

# Police Complaints Information Bulletin

## Force Commentary Sheet

### North Yorkshire

**Reporting Period:** 1 April 2023 – 31 March 2024

#### **Commentary:**

We are aware that we are currently an outlier when compared to other forces in respect of the most recent data released in respect of the Q4 Complaints information Bulletin.

Within North Yorkshire the initial complaint handling stage is the responsibility of the Office of the Police, Fire and Crime Commissioner (OPFCC).

The issue has been that the OPFCC have been unable to record public Complaints recorded 'outside Schedule 3' due to capacity challenges, reflecting the demand and staffing available. These complaints are low-level matters that are handled outside of the formal regulations. This is unfortunately not new and something the OPFCC has been working on for some time. We are reassured by the OPFCC that the more serious complaints, those 'within Schedule 3' are being recorded and sent to NYP appropriately.

It is noteworthy that recruiting staff into our organisations can take longer than elsewhere due to the vetting checks and due diligence requirements.

Ultimately the data should not be compared with other forces on a like-for-like basis due to these issues.

This issue has now been resolved and the OFPCC started recording all complaints on 29<sup>th</sup> January 2024. This will take a full year for this to be fully reflected in the data produced, which will then enable us to be fairly compared with other forces.