

29 January 2025

FOI Ref 17727

**Request - You asked us the following:**

**Original request:**

1. How many Staffordshire officers were the subject of complaints in the calendar year 2024?
2. How many complaints were dismissed by the investigating officer but appealed and considered by your Professional Standards Department (PSD)?
3. How many of these complaints did the PSD uphold?
4. Optional for context: How many officers were serving in your Force in 2024?

**Refined request:**

Many thanks for your response which has enabled a more informed enquiry/substitute questions for 2. and 3.

Question 2: a) How many of these complaints were reviewed by the LPB/OPCC

b) How many of these complaints were upheld by the LPB and action taken?

c) How many of these complaints were upheld by the OPCC and action taken?

**Clarification received 28/01/2025:**

I'll rephrase.

Question 2: How many of these complaints were reviewed by the LBP and the OPCC? (total).

Question 3: How many of these complaints led to action being taken?

We received your request on 27/01/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

**Staffordshire Police holds the requested information.**

- Question 2: How many of these complaints were reviewed by the LBP and the OPCC? (total). – **Disclosed, 82.**
- Question 3: How many of these complaints led to action being taken? – **Disclosed, 11.**

Please note that not all of the reviews have been completed at the time of completing this FOI request.

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the

terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

### **Freedom of Information Request Appeals Procedure**

#### **1. Who Can Ask for a Review**

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

#### **2. How to Request a Review**

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

[foi@staffordshire.police.uk](mailto:foi@staffordshire.police.uk)

Or by Post to:

Central Disclosure Unit  
Staffordshire Police HQ  
PO Box 3167  
Stafford  
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

#### **3. Review Procedure**

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

#### **4. Conclusion of the Appeal**



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On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information

Central Disclosure Unit