

PSD Management Information

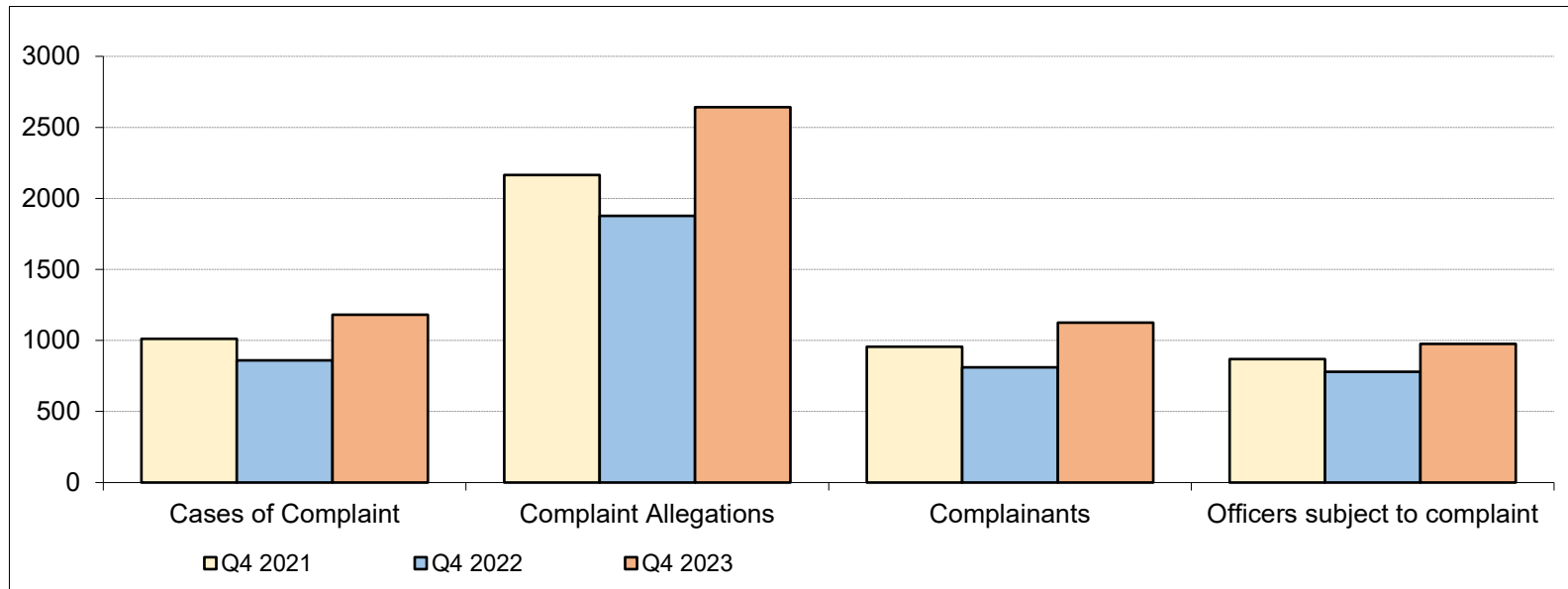
Sussex Police

Q4 - complaints recorded between 01/04 and 31/03

Q4 2023 Summary -

Schedule 3 Individual recorded complaints

	Q4 2021	Q4 2022	Q4 2023	Average Last 3 Q4s	Difference Last Q4	% Difference Last Q4
Cases of Complaint	1012	859	1181	1017	322	37%
Complaint Allegations	2165	1877	2642	2228	765	41%
Complainants	957	811	1126	965	315	39%
Officers subject to complaint	870	780	975	875	195	25%
Police Staff subject to complaint	197	200	235	211	35	18%
Special Constables subject to complaint	12	7	5	8	-2	-29%



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Allegations by Type

Schedule 3 Individual recorded complaints

		Q4 2021	Q4 2022	Q4 2023	%
A	Delivery of duties and service				
A1	Police action following contact	429	286	408	
A2	Decisions	136	155	187	
A3	Information	74	95	59	
A4	General level of service	332	310	366	
	Sub Total	971	846	1020	42%
B	Police powers, policies and procedures				
B1	Stops and Stop and search	22	20	27	
B2	Searches of premises and seizure of property	73	45	62	
B3	Power to arrest and detain	112	108	146	
B4	Use of force	224	169	220	
B5	Detention in police custody	162	46	122	
B6	Bail, identification and interview procedures	11	16	55	
B7	Evidential procedures	16	34	159	
B8	Out of court disposals	3	2	12	
B9	Other policies and procedures	72	64	95	
	Sub Total	695	504	898	31%
C1	Handling of or damage to property/premises	50	41	50	2%
D	Access and/or disclosure of information				
D1	Use of police systems	1	6	4	
D2	Disclosure of information	32	28	38	
D3	Handling of information	7	5	4	
D4	Accessing and handling of information from other sources	3	0	2	
	Sub Total	43	39	48	2%
E1	Use of police vehicles	3	6	12	0%
F	Discriminatory behaviour				
F1	Age	0	0	1	
F2	Disability	3	8	22	
F3	Gender reassignment	0	0	2	
F4	Pregnancy and maternity	0	0	0	
F5	Marriage and civil partnership	0	0	0	
F6	Race	23	41	64	
F7	Religion or belief	0	0	5	
F8	Sex	5	4	16	
F9	Sexual orientation	2	3	5	
F10	Other	5	10	11	
	Sub Total	38	66	126	3%
G	Abuse of position/corruption				
G1	Organisational corruption	0	3	1	
G2	Abuse of position for sexual purpose	1	1	0	
G3	Abuse of position for purpose of pursuing an inappropriate emotional relationship	3	0	0	
G4	Abuse of position for financial purpose	0	3	2	
G5	Obstruction of justice	0	2	3	
G6	Abuse of position for other purpose	3	4	4	
	Sub Total	7	13	10	0%
H	Individual behaviours				
H1	Impolite language / tone	97	106	117	
H2	Impolite and intolerant actions	32	32	34	
H3	Unprofessional attitude and disrespect	109	82	132	
H4	Lack of fairness and impartiality	41	39	37	
H5	Overbearing or harassing behaviours	54	50	49	
	Sub Total	333	309	369	15%
J	Sexual conduct				
J1	Sexual assault	3	3	5	
J2	Sexual harassment	1	0	1	
J3	Other sexual conduct	2	3	2	
	Sub Total	6	6	8	0%
K1	Discreditable conduct	6	14	37	1%
L1	Other	13	33	64	2%
	Total Allegations	2165	1877	2642	

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Allegations by National Factor

Schedule 3 Individual recorded complaints

	Q4 2021	Q4 2022	Q4 2023	%
Arrest	440	320	411	18%
Call Handling	80	75	106	4%
Child Protection / CSA / CSE	26	11	19	1%
Coronavirus - other	17	3	0	0%
Coronavirus - police powers	0	0	0	0%
Covert Policing	0	0	0	0%
Custody	211	123	249	9%
Death	19	13	33	1%
Domestic / Gender Abuse	54	43	127	3%
Drugs / Alcohol	13	13	34	1%
Firearms	5	12	9	0%
Fraud	4	1	5	0%
Hate Crime	3	2	15	0%
Investigation	693	670	997	35%
Mental Health	30	51	125	3%
Missing Persons	1	12	17	0%
Neighbourhood Policing	269	146	113	8%
Police dogs or Horses	0	1	0	0%
Premises Search	48	35	57	2%
Public Order Incident	9	4	14	0%
Restraint Equipment	22	59	59	2%
Roads / Traffic	50	88	122	4%
Serious Injury	1	1	1	0%
Social Media	3	0	2	0%
Stop and / or Search	51	41	46	2%
Taser	1	5	10	0%
VAWG - dissatisfaction handling	57	18	40	2%
VAWG - police perpetrated	72	30	8	2%
None	150	235	430	12%
Total	2164	1877	2642	

An Allegation may have one or more National Factor

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Q4 - complaint allegations finalised between 01/04 and 31/03

Complaint Allegations by Result	Q4 2021		Q4 2022		Q4 2023	
	No. Finalised	%	No. Finalised	%	No. Finalised	%
Case to answer	19	1%	3	0%	9	0%
No case to answer	49	2%	18	1%	21	1%
The service was acceptable	1601	70%	1329	72%	1917	72%
The service was not acceptable	261	11%	289	16%	375	14%
Not determined if the service was acceptable	157	7%	132	7%	221	8%
Regulation 41 (Investigation only)	2	0%	0	0%	0	0%
No further action	163	7%	55	3%	126	5%
Withdrawn / De recorded	45	2%	9	0%	11	0%
Total	2,297		1,835		2,680	

