

# Police Complaints Information Bulletin

## Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2021 – 31 March 2022

### Commentary:

Note from Hertfordshire PCC regarding logging time:

Our logging time is incorrect. This is due to us retrospectively adding a year's worth of previously service recovered complaints onto the database retrospectively.

Previously, where we could service recover fairly quickly (a few days) and file. As when legislation changed up to around Oct 2021, we were advised that the "then and there's" didn't need to be logged, but we found by filing them into our shared folders only and referencing them informally, did not show the workload, the learning etc.. So we decided to put them on the database so patterns of behaviour can be identified even if they were fairly straightforward ones. It would also show workload/output etc.. Therefore, I instructed the team to backdate and add the previously service recovered (not logged complaints) onto the database so reports can identify areas, officers coming to attention, themes in IOPC allegation categories, learnings/failings despite it being low level etc.

They were added onto the database with the dates we did receive it, date acknowledged, final response sent and the worklog was accurate based on when all correspondence was sent with the appropriate date. However, due to this it has caused the massive discrepancy of date received and date logged.

Our processes are now streamlined and allow the team to log a complaint within 1-3 days of receiving one and our new 2022 average time to resolve is currently 5 days.