



CONFIDENTIAL REPORTING PROCEDURE

Confidential Reporting

Under the Standard 'Challenging and Reporting Improper Conduct' of the respective 'Standards of Professional Behaviour' for Police Officers and those for Police Staff, members of the Force have a responsibility to 'report, challenge or take action against the conduct of colleagues which has fallen below the standards of professional behaviour expected.'

Occasions may arise when a Police Officer, member of Police Staff including custody, casual and temporary staff or member of the Special Constabulary become aware of some form of police malpractice, inappropriate conduct or a management issue which they believe ought to be investigated.

Such individuals may feel isolated or inhibited and the use of established formal lines of communication to report the matter may seem inappropriate. Such reservations can be experienced for many reasons, but it is appreciated that it may be particularly acutely felt where it relates to issues of diversity:

- Age
- Disability
- Gender Reassignment
- Race
- Religion / belief
- Sex
- Sexual orientation

There are a number of methods of communication through which such matters can be reported as follows:

Extension 5001- Confidential Telephone Reporting Line

Extension 5001 is in operation to enable staff to communicate their concerns confidentially at any time. The extension can also be accessed on an external line 01785 235001:

- Callers will be connected to a voicemail service and invited to leave their name and telephone number. All information received will be treated with the highest degree of confidentiality and sensitivity.

- Callers can leave information anonymously but should appreciate that although the matter will be investigated as thoroughly as possible, in some cases, insistence on absolute anonymity may limit the action that investigators are able to take.
- The voicemail service is only accessed by a small number of nominated staff in the Force Anti-Corruption Unit.
- Please note that because it is a voicemail system, it is not a suitable method for reporting matters that require immediate, urgent action.
- Staffordshire Police will not tolerate corruption, dishonesty, mistreatment of its staff/ members of the public or any other forms of misconduct and will support its staff in reporting such matters.

The 'Bad Apple' Confidential Reporting System

This system can be accessed through the Staffordshire Police Intranet, Professional Standards Department Hub Page, or by clicking on this link [Bad Apple](#). It is an electronic communication facility which enables a completely anonymous report to be made to the Force Anti-Corruption Unit. The advantage that this system offers over the Confidential Telephone Reporting Line is that it enables an ongoing two-way exchange of communication between the person reporting and the Anti-Corruption Unit and unless the person reporting discloses their identity, they remain anonymous.

Independent External Bodies

In addition to the above internal means of confidential communication the following external reporting facilities are available:

Independent Office for Police Conduct (IOPC) Reporting Line.

This report line is a dedicated and secure phone line and email address that enables Police Officers (including Special Constables) and Police Staff to report concerns about a member of staff committing a criminal offence, or behaving in a way that would justify disciplinary action. Please refer to the attached College of Policing publication 'Reporting concerns' for full details of this facility.

Members of staff can contact the Report Line between the hours of 10am and 5pm Monday to Friday (inclusive). Out of hours a message recording system is available and the IOPC will return the call as soon as practicable.

The contact details are:

- Telephone 08458 770061
- Email: enquiries@policeconduct.gov.uk
- Postal address: Independent Office for Police Conduct, PO Box 473, Sale, M33 0BW

Crimestoppers

This facility enables the public in general to report crimes anonymously. Although the Force would prefer members of staff to use the means of reporting provided internally or by the IOPCs as above, where staff have concerns that another member of staff has committed a criminal offence, those concerns can be reported by way of Crimestoppers but callers should understand that insisting on complete anonymity may limit the extent of any investigation that can be conducted.

Contact telephone number: 0800 555 111.

In addition to the above procedure and external points of contact, please refer to the attached College of Policing publication 'Reporting concerns'.



Appendix-A-Reporting-Concerns.pdf

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