

Our Ref: 006982/20



Freedom of Information Section
Nottinghamshire Police HQ
Sherwood Lodge, Arnold
Nottingham NG5 8PP

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Ext 318 0888

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04 November 2020

Request under the Freedom of Information Act 2000 (FOIA)

I write in connection with your request for information, which was received by Nottinghamshire Police on 21/10/2020.

Following receipt of your request searches were conducted within Nottinghamshire Police to locate the information you require.

RESPONSE

Under S 1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that Nottinghamshire Police does hold the information you have requested in part.

Please find below answers to your questions:-

Due to the current Covid-19 pandemic, and only in regard to all dates between 1 May 2020 to 1 October 2020 inclusively, for police complaints received by the West Midlands Police Professional Standards Department (that must be formally recorded under Schedule 3, Police Reform Act 2002), of those received complaints, specifically;

- 1. How many complaints were received in total (within the period specified)?***
- 2. What was the shortest length of time (in days) for a complaint to be recorded?***
- 3. What was the average length of time (in days) for a complaint to be recorded?***



4. How many complaints, that were received on 1 May 2020, are still awaiting to be recorded?

5. How many complaints were received on 1 September 2020?

6. How many complaints, that were received on 1 September 2020, are still awaiting to be recorded?

CLARIFICATION RECEIVED 21/10/2020

A number of Force's have requested clarification, therefore the FOI request is resubmitted as follows:

(Clarified) FOI Request:

Of all police complaints made, between 1 May 2020 and 1 October 2020 inclusively, which were received by your Force's Professional Standards Department and the complaints were of a type that must be formally recorded under Schedule 3, Police Reform Act 2002 and or where the complainants had requested their complaint to be formally recorded, of these received complaints, specifically;

1. How many complaints were received in total (within the period specified)?

Answer: - 292

2. What was the shortest length of time (in days) for a complaint to be recorded?

Answer: - 0 Days, we've received complaints that have been resolved in less than a day.

3. What was the average length of time (in days) for a complaint to be recorded?

Answer: - No Information Held, we do not record an average of time in days for a complaint to be recorded.

4. How many complaints, that were received on 1 May 2020, are still awaiting to be recorded?

Answer: - No Information Held, there are no complaints awaiting to be recorded received on the 1st of May 2020.

5. How many complaints were received on 1 September 2020?

Answer: - 3

6. How many complaints, that were received on 1 September 2020, are still awaiting to be recorded?

Answer: - No Information Held, there are no complaints awaiting to be recorded received on the 1st of September 2020.

Complaints Rights

Your attention is drawn to the enclosed review procedure, which details your right of complaint.

Copyright

Nottinghamshire Police in complying with their statutory duty under Sections 1 and 11 of the Freedom of Information Act 2000 (FOIA) to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to the Force Solicitor, Nottinghamshire Police, Force Headquarters, Sherwood Lodge, Arnold, Nottinghamshire, NG5 8PP.

I would like to take this opportunity to thank you for your interest in Nottinghamshire Police.

Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer on telephone number 0115 9670999 Ext 318 0888 or e-mail freedomofinformation@Nottinghamshire.pnn.police.uk quoting the above reference number.

Yours sincerely

A handwritten signature in black ink, appearing to be 'J. B. R.', written in a cursive style.

Electronically signed on behalf of Information Request Team

Are you dissatisfied with your response?

Nottinghamshire Police has a duty to implement a complaints process in relation to Freedom of Information Act requests. If you are not content with our response, you may appeal, this process is known as an 'Internal Review'

Internal reviews are intended to be a fair and impartial means of reviewing the original request process.

You can appeal about your request if you:-

- Disagree with the Forces interpretation of your request;
- Believe the Force hold more information than has been disclosed to you;
- Disagree with the application of exemptions;

How do I appeal?

All appeals should be made in writing and sent to:-

Information Management
Nottinghamshire Police
Force Headquarters
Sherwood Lodge
Arnold
Notts
NG5 8PP

or alternatively freedomofinformation@nottinghamshire.pnn.police.uk

To deal with your appeal as quickly as possible please provide the unique identification number provided with your response and the reasons for your appeal.

Once we have received your request for appeal, your FOI response will be reviewed in full to identify any problems in the disclosure.

The review will be undertaken by someone different from, and preferably senior to, the original decision maker and this should be completed within 20 working days from receipt, in exceptional circumstances it may be extended by a further 20 working days.

Your request for review must be received within 28 calendar days your response. If your request for review is not received within this time period a review will not be considered.

What if I'm still not satisfied?

You can appeal to the Information Commissioner. You can contact the Information Commissioner Office at the following:-

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

E-mail: casework@ico.org.uk

Website: <https://ico.org.uk/>