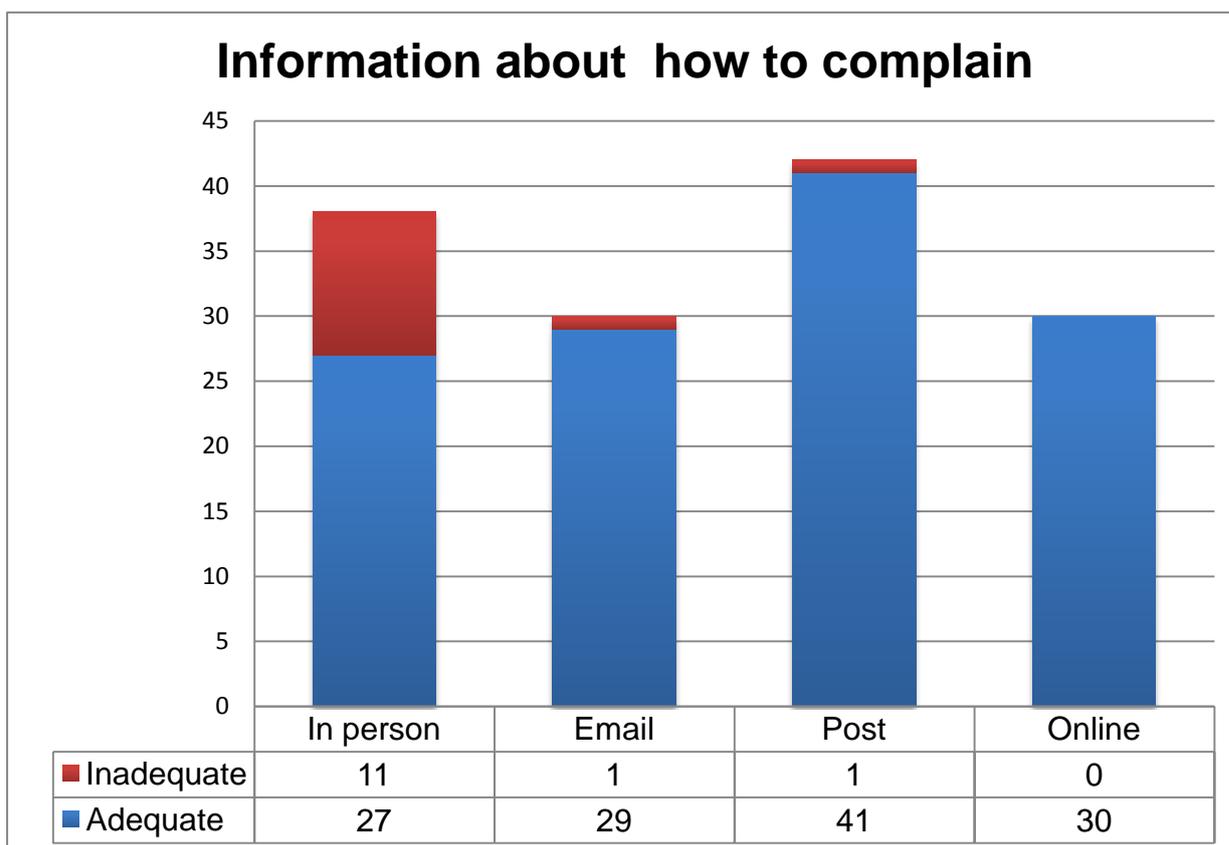
Inclusion of proforma information, complaints procedure and contact details on website pages

18. We found that 31 forces (72 per cent) included information on their website about what the public can complain about. Over half the forces (23) included appropriately detailed information as set out in our 2010 recommendations. Twenty-five forces also published information about 'direction and control'⁴ and for most of those forces (17), the level of detail included was appropriate. Some forces described 'direction and control' complaints⁵, but had not updated the content to reflect the fact that these complaints are now recordable under the Police Reform Act.
19. Most forces (31 of the 43) did not have a frequently asked questions (FAQs) section on their website⁶. FAQs can help answer common questions about making a complaint, and about the complaints process.
20. Web-based information about the various channels for making a complaint varied from force to force. Generally, information about how to complain via email, online and via the post was adequate and appropriate.
21. Thirty-one forces also included a complaint form on their website in line with our 2010 recommendation. This compares with 17 forces in 2010.

⁴ Direction and control complaints involve the way a chief officer (or someone carrying out their functions) carries out operational management decisions, the drafting of operational policing policies and their approval, organisational decisions, and general policing standards in the force.

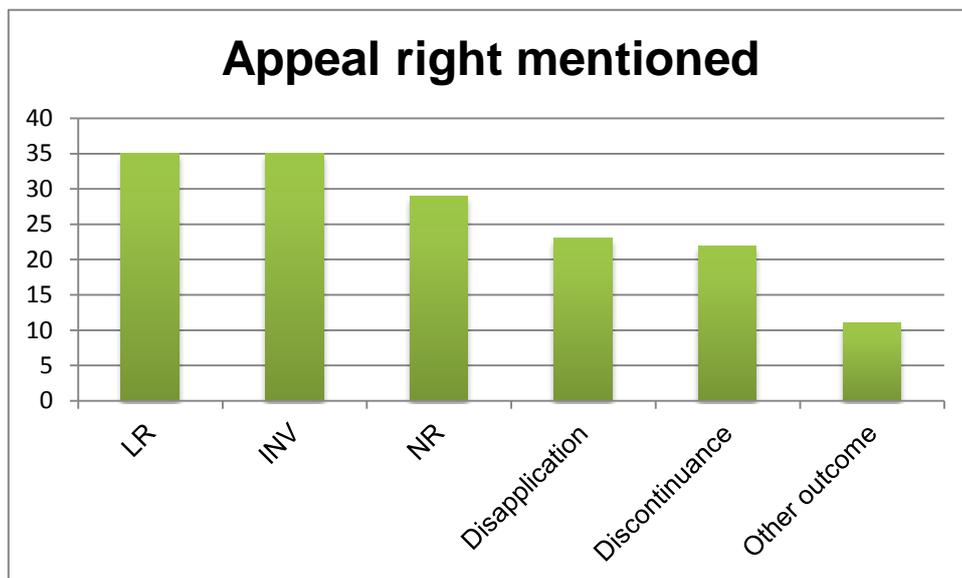
⁵ Complaints about the overall policies or procedures of a police force.

⁶ This does not relate to one of the recommendations we made in 2010.



22. Information telling complainants that the Professional Standards Department (PSD) was responsible for recording the complaint and that the PSD was 'completely separate' from the person being complained about was included on 28 force websites (65 per cent). Of these, 20 websites contained the information we set out in our 2010 recommendation. The remaining eight websites were assessed as 'inadequate' as they either did not state that the PSD would record the complaint and/or that the PSD is independent of the officer/s complained about.
23. Only 33 websites (77 per cent) published information about local resolution as an approach to resolving complaints. Only seven of the 33 websites accurately reflected the changes made by the PRSRA, which removed the requirement for complainants to consent to the local resolution process. Sixteen websites did not explicitly discuss the consent of the complainant and ten websites still referred to 'consent' being required.
24. Thirty-five force websites gave information about local investigations, but only 18 of these published information of an adequate standard. Two of those forces still recorded the right of appeal to the IPCC only. Only 11 forces specifically explained there were now two appeal bodies.
25. Seventeen websites did not provide details to manage the complainant's expectations, specifically:
- what would happen during the investigation
 - details of expected contact with the complainant during the investigation
 - information to be provided by the force during the investigation
 - the likely form of the investigation
 - the potential for the complainant to appeal to the force or the IPCC following the investigation.

26. Our audit identified that 27 out of 43 forces had not included information about the appeals process on their websites. This is higher than the 19 recorded in our 2010 audit.
27. Thirty-eight force websites (88 per cent) indicated that there was a right of appeal and provided a form to do this. Only 15 of these forces published information that we considered 'adequate'. Information we assessed as inadequate included:
- five forces had not included information about the extra appeal rights that the PRSRA created. These forces also included inaccurate information (that there was a right of appeal to the chief officer after local resolution, and that all investigations would be appealable to the IPCC)
 - some websites did not indicate that anything other than non-recording involved a right of appeal to the IPCC
 - two force websites inaccurately stated that the right of appeal against non-recording of a complaint would be to the force
 - some websites referred people to up-to-date appeal forms, but the text included on the web page still reflected earlier legislation
28. Of the 38 forces, one included no detail about the different appeal rights available. More generally, there was noticeably less information about the new appeal rights created by the PRSRA. These new appeal rights relate to disapplication, discontinuance and 'other outcome'. Several force websites referred to an online appeal form, but did not explain the right of appeal.



29. Twenty-one forces (49 per cent) included information about the IPCC on their website. Fifteen of these forces made it clear that it was preferable that complaints were made direct to the force and clearly set out the limited circumstances in which the IPCC would be involved.
30. Thirty-five forces (81 per cent) included information about their force complaints procedure or PSD contact details on their website's complaint page.

[IPCC recommendation 4](#)

[Information about making a complaint if you are disabled](#)

31. Our audit found that only 11 forces provided web-based information setting out how disabled people could complain or how to request information about complaining in

alternative formats, such as audio or larger print materials. Thirty-two police force websites did not provide this information.

32. Almost half the forces (20 out of the 43) published no information in alternative formats and 32 forces had no information about how disabled people could make a complaint. Seventeen forces included none of this information, and only five forces provided information in alternative formats on their websites.

The IPCC's accessibility survey

33. We also conducted a survey of all police forces requesting the following information:
- what physical information⁷ they had about the complaints system and where that was displayed
 - what use they made of social media
 - how they facilitated complaints from people in custody
 - whether they offered advocacy or other support for people wishing to make a complaint
 - how they briefed frontline police officers and staff about handling complaints
 - details of outreach projects they had carried out, or were considering
34. The following section of this report sets out the forces' responses to our survey⁸.
35. We received 35 responses to the survey. These responses covered 39 police forces⁹. While achieving a high response rate (over 90 per cent), it is disappointing that five forces did not submit a response to the survey.

Providing information about how to make a complaint

36. Our survey on [public confidence in the complaints system](#) found that most people prefer to make a complaint in person. Notwithstanding this, police forces told us that most complaints are submitted electronically, by letter or by telephone, and very few complaints are made in person at a police station.
37. Some forces told us about plans to close their front counters. This will mean that people will not be able to make a complaint at a police station. When someone arrives at a police station wishing to make a complaint, they should be able to access information about how to do this. It is in the force's interest to provide this information as it frees up counter staff from fielding enquiries and printing off information.
38. Focus groups involved in our project on how [police handle allegations of discrimination](#) told us that they wanted to see more information about how to make a complaint available within their communities. These groups told us that they found police stations to be difficult environments, and that seldom-heard communities did not feel confident going to a police station to make a complaint.
39. Nine PSDs told us that they did not have any information about the complaints system physically displayed. The remaining 24 PSDs confirmed that information¹⁰ in the form of leaflets, handouts and pamphlets was generally available in police stations.

⁷ Handouts, leaflets, posters, etc.

⁸ Appendix 1 includes a copy of our survey.

⁹ Some forces have combined professional standards departments (PSDs); responses covered 38 out of a total of 43 territorial forces, and the British Transport Police.

¹⁰ Information about complaints, about the IPCC and PSD contact details.

40. Two forces expressed concerns about creating local versions of posters that might not give a consistent message about the police complaints system.
41. However, some examples of good practice were identified:
- Nottinghamshire Police and Hertfordshire Constabulary have provided complaint information to citizens' advice bureaux (CABs) and community centres/halls.
 - British Transport Police circulate the IPCC's leaflet on 'making a complaint' to their custody managers.
 - Kent Police are developing information about the police complaints system. This information will be available in custody suites and front office counters at police stations.
 - The Welsh forces, as well as Lincolnshire Police, provided information in Welsh.
 - Force officers/staff printed specific information from the IPCC website on request (four forces) or directed complainants to the IPCC's website if asked for further information (three forces).
 - In addition, five forces displayed information about the number of complaints received and associated outcomes in police stations. This was updated every six months.
 - A further 17 police forces circulated complaint statistics to police officers and staff for information.
42. Responses to our survey highlighted that, although most forces provided information about the complaints system, this was not always reviewed or updated on a regular basis. For example:
- only six police forces had reviewed posters about the police complaints system within the last year. Ten forces had not reviewed them within the last two years and four forces had not done so for more than three years
 - only four police forces had reviewed their handouts and leaflets within the last year. Thirteen forces had not reviewed the information within the last two years and two forces had not done so for more than three years.
43. It is important that police forces provide comprehensive, consistent and accurate messages about the police complaints system. This is especially important given the changes to legislation in 2012. The IPCC provides information about the complaints system available in easy read and large print, and in ten different languages. This can be downloaded from our website. We have also created eight British sign language videos on YouTube.

Facilitating and enabling complaints

44. One of the main aims of conducting this research was to identify opportunities for police forces to increase the visibility and accessibility of the police complaints system, particularly in relation to 'seldom heard' groups.
45. Forces who responded to our survey told us that they have identified community groups they wished to engage with, including:
- black and minority ethnic communities (BAME)
 - young people
 - the travelling community

- sex workers
 - disability groups
 - domestic violence victims
 - repeat offenders
 - faith groups
 - lesbian, gay, bisexual and transgender (LGBT) groups
 - persistent complainants with mental health issues
 - people who had concerns about the force's 'stop and search' activity
46. Our survey found that 22 forces had either undertaken, or were planning outreach programmes, to engage with such communities. Of those, seven forces had yet to identify their 'seldom heard' groups.
47. Forces had used several methods to identify their target community audiences. The most common involved consultation with force diversity units, independent advisory groups (IAGs), focus groups or established networks within the community. Some forces had dedicated units or officers for this role and others used their complaints data to find communities who were not making complaints. Specific activities were then developed to engage with those groups.
48. The nature of the engagement between the force and the community group/subject varied. For example:
- two forces had or intended to appoint dedicated liaison officers for the identified community
 - two forces attended education courses and schools
 - six forces attended community events, charities or group meetings involving young people
 - six forces held public presentations where there were opportunities for questions and answers
 - two forces planned to conduct a survey of their target audience to assess what further assistance and engagement could be provided
49. In general, forces reported that they considered outreach programs to be successful. Forces measured 'success' differently, but considered engagement had been successful if:
- positive feedback was received from community participants (four forces)
 - the programme was to be expanded (one force)
 - the contact with groups had directly resulted in complaints being raised by the target audience (three forces)
50. Nottinghamshire Police has conducted campaigns to engage with people from BAME and LGBT communities. They had also run a wider campaign around the issue of stop and search. We were told that the young people they engaged with for the stop and search campaign now wanted to set up a youth IAG to help advise the force's stop and search training. This is an excellent outcome.
51. It is acknowledged that such outreach programmes, campaigns and activities have resource considerations. However, success in this area can significantly help forces, providing valuable feedback about service delivery and increasing public confidence

in the police complaints system.

Helping people to make a complaint when they need support to do so

52. The Equality Act 2010 requires police forces to make reasonable adjustments for disabled people who need help to access services. Our survey found that police forces could provide more assistance to help people with special or specific needs to access the police complaints system.
53. For example, only 13 PSDs told us that they had arrangements in place to use Text Relay (now replaced by a service called NGT Relay) or a similar provider. This service allows people with hearing or speech impairments to communicate with people over the telephone, removing the need for a face-to-face meeting with a sign language interpreter. Surprisingly, 22 PSDs did not use this facility.
54. It is not clear why these forces do not use NGT Relay as there is no cost to either the public body or the public for its use; the cost is borne by the network providers. It is also a very easy and effective service to use.
55. Ten forces confirmed that they provided complaints information in alternative formats.

Information about the complaints system:	Alternative information format		
	Large print	Easy read	Braille
Posters	-	3	-
Handouts/leaflets	3	2	-
Posters about the IPCC	-	-	-
Handouts/leaflets about the IPCC	2	-	-

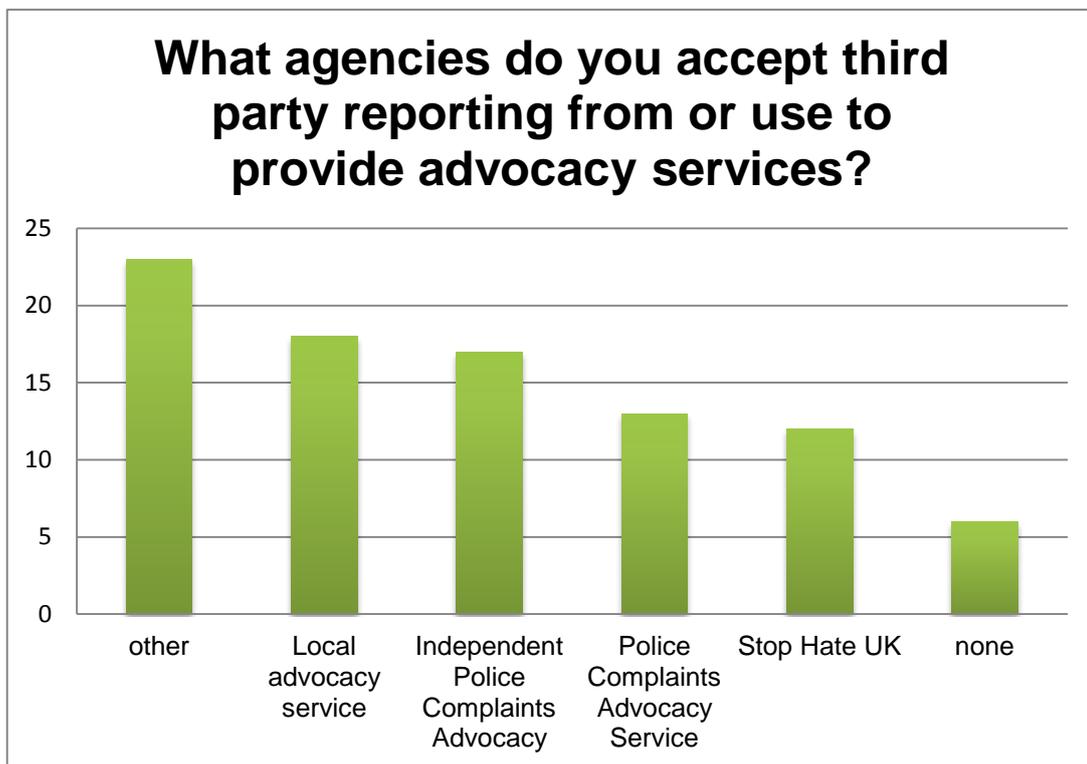
56. We were told about some examples of good practice:
 - Dorset Police have a national charter mark for deaf engagement. They also produce information through the British sign language association as well as in Easy read¹¹
 - Lancashire Constabulary publish posters and leaflets about the complaints system in Urdu, Gujarati and Polish and the City of London Police publish materials in Urdu and Punjabi

Complaints from advocates and third parties

57. The Police Reform Act requires police forces to accept complaints from third parties and advocates. Most PSD responses to the survey acknowledged that they accepted such complaints if appropriate consent had been given. However, it is concerning that six PSDs told us that they would not accept complaints from a third party or an advocate.
58. Young people and community groups have told us that it is important for seldom heard groups to have the opportunity to use an advocate as they may find engaging directly with the police intimidating. Furthermore, having an advocate helps complainants with special and specific needs to engage with the complaints system.

¹¹ Easy read information is for people who have difficulty reading and understanding information. It uses everyday words, free from jargon and acronyms, and is supported by pictures.

59. Responses from PSDs about their use of advocates during the complaints process were vague. It was unclear whether it was widespread practice to proactively suggest an advocate (particularly if it was apparent that this would be of benefit to the complainant), or whether an advocate was engaged only if the complainant specifically requested it.
60. Reassuringly, a number of police forces provided details of local advocacy services that they used. It appears that local advocacy groups were more readily used than national advocacy organisations. The figure below sets out force responses on this point.



61. At 63.9 per cent, 'Other' was the most popular response. This group includes agencies such as the courts, coroners' office, women's refuges, NHS, social services, mental health advocacy groups, religious groups, women's aid organisations, prison service organisations and charities.
62. While most forces recognise the importance of advocates and third parties in helping 'seldom heard' groups to engage with the complaints system, the survey suggests that some forces may not accept complaints from these sources.

Taking complaints from people in custody

63. An effective complaints handling system recognises people's right to complain. It is also transparent in setting out how and where to complain, and how the complaint will be handled.
64. Certain settings present an increased likelihood that people may want to make a complaint against the police – for example, police custody suites, prison first night centres¹² and induction units. But the responses to our survey indicate that prison liaison staff/officers receive less training and information about the police complaints system than is provided to other frontline staff.

¹² Where prisoners spend their first few days, with additional support and monitoring.

65. Force responses to our survey indicate that the briefings given to police custody staff about the police complaints system were adequate and included key information. Responses varied about whether forces police facilitated a complaint from someone in custody. For example:
- 14 police forces told us that they would always take a complaint from someone in custody
 - nine forces told us that they would 'make a note on the custody record', but that the person would have to make their complaint after they were released
 - 12 forces said that depending on the circumstances of each case the matter was recorded and followed up when appropriate¹³
66. It is important that all forces recognise and record complaints made by people in custody. The police have a particular duty of care to people being held in custody and it is essential that detainees can make a complaint if they wish to do so. We have therefore asked the College of Policing to consider providing guidance to the police service in this area.

Use of social media

67. Social media is a growing way of communicating, particularly among young people. It is important that police forces can engage with people in the manner that is likely to meet their needs. At recent IPCC youth events, delegates highlighted the lack of information about the police complaints system available on the websites they visit.
68. Forces' use of social media to distribute information about the complaints system was generally low. Only nine forces told us that they used social media, usually Facebook and Twitter, to provide information about the complaints system.
69. Fourteen forces told us that they would accept complaints made through social media. Eighteen forces said that they monitor social media accounts and would flag complaints to their PSD or follow up directly with the complainant, referring them to the force's website.
70. It is important that information about the police complaints system reaches people who wish to complain, and as already stated, the confidence of young people in the system is particularly low. The responses to our survey show that there is significant scope for police forces to use more contemporary communication channels to provide information about the complaints system.
71. It is also important that social media account handlers and those who proactively monitor social media channels for potential complaints receive briefings on the complaints system. This will enable them to provide accurate information to people making approaches via social media. The results of our survey indicate that such staff do not receive sufficient briefing and training on the police complaints system (this is discussed further below).

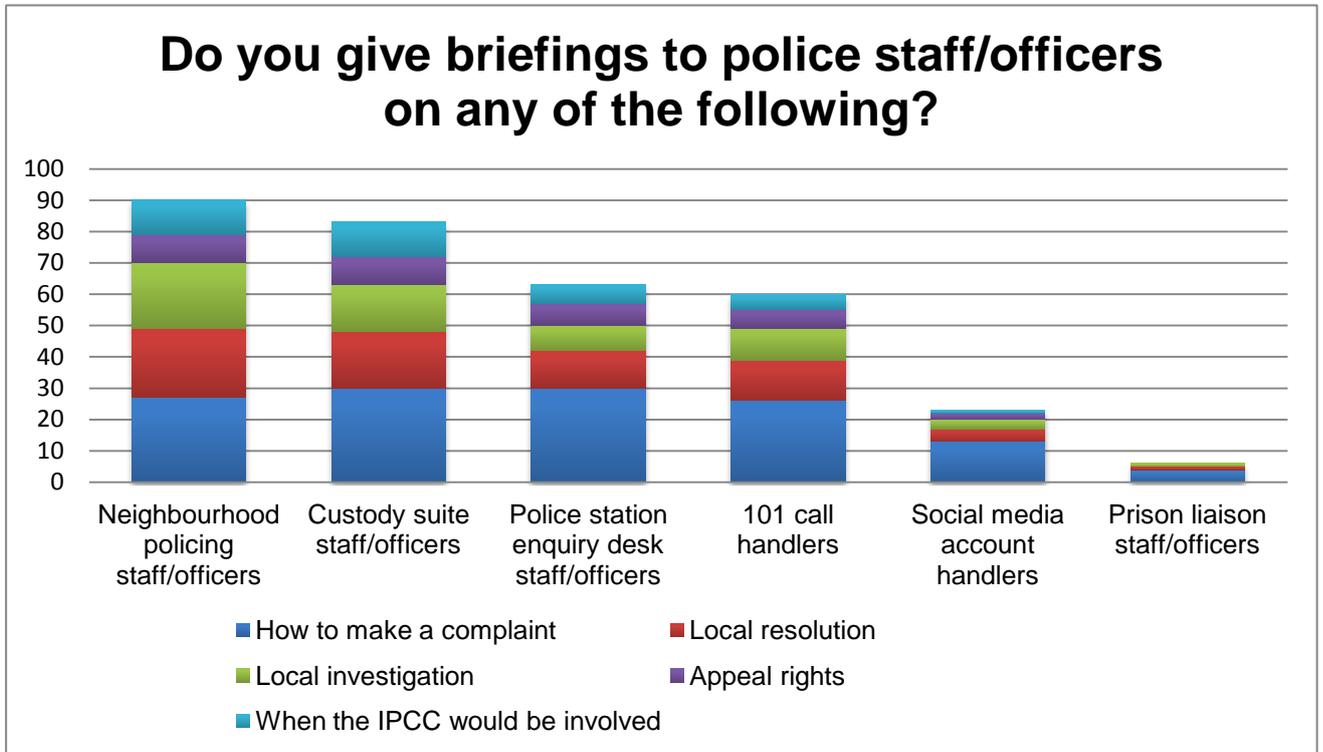
Police officer/staff members' knowledge of handling complaints

72. All police officers and staff who are in the position to receive, record, investigate or respond to complaints should receive regular and relevant training about how to

¹³ The circumstances quoted included the nature of the complaint (serious or minor allegation), the condition of the complainant (violent drunk or removed to hospital), and the staffing levels in the custody centre at the time.

handle complaints. Their responses to members of the public must be accurate and clear, and should enable those who have a complaint to access the system.

73. Most forces provided custody staff, neighbourhood policing staff, police station staff and call handlers with a briefing on how to make a complaint. In general, custody and neighbourhood policing staff were given more information about local resolution, local investigation and when the IPCC would become involved than police station staff and call handlers.



74. A number of forces told us that they provided a general briefing about complaints to all new recruits to the force and/or public-facing staff. Dorset Police reported that all newly promoted sergeants are specifically provided with a training module on complaints.

Appendix 1 – the IPCC’s 2014 accessibility survey

Oversight project – access to the complaints system

We are conducting an oversight project on access to the complaints system. We want to better understand the visibility and accessibility of the complaints system, particularly in relation to ‘seldom heard’ groups. This questionnaire focuses on what information police forces disseminate on the complaints system, and where that information is disseminated to. It will also explore what targeted campaigns have been done, are being done, or will be done, and how the target audience was identified. In addition to these questions, we will be repeating the audit of force website accessibility that we first did in 2010 as well as exploring social media and web presence.

We intend to use the findings of this project to identify opportunities for forces to increase the visibility of the complaints system, particularly to those groups who report a low level of confidence in the system.

1. Please select your force area

2. What is your role?

3. Where is information physically available?	Police stations	Prisons/Youth offender institutions	Citizens' Advice Bureaux	Local religious buildings	Immigration detention centres	Community centres/halls
Posters about the complaints system						
Handouts/leaflets about the complaints system						
Posters about the IPCC						
Handouts/leaflets about the IPCC						
Force-wide complaint statistics						
Local complaint statistics						
Contact details for the PSD						

Other (please specify)

4. How recently was the information reviewed/updated?	Within last six months	Within last year	Within last two years	Within last three years	Older	N/A
Posters about the complaints system						
Handouts/leaflets about the complaints system						
Posters about the IPCC						
Handouts/leaflets about the IPCC						
Force-wide complaint statistics						
Local complaint statistics						
Other						

5. Are any of the above documents available in other formats?	Large print	Easy read	Welsh	Braille
Posters about the complaints system				
Handouts/leaflets about the complaints system				
Posters about the IPCC				
Handouts/leaflets about the IPCC				
Force-wide complaint statistics				
Local complaint statistics				
Other				

6. Do you publish information on how to make a complaint via social media?	
Facebook	Tumblr
Twitter	Google+
YouTube	None
Other (please specify)	

7. How frequently do you publish that information?	Every month	Every six months	Every year	Irregularly	N/A
Facebook					
Twitter					
YouTube					
Tumblr					
Google+					
Other					

8. Do you accept complaints via social media?	
Facebook	Tumblr
Twitter	Google+
YouTube	None
Other (please specify)	

9. How does your force handle complaints from people in custody?
A full complaint is taken while in custody
A note is made on the custody record, but they must make the complaint afterwards
They are told to wait until they are released
Other (please specify)

10. Do you have the facility to accept complaints by textphone?
Yes
No
Other (please specify)

11. What agencies do you accept third party reporting from or use to provide advocacy services?	
Police Complaints Advocacy Service	Independent Police Complaints Advocacy
Local advocacy service	Stop Hate UK
none	other charity (please give detail below)

12. Do you give briefings to police staff/officers on any of the following?	How to make a complaint	Local resolution	Local investigation	Appeal rights	When the IPCC would be involved	None
Police station enquiry desk						
staff/officers						
101 call handlers						
Custody suite staff/officers						
Prison liaison staff/officers						
Neighbourhood policing staff/officers						
Social media account handlers						

Other (please specify)

13. Do you/have you/do you intend to do outreach work with 'seldom heard' groups on making complaints against the police?

14. Who was/is the target audience?

15. How did you identify your target audience?

16. What was/is the substance of the campaign?

17. If completed, was it successful? Please provide details of the outcome.

18. Is there anything else you would like to tell us about?

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