

9 April 2026

FOI Ref 22720

Request - You asked Staffordshire Police (SP) the following:

Since the 1st September 2025 until March the 30th 2026

How many complaints have Staffordshire police handling on the psd behalf?

What criteria of complaints can Staffordshire Police handle on the psd's behalf?

What have been the outcomes of complaints handled by Staffordshire police on behalf of the psd?

What percentage of the PSD complaints have Staffordshire police dealt with?

SP received your request on 31/03/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds some of the requested information.

- How many complaints have Staffordshire police handling on the psd behalf? – **Disclosed, 149.**

Please note that these complaints have been processed by Staffordshire Police personnel.

- What criteria of complaints can Staffordshire Police handle on the psd's behalf? – **There is no information held that specifically addresses this issue.**

Please note that the FOI Act 2000 only extends to requests for recorded information. It does not require public authorities to create information to answer questions generally; only if the information is already held in recorded form. The Act does not extend to requests for information about policies or their implementation, or the merits or demerits of any proposal or action - unless, of course, the answer to any such request is already held in recorded form.

- What have been the outcomes of complaints handled by Staffordshire police on behalf of the psd? – **Disclosed, 8 – Finalised, 6 – Resolved, 2 – Withdrawn.**

Please note, the majority of these complaints are awaiting finalisation so do not yet have an outcome.

- What percentage of the PSD complaints have Staffordshire police dealt with? – **Disclosed, 13.22%.**

Please note that this data has been provided to the best of the ability of SP, 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.

Consequently, care should be taken in the interpretation and presentation of this data, 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 SP 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 SP, 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:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team within two months of the SP 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 a supervisor who is independent from the original Decision Maker. The Information Access Team 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 twenty working days. In more complex cases the review may take up to forty working days.



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The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant 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 link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team