

PSD Management Information

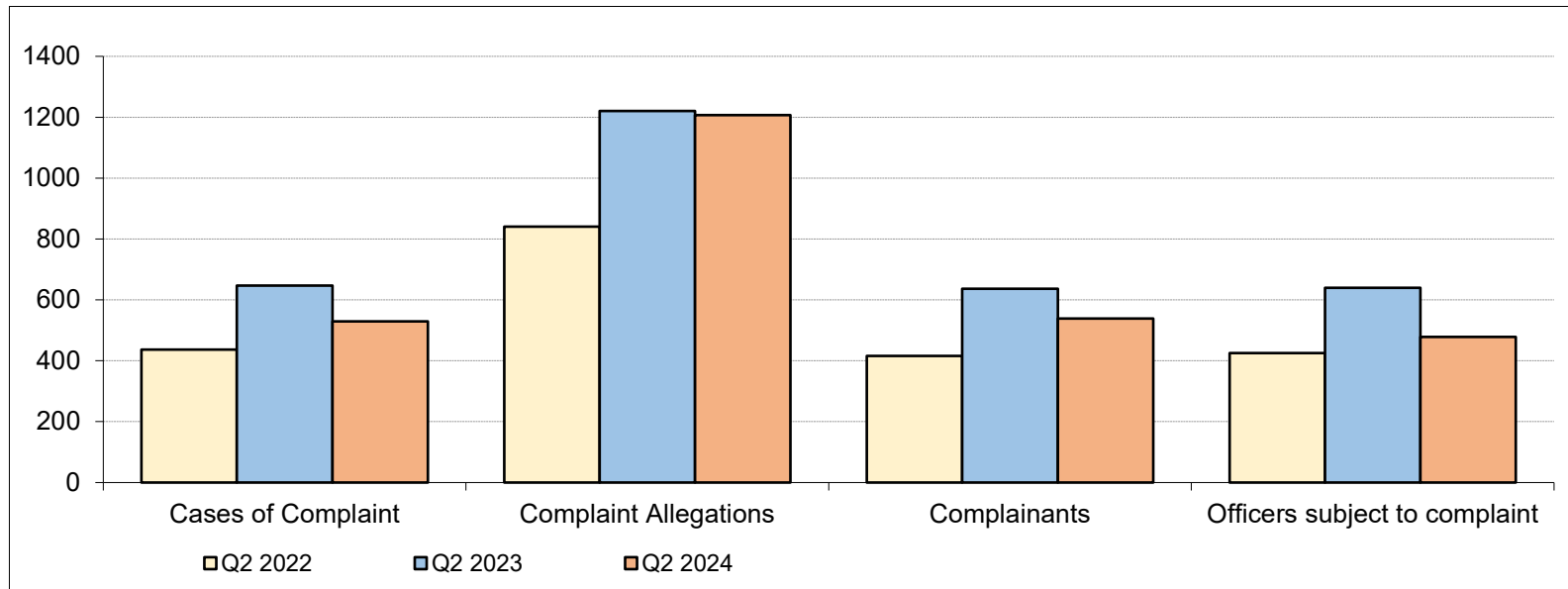
Sussex Police

Q2 - complaints recorded between 01/04 and 30/09

Q2 2024 Summary -

Schedule 3 Individual recorded complaints

	Q2 2022	Q2 2023	Q2 2024	Average Last 3 Q2s	Difference Last Q2	% Difference Last Q2
Cases of Complaint	437	647	529	538	-118	-18%
Complaint Allegations	841	1221	1207	1090	-14	-1%
Complainants	416	637	539	531	-98	-15%
Officers subject to complaint	425	640	478	514	-162	-25%
Police Staff subject to complaint	105	137	126	123	-11	-8%
Special Constables subject to complaint	4	3	5	4	2	67%



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Allegations by Type

Schedule 3 Individual recorded complaints

		Q2 2022	Q2 2023	Q2 2024	%
A	Delivery of duties and service				
A1	Police action following contact	137	194	292	
A2	Decisions	78	97	97	
A3	Information	41	37	66	
A4	General level of service	130	236	141	
	Sub Total	386	564	596	45%
B	Police powers, policies and procedures				
B1	Stops and Stop and search	15	14	8	
B2	Searches of premises and seizure of property	24	25	24	
B3	Power to arrest and detain	60	64	49	
B4	Use of force	68	121	92	
B5	Detention in police custody	27	65	45	
B6	Bail, identification and interview procedures	5	24	19	
B7	Evidential procedures	10	41	57	
B8	Out of court disposals	0	9	2	
B9	Other policies and procedures	35	42	32	
	Sub Total	244	405	328	28%
C1	Handling of or damage to property/premises	23	29	26	2%
D	Access and/or disclosure of information				
D1	Use of police systems	2	2	1	
D2	Disclosure of information	10	15	12	
D3	Handling of information	0	1	0	
D4	Accessing and handling of information from other sources	0	2	1	
	Sub Total	12	20	14	1%
E1	Use of police vehicles	2	5	3	0%
F	Discriminatory behaviour				
F1	Age	0	0	1	
F2	Disability	1	9	11	
F3	Gender reassignment	0	1	0	
F4	Pregnancy and maternity	0	0	0	
F5	Marriage and civil partnership	0	0	0	
F6	Race	23	29	32	
F7	Religion or belief	0	3	3	
F8	Sex	1	13	8	
F9	Sexual orientation	0	1	3	
F10	Other	3	8	4	
	Sub Total	28	64	62	4%
G	Abuse of position/corruption				
G1	Organisational corruption	2	0	0	
G2	Abuse of position for sexual purpose	0	0	1	
G3	Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	1	
G4	Abuse of position for financial purpose	2	1	0	
G5	Obstruction of justice	2	1	2	
G6	Abuse of position for other purpose	3	1	1	
	Sub Total	9	3	5	0%
H	Individual behaviours				
H1	Impolite language / tone	55	70	30	
H2	Impolite and intolerant actions	17	20	17	
H3	Unprofessional attitude and disrespect	47	60	76	
H4	Lack of fairness and impartiality	20	16	8	
H5	Overbearing or harassing behaviours	26	23	37	
	Sub Total	165	189	168	15%
J	Sexual conduct				
J1	Sexual assault	0	3	5	
J2	Sexual harassment	0	0	1	
J3	Other sexual conduct	2	1	2	
	Sub Total	2	4	8	0%
K1	Discreditable conduct	10	16	13	1%
L1	Other	14	26	31	2%
	Total Allegations	895	1325	1254	

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Allegations by National Factor

Schedule 3 Individual recorded complaints

	Q2 2022	Q2 2023	Q2 2024	%
Arrest	162	186	222	16%
Call Handling	38	73	75	5%
Child Protection / CSA / CSE	3	12	11	1%
Coronavirus - other	2	0	0	0%
Coronavirus - police powers	0	0	4	0%
Covert Policing	0	0	0	0%
Custody	71	124	90	8%
Death	7	21	22	1%
Domestic / Gender Abuse	22	42	108	5%
Drugs / Alcohol	9	24	8	1%
Firearms	5	6	8	1%
Fraud	0	3	4	0%
Hate Crime	2	6	6	0%
Investigation	315	454	582	39%
Mental Health	18	45	83	4%
Missing Persons	6	16	10	1%
Neighbourhood Policing	83	57	145	8%
Police dogs or Horses	1	0	1	0%
Premises Search	19	30	23	2%
Public Order Incident	3	9	8	1%
Restraint Equipment	12	37	24	2%
Roads / Traffic	32	56	76	5%
Serious Injury	0	1	1	0%
Social Media	0	1	6	0%
Stop and / or Search	31	20	11	2%
Taser	3	7	2	0%
VAWG - dissatisfaction handling	11	9	37	2%
VAWG - police perpetrated	15	6	8	1%
None	85	249	63	11%
Total	895	1325	1254	

An Allegation may have one or more National Factor

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Q2 - complaint allegations finalised between 01/04 and 30/09

Complaint Allegations by Result	Q2 2022		Q2 2023		Q2 2024	
	No. Finalised	%	No. Finalised	%	No. Finalised	%
Case to answer	0	0%	3	0%	0	0%
No case to answer	8	1%	4	0%	6	0%
The service was acceptable	657	73%	1,007	73%	970	73%
The service was not acceptable	136	15%	182	13%	192	14%
Not determined if the service was acceptable	61	7%	113	8%	106	8%
Regulation 41 (Investigation only)	0	0%	0	0%	0	0%
No further action	32	4%	59	4%	53	4%
Withdrawn / De recorded	3	0%	7	1%	6	0%
Total	897		1,375		1,333	

