

PSD Management Information

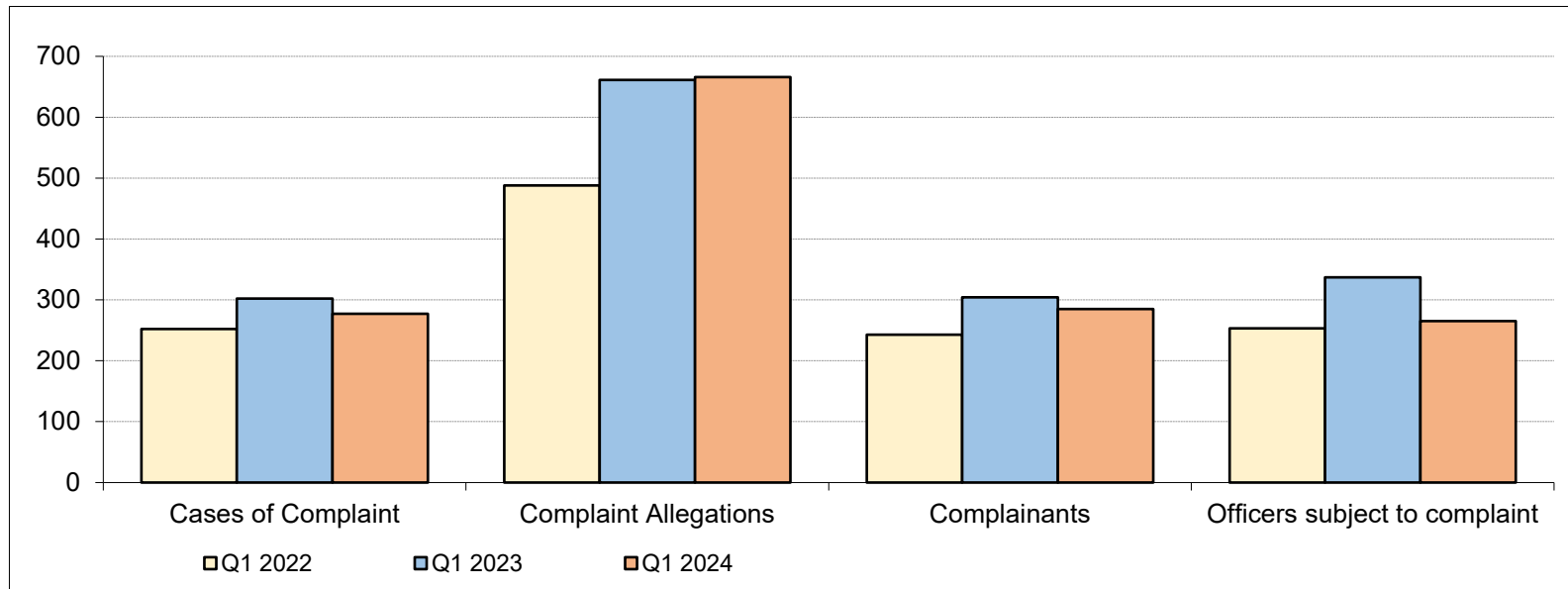
Sussex Police

Q1 - complaints recorded between 01/04 and 30/06

Q1 2024 Summary -

Schedule 3 Individual recorded complaints

	Q1 2022	Q1 2023	Q1 2024	Average Last 3 Q1s	Difference Last Q1	% Difference Last Q1
Cases of Complaint	252	302	277	277	-25	-8%
Complaint Allegations	488	661	666	605	5	1%
Complainants	243	304	285	277	-19	-6%
Officers subject to complaint	253	337	265	285	-72	-21%
Police Staff subject to complaint	75	68	66	70	-2	-3%
Special Constables subject to complaint	2	2	0	1	-2	-100%



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Allegations by Type

Schedule 3 Individual recorded complaints

		Q1 2022	Q1 2023	Q1 2024	%
A	Delivery of duties and service				
A1	Police action following contact	73	86	122	
A2	Decisions	38	46	60	
A3	Information	23	27	40	
A4	General level of service	80	118	65	
	Sub Total	214	277	287	43%
B	Police powers, policies and procedures				
B1	Stops and Stop and search	6	8	4	
B2	Searches of premises and seizure of property	13	16	16	
B3	Power to arrest and detain	26	25	26	
B4	Use of force	42	53	50	
B5	Detention in police custody	18	38	27	
B6	Bail, identification and interview procedures	2	12	12	
B7	Evidential procedures	6	19	48	
B8	Out of court disposals	0	6	1	
B9	Other policies and procedures	22	18	20	
	Sub Total	135	195	204	29%
C1	Handling of or damage to property/premises	16	12	20	3%
D	Access and/or disclosure of information				
D1	Use of police systems	2	2	1	
D2	Disclosure of information	6	9	2	
D3	Handling of information	0	0	0	
D4	Accessing and handling of information from other sources	0	1	0	
	Sub Total	8	12	3	1%
E1	Use of police vehicles	2	2	1	0%
F	Discriminatory behaviour				
F1	Age	0	0	0	
F2	Disability	1	8	9	
F3	Gender reassignment	0	1	0	
F4	Pregnancy and maternity	0	0	0	
F5	Marriage and civil partnership	0	0	0	
F6	Race	10	17	19	
F7	Religion or belief	0	2	2	
F8	Sex	0	6	7	
F9	Sexual orientation	0	1	3	
F10	Other	0	8	3	
	Sub Total	11	43	43	5%
G	Abuse of position/corruption				
G1	Organisational corruption	1	0	0	
G2	Abuse of position for sexual purpose	0	0	2	
G3	Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	1	
G4	Abuse of position for financial purpose	1	0	0	
G5	Obstruction of justice	1	0	2	
G6	Abuse of position for other purpose	1	0	1	
	Sub Total	4	0	6	1%
H	Individual behaviours				
H1	Impolite language / tone	26	37	14	
H2	Impolite and intolerant actions	14	12	8	
H3	Unprofessional attitude and disrespect	20	23	25	
H4	Lack of fairness and impartiality	13	6	7	
H5	Overbearing or harassing behaviours	16	16	20	
	Sub Total	89	94	74	14%
J	Sexual conduct				
J1	Sexual assault	0	2	3	
J2	Sexual harassment	0	0	1	
J3	Other sexual conduct	0	1	1	
	Sub Total	0	3	5	0%
K1	Discreditable conduct	2	13	5	1%
L1	Other	7	10	18	2%
	Total Allegations	488	661	666	

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Allegations by National Factor

Schedule 3 Individual recorded complaints

	Q1 2022	Q1 2023	Q1 2024	%
Arrest	85	72	123	15%
Call Handling	28	28	38	5%
Child Protection / CSA / CSE	1	2	7	1%
Coronavirus - other	1	0	0	0%
Coronavirus - police powers	0	0	0	0%
Covert Policing	0	0	0	0%
Custody	40	59	53	8%
Death	7	14	5	1%
Domestic / Gender Abuse	21	10	60	5%
Drugs / Alcohol	1	7	4	1%
Firearms	2	4	5	1%
Fraud	0	1	4	0%
Hate Crime	1	5	3	0%
Investigation	156	226	314	38%
Mental Health	15	19	38	4%
Missing Persons	3	12	5	1%
Neighbourhood Policing	43	34	66	8%
Police dogs or Horses	1	0	0	0%
Premises Search	11	18	12	2%
Public Order Incident	1	1	8	1%
Restraint Equipment	6	16	10	2%
Roads / Traffic	22	24	42	5%
Serious Injury	0	0	1	0%
Social Media	0	1	3	0%
Stop and / or Search	18	11	3	2%
Taser	3	2	1	0%
VAWG - dissatisfaction handling	4	2	14	1%
VAWG - police perpetrated	8	5	4	1%
None	45	143	29	12%
Total	488	661	666	

An Allegation may have one or more National Factor

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Q1 - complaint allegations finalised between 01/04 and 30/06

Complaint Allegations by Result	Q1 2022		Q1 2023		Q1 2024	
	No. Finalised	%	No. Finalised	%	No. Finalised	%
Case to answer	0	0%	3	0%	0	0%
No case to answer	0	0%	3	0%	0	0%
The service was acceptable	324	72%	545	73%	548	71%
The service was not acceptable	85	19%	93	13%	116	15%
Not determined if the service was acceptable	22	5%	58	8%	66	9%
Regulation 41 (Investigation only)	0	0%	0	0%	0	0%
No further action	14	3%	37	5%	36	5%
Withdrawn / De recorded	2	0%	4	1%	2	0%
Total	447		743		768	

