

4 February 2026

FOI Ref 22443

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

Thames Valley Police refuse to accept an allegation of Misconduct in Public Office (a criminal offence) against a police officer via their 101 number insisting it must be made their professional standards department.

I would like a copy of the protocol in place in your service about criminal complaints made against police officers via your 101 number.

SP received your request on 26/01/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP does not hold the requested information.

SP do not hold a specific protocol for complaints about police officers received via 101.

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, to comply with this obligation please see below.

Although we do not have a specific protocol relating to complaints about police officers received via 101, we do follow the below protocol in relation to 'an allegation of a crime made against a police officer or a member of police staff in the execution of his or her duty'.

- https://assets.publishing.service.gov.uk/media/693313d80cf0b7e681ff4345/crime-recording-rules-for-frontline-officers-and-staff-2025_26-november-2025-update.pdf - page 17.

Please see the provided printed copy of page 17 of the above document. The full document can be found via the above web link.

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.



STAFFORDSHIRE
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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.

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