**Police Complaints Information Bulletin**

**Force Commentary Sheet**

**Reporting Period: Reporting Period:** 1 April 2022 – 31 March 2023

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| **Commentary:** * Since the implementation of the Complain Resolution Unit (CRU) there has been a marked improvement in both the number of days it takes to contact complainants and to log complaint cases compared to the same period last year.  This year it is taking on average 4 days to contact and record compared to last year when it took 8 days.  Our performance for complaint handling is comparable to our MSF and all other forces.
* We have recorded an extra 4,560 complaints compared to the same period last year.  We have recorded twice as many complaints as our MSF.  The CRU was designed to handle between 8,000 – 10,000 complaint cases a year. In the year to date we have recorded 11,779 cases
* Only 8% of our complaints recorded under schedule 3 are due to the dissatisfaction of the complainant.  This is much lower than our MSF where 21% of their complaints are recorded due to complainant dissatisfaction and nationally this figure is 15%.
* Of the 8560 o/s sch3 cases – 78% were resolved and 22% were not resolved.  This is slightly lower than nationally, but the volume of complaints dealt with by the CRU are much greater.  The QA team have undertaken some dip sample work around the not resolved cases to identify reasons behind the case not being resolved.  The majority of these cases are closed as not resolved as the complainant fails to engage to progress the matter.
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