

PSD Management Information

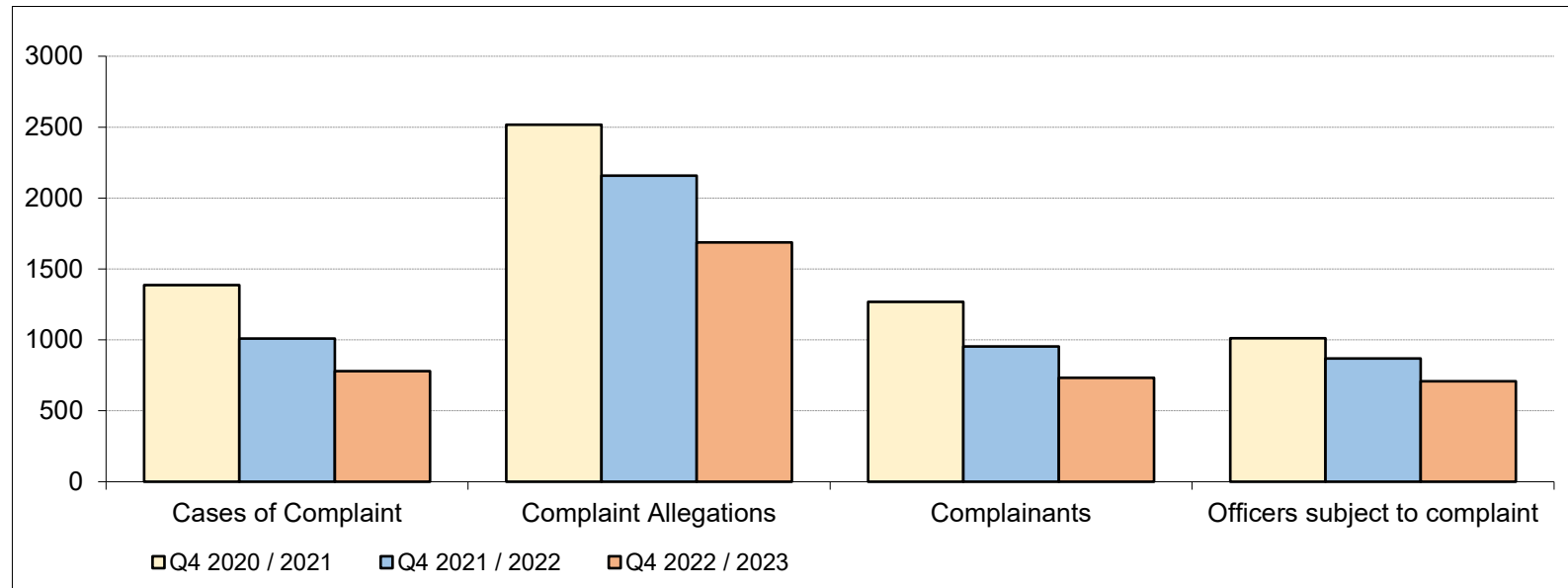
Sussex Police

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

Q4 2022 / 2023 Summary -

Schedule 3 Individual recorded complaints

	Q4 2020 / 2021	Q4 2021 / 2022	Q4 2022 / 2023	Average Last 3 Q4s	Difference Last Q4	% Difference Last Q4
Cases of Complaint	1387	1009	779	1058	-230	-23%
Complaint Allegations	2518	2157	1688	2121	-469	-22%
Complainants	1268	954	732	985	-222	-23%
Officers subject to complaint	1012	868	709	863	-159	-18%
Police Staff subject to complaint	258	196	186	213	-10	-5%
Special Constables subject to complaint	5	12	7	8	-5	-42%



PSD Management Information

Sussex Police

Allegations by Type

Schedule 3 Individual recorded complaints

		Q4 2020 / 2021	Q4 2021 / 2022	Q4 2022 / 2023	%
A	Delivery of duties and service				
A1	Police action following contact	694	428	258	
A2	Decisions	111	136	144	
A3	Information	76	74	86	
A4	General level of service	283	331	261	
	Sub Total	1164	969	749	45%
B	Police powers, policies and procedures				
B1	Stops and Stop and search	38	22	20	
B2	Searches of premises and seizure of property	78	73	42	
B3	Power to arrest and detain	155	112	108	
B4	Use of force	247	221	144	
B5	Detention in police custody	143	162	39	
B6	Bail, identification and interview procedures	7	11	14	
B7	Evidential procedures	27	15	26	
B8	Out of court disposals	5	3	2	
B9	Other policies and procedures	28	72	57	
	Sub Total	728	691	452	29%
C1	Handling of or damage to property/premises	46	50	39	2%
D	Access and/or disclosure of information				
D1	Use of police systems	7	1	5	
D2	Disclosure of information	28	32	25	
D3	Handling of information	7	7	2	
D4	Accessing and handling of information from other sources	1	3	0	
	Sub Total	43	43	32	2%
E1	Use of police vehicles	5	3	5	0%
F	Discriminatory behaviour				
F1	Age	0	0	0	
F2	Disability	2	3	8	
F3	Gender reassignment	0	0	0	
F4	Pregnancy and maternity	0	0	0	
F5	Marriage and civil partnership	0	0	0	
F6	Race	53	23	40	
F7	Religion or belief	6	0	0	
F8	Sex	2	5	4	
F9	Sexual orientation	0	2	3	
F10	Other	11	5	10	
	Sub Total	74	38	65	3%
G	Abuse of position/corruption				
G1	Organisational corruption	4	0	1	
G2	Abuse of position for sexual purpose	2	1	0	
G3	Abuse of position for purpose of pursuing an inappropriate emotional relationship	1	1	0	
G4	Abuse of position for financial purpose	0	0	3	
G5	Obstruction of justice	10	0	3	
G6	Abuse of position for other purpose	4	3	4	
	Sub Total	21	5	11	1%
H	Individual behaviours				
H1	Impolite language / tone	149	97	100	
H2	Impolite and intolerant actions	26	32	29	
H3	Unprofessional attitude and disrespect	113	109	75	
H4	Lack of fairness and impartiality	34	41	37	
H5	Overbearing or harassing behaviours	62	54	42	
	Sub Total	384	333	283	16%
J	Sexual conduct				
J1	Sexual assault	3	3	3	
J2	Sexual harassment	1	1	0	
J3	Other sexual conduct	2	2	3	
	Sub Total	6	6	6	0%
K1	Discreditable conduct	24	6	14	1%
L1	Other	23	13	32	1%
	Total Allegations	2518	2157	1688	

PSD Management Information

Sussex Police

Allegations by National Factor

Schedule 3 Individual recorded complaints

	Q4 2020 / 2021	Q4 2021 / 2022	Q4 2022 / 2023	%
Arrest	588	438	292	21%
Call Handling	81	80	65	4%
Child Protection / CSA / CSE	30	26	11	1%
Coronavirus - other	40	17	3	1%
Coronavirus - police powers	5	0	0	0%
Covert Policing	0	0	0	0%
Custody	194	209	113	8%
Death	7	19	9	1%
Domestic / Gender Abuse	33	54	43	2%
Drugs / Alcohol	9	13	13	1%
Firearms	19	5	12	1%
Fraud	8	4	1	0%
Hate Crime	2	3	2	0%
Investigation	705	691	591	31%
Mental Health	71	29	44	2%
Missing Persons	23	1	9	1%
Neighbourhood Policing	322	269	126	11%
Police dogs or Horses	0	0	1	0%
Premises Search	55	48	32	2%
Public Order Incident	7	9	3	0%
Restraint Equipment	24	21	48	1%
Roads / Traffic	65	49	84	3%
Serious Injury	2	1	1	0%
Social Media	7	3	0	0%
Stop and / or Search	69	51	40	3%
Taser	10	1	4	0%
VAWG - dissatisfaction handling	18	57	20	1%
VAWG - police perpetrated	23	70	27	2%
None	179	149	216	9%
Total	2514	2156	1692	

An Allegation may have one or more National Factor

PSD Management Information

Sussex Police

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

Complaint Allegations by Result	Q4 2020 / 2021		Q4 2021 / 2022		Q4 2022 / 2023	
	No. Finalised	%	No. Finalised	%	No. Finalised	%
Case to answer	22	1%	17	0%	2	0%
No case to answer	43	1%	62	2%	18	1%
The service was acceptable	2903	73%	2557	70%	1346	73%
The service was not acceptable	369	9%	482	13%	286	15%
Not determined if the service was acceptable	204	5%	255	7%	132	7%
Regulation 41 (Investigation only)	28	1%	2	0%	0	0%
No further action	299	7%	204	6%	54	3%
Withdrawn / De recorded	129	3%	52	1%	9	0%
Total	3,997		3,631		1,847	

