

PSD Management Information

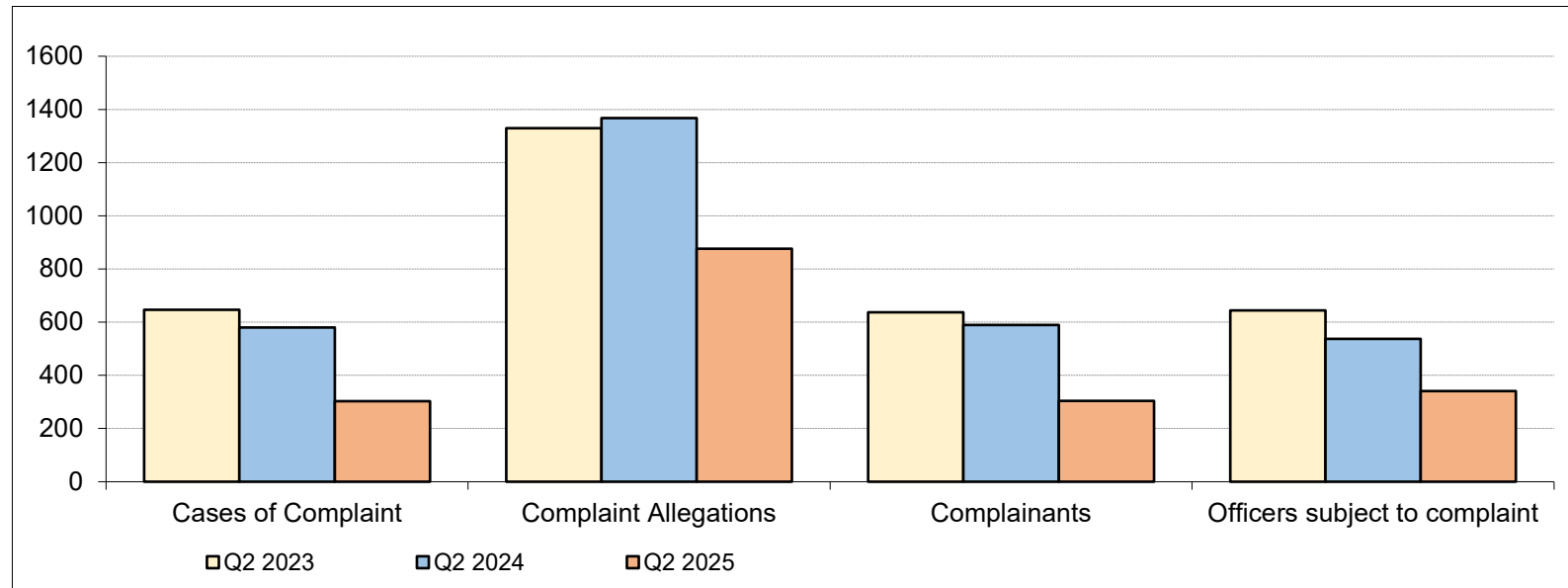
Sussex Police

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

Q2 2025 Summary -

Schedule 3 Individual recorded complaints

	Q2 2023	Q2 2024	Q2 2025	Average Last 3 Q2s	Difference Last Q2	% Difference Last Q2
Cases of Complaint	647	580	303	510	-277	-48%
Complaint Allegations	1330	1367	876	1191	-491	-36%
Complainants	637	589	304	510	-285	-48%
Officers subject to complaint	644	537	341	507	-196	-36%
Police Staff subject to complaint	137	145	67	116	-78	-54%
Special Constables subject to complaint	3	5	0	3	-5	-100%



PSD Management Information

Sussex Police

Allegations by Type

Schedule 3 Individual recorded complaints

		Q2 2023	Q2 2024	Q2 2025	%
A	Delivery of duties and service				
A1	Police action following contact	193	323	152	
A2	Decisions	97	108	67	
A3	Information	37	71	16	
A4	General level of service	238	164	158	
	Sub Total	565	666	393	45%
B	Police powers, policies and procedures				
B1	Stops and Stop and search	14	7	11	
B2	Searches of premises and seizure of property	25	26	19	
B3	Power to arrest and detain	64	53	50	
B4	Use of force	123	99	67	
B5	Detention in police custody	66	47	30	
B6	Bail, identification and interview procedures	24	20	26	
B7	Evidential procedures	41	58	26	
B8	Out of court disposals	9	2	5	
B9	Other policies and procedures	42	33	22	
	Sub Total	408	345	256	28%
C1	Handling of or damage to property/premises	30	25	16	2%
D	Access and/or disclosure of information				
D1	Use of police systems	2	3	0	
D2	Disclosure of information	15	12	9	
D3	Handling of information	1	1	2	
D4	Accessing and handling of information from other sources	2	1	1	
	Sub Total	20	17	12	1%
E1	Use of police vehicles	5	3	5	0%
F	Discriminatory behaviour				
F1	Age	0	1	0	
F2	Disability	9	11	9	
F3	Gender reassignment	1	0	1	
F4	Pregnancy and maternity	0	0	0	
F5	Marriage and civil partnership	0	0	0	
F6	Race	29	32	25	
F7	Religion or belief	3	3	3	
F8	Sex	13	8	6	
F9	Sexual orientation	1	3	4	
F10	Other	8	5	5	
	Sub Total	64	63	53	5%
G	Abuse of position/corruption				
G1	Organisational corruption	0	0	0	
G2	Abuse of position for sexual purpose	0	1	0	
G3	Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	2	0	
G4	Abuse of position for financial purpose	1	0	0	
G5	Obstruction of justice	1	3	4	
G6	Abuse of position for other purpose	1	2	2	
	Sub Total	3	8	6	0%
H	Individual behaviours				
H1	Impolite language / tone	70	36	18	
H2	Impolite and intolerant actions	20	19	6	
H3	Unprofessional attitude and disrespect	60	79	27	
H4	Lack of fairness and impartiality	16	9	17	
H5	Overbearing or harassing behaviours	23	40	20	
	Sub Total	189	183	88	13%
J	Sexual conduct				
J1	Sexual assault	3	6	1	
J2	Sexual harassment	0	1	0	
J3	Other sexual conduct	1	2	0	
	Sub Total	4	9	1	0%
K1	Discreditable conduct	16	16	23	2%
L1	Other	26	32	23	2%
	Total Allegations	1330	1367	876	

PSD Management Information

Sussex Police

Allegations by National Factor

Schedule 3 Individual recorded complaints

	Q2 2023	Q2 2024	Q2 2025	%
Arrest	186	245	148	16%
Call Handling	73	79	30	5%
Child Protection / CSA / CSE	12	13	12	1%
Coronavirus - other	0	0	0	0%
Coronavirus - police powers	0	4	0	0%
Covert Policing	0	0	0	0%
Custody	129	107	60	8%
Death	21	23	7	1%
Domestic / Gender Abuse	42	110	57	6%
Drugs / Alcohol	24	8	6	1%
Firearms	6	8	1	0%
Fraud	3	5	0	0%
Hate Crime	6	6	7	1%
Investigation	454	637	417	42%
Mental Health	45	83	23	4%
Missing Persons	16	12	18	1%
Neighbourhood Policing	57	153	78	8%
Police dogs or Horses	0	1	0	0%
PPDA	4	3	2	0%
PPDA - Police Victim	0	0	1	0%
Premises Search	30	24	11	2%
Public Order Incident	9	8	14	1%
Restraint Equipment	37	26	21	2%
Roads / Traffic	56	79	41	5%
Serious Injury	1	1	1	0%
Social Media	1	8	6	0%
Stop and / or Search	20	11	25	2%
Taser	7	2	0	0%
VAWG - dissatisfaction handling	9	38	21	2%
VAWG - police perpetrated	6	9	2	0%
VAWG - Police Victim	0	3	0	0%
None	249	75	62	11%
Total	1330	1367	876	

An Allegation may have one or more National Factor

PSD Management Information

Sussex Police

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

Complaint Allegations by Result	Q2 2023		Q2 2024		Q2 2025	
	No. Finalised	%	No. Finalised	%	No. Finalised	%
Case to answer	3	0%	3	0%	1	0%
No case to answer	4	0%	6	0%	8	1%
The service was acceptable	1007	73%	981	73%	669	75%
The service was not acceptable	182	13%	199	15%	129	14%
Not determined if the service was acceptable	113	8%	108	8%	56	6%
Regulation 41 (Investigation only)	0	0%	0	0%	0	0%
No further action	59	4%	50	4%	25	3%
Withdrawn / De recorded	7	1%	6	0%	8	1%
Total	1,375		1,353		896	

