

Freedom of Information Act 2000 (FOIA) Request 1074/21 - Complaints

1. Northumbria Police do not have an “Officer of concern” programme in the context described in your request. However, Northumbria Police has a process in place to monitor officers in a more holistic approach using a People Intelligence Risk Matrix, therefore this system does not only look at complaints made it also includes conduct matters, intelligence and behavioural indicators. This giving an understanding of any risks to the organisation and the officer in order that protective measures can be put in place. In addition to this, if an officer has four complaints or conduct matters of ANY severity this is highlighted to Area Command functional leads who will review and ensure appropriate intervention, learning or reflection is identified and put in place.
 - a. In addition to our People Intelligence Risk Matrix which is a more holistic view of all employees of Northumbria Police, an officer with four or more complaint or conduct matters recorded of ANY severity are highlighted and brought to the attention of their Area Command/Department functional lead who is generally of the rank of Superintendent or police staff equivalent. A review will be conducted to ensure any appropriate intervention required is implemented. This could be learning and/or reflection along with any wellbeing needs being addressed, this is addition to the complaint or conduct matters being thoroughly investigated. This process highlights complaints and/or conduct matters of any severity, therefore will include very minor matters through to the most server. This is in order to highlight matters an early stage to enable preventative measures being implemented at the earliest opportunity.
 - b. The officer is highlighted once four complaints or conduct matters have been recorded in a twelve month period.
 - c. This covers Complaint and Conduct, therefore it covers internal and external.
 - d. As above.
2. The following data shows any officer who was subject to 4 or more complaints or conduct cases during the past five years, regardless of the seriousness the complaint/ conduct matter or outcome of the investigation, this may not follow the time periods used by PSD but for context of this request the data has been broken down into each calendar year as requested, each table also show the reason (IOPC category) recorded against each officer for that year, some cases may have more than one allegation type for each complaint / conduct case.

*Please note there was a change in IOPC categories from February 2020 and changes to recording practices which has resulted in an increase number of complaints during 2020.

| 2016 | | |
|--|--|--|
| Number of complaints / conduct cases recorded during 2016 by an individual officer | Allegation Category | Number of allegations recorded (the total number for each officer may not correspond with the number of cases as some case have more than one allegation made) |
| 8 | Incivility, impoliteness and intolerance | 3 |
| | Other assault | 6 |
| | Unlawful/unnecessary arrest or detention | 2 |
| | 02 Authority, Respect and Courtesy | 1 |
| 5 | Incivility, impoliteness and intolerance | 1 |

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| | | |
|---|--|---|
| | Lack of fairness and impartiality | 1 |
| | Other | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 4 |
| 5 | Breach Code B PACE | 1 |
| | Breach Code C PACE | 3 |
| | Unlawful/unnecessary arrest or detention | 2 |
| | 06 Duties and Responsibilities | 1 |
| 5 | Discriminatory Behaviour | 1 |
| | Lack of fairness and impartiality | 3 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 3 |
| | Unlawful/unnecessary arrest or detention | 3 |
| 4 | Discriminatory Behaviour | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 3 |
| | Other sexual conduct | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Irregularity in evidence/perjury | 1 |
| | Other | 1 |
| | Other neglect or failure in duty | 4 |
| 4 | Incivility, impoliteness and intolerance | 2 |
| | Lack of fairness and impartiality | 2 |
| | Other neglect or failure in duty | 1 |
| 4 | Incivility, impoliteness and intolerance | 3 |
| | Other assault | 3 |
| | Other neglect or failure in duty | 1 |
| 4 | Discriminatory Behaviour | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Lack of fairness and impartiality | 3 |
| | Other neglect or failure in duty | 3 |
| 4 | Corrupt practice | 2 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| 4 | Corrupt practice | 1 |
| | Other | 2 |
| | Other neglect or failure in duty | 1 |
| 4 | Breach Code C PACE | 4 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Discriminatory Behaviour | 1 |
| | Incivility, impoliteness and intolerance | 1 |

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| | Multiple or unspecified breaches of PACE | 1 |
|---|--|--|
| | Other assault | 2 |
| | Other irregularity in procedure | 1 |
| | Sexual assault | 1 |
| 4 | Incivility, impoliteness and intolerance | 2 |
| | Other | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 1 |
| 2017 | | |
| Number of complaints / conduct cases recorded during 2017 by an individual officer | Allegation Category | Number of allegations recorded (the total number for each officer may not correspond with the number of cases as some case have more than one allegation made) |
| 7 | Breach Code C PACE | 12 |
| | Unlawful/unnecessary arrest or detention | 3 |
| | 05 Orders and Instructions | 2 |
| | 07 Confidentiality | 2 |
| 5 | Breach Code B PACE | 1 |
| | Breach Code C PACE | 3 |
| | Other assault | 1 |
| 5 | Breach Code C PACE | 5 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 5 | Breach Code C PACE | 1 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 3 |
| 5 | Breach Code C PACE | 6 |
| | Incivility, impoliteness and intolerance | 1 |
| 4 | Breach Code C PACE | 3 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code B PACE | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 3 |
| | Other neglect or failure in duty | 1 |
| 4 | Breach Code C PACE | 2 |
| | Corrupt practice | 4 |
| | Incivility, impoliteness and intolerance | 2 |
| | Irregularity in evidence/perjury | 1 |
| | Lack of fairness and impartiality | 1 |
| | Oppressive conduct or harassment | 1 |

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| | | |
|---|--|---|
| | Other | 2 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 2 |
| 4 | Discriminatory Behaviour | 2 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | 05 Orders and Instructions | 1 |
| 4 | Breach Code C PACE | 2 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 2 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code C PACE | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code C PACE | 2 |
| | Incivility, impoliteness and intolerance | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other neglect or failure in duty | 8 |
| 4 | Incivility, impoliteness and intolerance | 2 |
| | Multiple or unspecified breaches of PACE | 1 |
| | Other | 1 |
| | Other assault | 2 |
| | Other irregularity in procedure | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other | 3 |
| | Other irregularity in procedure | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code B PACE | 3 |
| | Incivility, impoliteness and intolerance | 2 |
| | Other | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| 4 | Breach Code C PACE | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code C PACE | 6 |
| 4 | Breach Code C PACE | 3 |
| | Incivility, impoliteness and intolerance | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 2 |
| | 09 Discreditable Conduct | 2 |

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| 2018 | | |
|--|--|--|
| Number of complaints / conduct cases recorded during 2018 by an individual officer | Allegation Category | Number of allegations recorded (the total number for each officer may not correspond with the number of cases as some case have more than one allegation made) |
| 6 | Breach Code C PACE | 3 |
| | Incivility, impoliteness and intolerance | 2 |
| | Mishandling of property | 1 |
| | Other neglect or failure in duty | 1 |
| 6 | Breach Code C PACE | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Mishandling of property | 1 |
| | Other assault | 3 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 6 | Discriminatory Behaviour | 1 |
| | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 2 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 3 |
| 02 Authority, Respect and Courtesy | 1 | |
| 5 | Breach Code C PACE | 3 |
| | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 5 | Breach Code C PACE | 3 |
| | Mishandling of property | 1 |
| | Other assault | 1 |
| 5 | Discriminatory Behaviour | 2 |
| | Incivility, impoliteness and intolerance | 2 |
| | Irregularity in evidence/perjury | 1 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 5 | Breach Code B PACE | 1 |
| | Breach Code C PACE | 1 |
| | Other neglect or failure in duty | 2 |
| | 09 Discreditable Conduct | 1 |
| 4 | Incivility, impoliteness and intolerance | 2 |

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| | | |
|---|---|---|
| | Other neglect or failure in duty | 3 |
| | Traffic irregularity | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other | 1 |
| | Unlawful/unnecessary arrest or detention | 2 |
| 4 | Other neglect or failure in duty | 4 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code C PACE | 1 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | 10 Challenging and Reporting Improper Conduct | 1 |
| 4 | Breach Code C PACE | 1 |
| | Discriminatory Behaviour | 1 |
| | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| 4 | Incivility, impoliteness and intolerance | 3 |
| | Other neglect or failure in duty | 1 |
| 4 | Breach Code B PACE | 1 |
| | Improper disclosure of information | 2 |
| | Incivility, impoliteness and intolerance | 1 |
| | Oppressive conduct or harassment | 2 |
| | Other neglect or failure in duty | 1 |
| 4 | Breach Code C PACE | 3 |
| | Incivility, impoliteness and intolerance | 2 |
| 4 | Incivility, impoliteness and intolerance | 2 |
| | Lack of fairness and impartiality | 1 |
| | Oppressive conduct or harassment | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code B PACE | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 3 |
| 4 | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Lack of fairness and impartiality | 2 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| | 06 Duties and Responsibilities | 1 |
| 4 | Corrupt practice | 2 |
| | Lack of fairness and impartiality | 1 |
| | Mishandling of property | 1 |

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| | | |
|---|--|---|
| | Other irregularity in procedure | 3 |
| | Other neglect or failure in duty | 1 |
| 4 | Other | 1 |
| | Other assault | 2 |
| | Other irregularity in procedure | 1 |
| | Unlawful/unnecessary arrest or detention | 2 |
| | 01 Honesty and Integrity | 1 |
| | | |
| 4 | Breach Code C PACE | 1 |
| | Improper disclosure of information | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other | 1 |
| | Other neglect or failure in duty | 2 |
| 4 | Breach Code C PACE | 2 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| | 06 Duties and Responsibilities | 1 |
| 2019 | | |
| Number of complaints / conduct cases recorded during 2019 by an individual officer | Allegation Category | Number of allegations recorded (the total number for each officer may not correspond with the number of cases as some case have more than one allegation made) |
| 8 | Breach Code B PACE | 1 |
| | Discriminatory Behaviour | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 3 |
| | Other neglect or failure in duty | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | 04 Use of Force | 1 |
| | 06 Duties and Responsibilities | 1 |
| 7 | Corrupt practice | 1 |
| | Discriminatory Behaviour | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Oppressive conduct or harassment | 2 |
| | Other irregularity in procedure | 3 |
| | Other neglect or failure in duty | 5 |
| 6 | Incivility, impoliteness and intolerance | 1 |
| | Irregularity in evidence/perjury | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 4 |
| | Other irregularity in procedure | 1 |

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| | Other neglect or failure in duty | 2 |
| | Serious non-sexual assault | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 6 | Breach Code B PACE | 1 |
| | Lack of fairness and impartiality | 2 |
| | Other assault | 2 |
| | Unlawful/unnecessary arrest or detention | 2 |
| | Use of force | 1 |
| 5 | Lack of fairness and impartiality | 1 |
| | Oppressive conduct or harassment | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 2 |
| 5 | Breach Code B PACE | 2 |
| | Irregularity in evidence/perjury | 1 |
| | Other assault | 4 |
| | Other irregularity in procedure | 1 |
| | Use of force | 1 |
| 5 | Breach Code B PACE | 1 |
| | Discriminatory Behaviour | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Mishandling of property | 1 |
| | Oppressive conduct or harassment | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Traffic irregularity | 1 |
| Unlawful/unnecessary arrest or detention | 1 | |
| 5 | Irregularity in evidence/perjury | 1 |
| | Other assault | 3 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 3 |
| 5 | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Other assault | 2 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 2 |
| 5 | Breach Code C PACE | 2 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 3 |
| 5 | Breach Code B PACE | 2 |
| | Evidential procedures | 1 |
| | Irregularity in evidence/perjury | 1 |
| | Other assault | 3 |
| | Other irregularity in procedure | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |

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| | | |
|---|--|---|
| | Use of force | 2 |
| 5 | Improper disclosure of information | 1 |
| | Lack of fairness and impartiality | 2 |
| | Oppressive conduct or harassment | 1 |
| | Other irregularity in procedure | 6 |
| | Other neglect or failure in duty | 4 |
| 5 | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 2 |
| 5 | Irregularity in evidence/perjury | 1 |
| | Other assault | 2 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 2 |
| | Unlawful/unnecessary arrest or detention | 3 |
| 4 | Multiple or unspecified breaches of PACE | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 5 |
| 4 | Other assault | 3 |
| | Other neglect or failure in duty | 2 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 3 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| 4 | Lack of fairness and impartiality | 1 |
| | Multiple or unspecified breaches of PACE | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 3 |
| 4 | Incivility, impoliteness and intolerance | 4 |
| | Lack of fairness and impartiality | 1 |
| | Other irregularity in procedure | 2 |
| 4 | Other neglect or failure in duty | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Other assault | 1 |
| | Other neglect or failure in duty | 4 |
| 4 | Corrupt practice | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other neglect or failure in duty | 2 |

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| | | |
|---|--|---|
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 2 |
| 4 | Breach Code B PACE | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 2 |
| | Unlawful/unnecessary arrest or detention | 2 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 2 |
| 4 | Incivility, impoliteness and intolerance | 3 |
| | Lack of fairness and impartiality | 2 |
| | Other assault | 1 |
| | Serious non-sexual assault | 1 |
| 4 | Discriminatory Behaviour | 1 |
| | Improper disclosure of information | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 2 |
| 4 | Breach Code C PACE | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Lack of fairness and impartiality | 1 |
| | Oppressive conduct or harassment | 2 |
| | Other assault | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code B PACE | 1 |
| | Breach Code C PACE | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other assault | 1 |
| | Other neglect or failure in duty | 3 |
| 4 | Irregularity in evidence/perjury | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 1 |

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| | | |
|---|--|---|
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Mishandling of property | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 2 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 1 |
| | Other irregularity in procedure | 2 |
| | Other neglect or failure in duty | 4 |
| 4 | Breach Code B PACE | 1 |
| | Breach Code C PACE | 2 |
| | Discriminatory Behaviour | 1 |
| | Oppressive conduct or harassment | 1 |
| | Other irregularity in procedure | 1 |
| | Other neglect or failure in duty | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| 4 | Breach Code C PACE | 4 |
| 4 | Breach Code C PACE | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Mishandling of property | 1 |
| | Other assault | 2 |
| | Other neglect or failure in duty | 1 |
| 2020 | | |
| Number of complaints / conduct cases recorded during 2020 by an individual officer | Allegation Category | Number of allegations recorded (the total number for each officer may not correspond with the number of cases as some case have more than one allegation made) |
| 7 | Decisions | 1 |
| | Handling of or damage to property/premises | 1 |
| | Impolite and intolerant actions | 1 |
| | Other policies and procedures | 1 |
| | Police action following contact | 2 |
| | Power to arrest and detain | 1 |
| | Searches of premises and seizure of property | 1 |
| 7 | Decisions | 1 |
| | Disability | 1 |
| | Handling of or damage to property/premises | 1 |
| | Impolite and intolerant actions | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Other assault | 1 |

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| | | |
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| | Power to arrest and detain | 2 |
| | Use of force | 4 |
| 6 | Decisions | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other neglect or failure in duty | 2 |
| | Overbearing or harassing behaviours | 1 |
| | Power to arrest and detain | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of force | 2 |
| | | |
| 6 | Decisions | 1 |
| | Disability | 1 |
| | Handling of or damage to property/premises | 3 |
| | Impolite and intolerant actions | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Other assault | 1 |
| | Power to arrest and detain | 2 |
| | Use of force | 3 |
| 5 | Decisions | 1 |
| | Evidential procedures | 1 |
| | 06 Duties and Responsibilities | 1 |
| | Information | 1 |
| | Lack of fairness and impartiality | 1 |
| | Out of court disposals | 1 |
| | Police action following contact | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 1 |
| 5 | Decisions | 2 |
| | Handling of or damage to property/premises | 2 |
| | Impolite and intolerant actions | 1 |
| | Race | 1 |
| | Searches of premises and seizure of property | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | Use of force | 2 |
| 5 | Decisions | 1 |
| | Detention in police custody | 4 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other | 1 |
| | Power to arrest and detain | 1 |
| 5 | Decisions | 1 |
| | Disability | 1 |
| | Disclosure of information | 1 |
| | Impolite and intolerant actions | 1 |
| | Police action following contact | 1 |
| | Searches of premises and seizure of property | 1 |

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| | | |
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| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 1 |
| 5 | Corrupt practice | 1 |
| | Decisions | 1 |
| | Other assault | 1 |
| | Power to arrest and detain | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 3 |
| | 5 | Police action following contact |
| Power to arrest and detain | | 1 |
| Race | | 1 |
| Searches of premises and seizure of property | | 1 |
| Use of force | | 1 |
| 5 | General level of service | 1 |
| | Impolite and intolerant actions | 1 |
| | Use of force | 4 |
| 5 | Impolite and intolerant actions | 1 |
| | Incivility, impoliteness and intolerance | 2 |
| | Other assault | 1 |
| | Searches of premises and seizure of property | 1 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | Use of force | 2 |
| 5 | Bail, identification and interview procedures | 1 |
| | Detention in police custody | 1 |
| | Disclosure of information | 1 |
| | Impolite language/tone | 1 |
| | Power to arrest and detain | 1 |
| | Searches of premises and seizure of property | 1 |
| | Unprofessional attitude and disrespect | 1 |
| 5 | Decisions | 1 |
| | General level of service | 1 |
| | Other sexual conduct | 1 |
| | Police action following contact | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 1 |
| 5 | General level of service | 1 |
| | Other assault | 1 |
| | Other policies and procedures | 1 |
| | Power to arrest and detain | 1 |
| | Race | 1 |
| | Searches of premises and seizure of property | 1 |
| 5 | Decisions | 1 |
| | General level of service | 2 |

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| | | |
|---|--|---|
| | Handling of or damage to property/premises | 2 |
| | Impolite language/tone | 1 |
| | Use of force | 2 |
| 5 | Impolite and intolerant actions | 1 |
| | Other policies and procedures | 1 |
| | Police action following contact | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of force | 3 |
| 5 | 02 Authority, Respect and Courtesy | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Other assault | 2 |
| | Unprofessional attitude and disrespect | 1 |
| | 04 Use of Force | 3 |
| 5 | Decisions | 1 |
| | Handling of information | 1 |
| | Other sexual conduct | 1 |
| | Overbearing or harassing behaviours | 1 |
| | Power to arrest and detain | 2 |
| | Searches of premises and seizure of property | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 2 |
| 5 | Abuse of position for other purpose | 1 |
| | Handling of or damage to property/premises | 1 |
| | Police action following contact | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 6 |
| 5 | Decisions | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Lack of fairness and impartiality | 1 |
| | Other irregularity in procedure | 1 |
| | Other policies and procedures | 1 |
| | Police action following contact | 2 |
| | Use of force | 1 |
| 4 | Police action following contact | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 3 |
| 4 | 02 Authority, Respect and Courtesy | 1 |
| | Other policies and procedures | 1 |
| | Police action following contact | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 2 |
| 4 | Decisions | 1 |
| | General level of service | 1 |
| | Handling of or damage to property/premises | 2 |

Freedom of Information Act 2000 (FOIA) Request 1074/21 - Complaints

| | | |
|---|--|---|
| | Sexual assault | 1 |
| 4 | General level of service | 1 |
| | Other | 1 |
| | Use of force | 3 |
| 4 | Disability | 1 |
| | Power to arrest and detain | 1 |
| | Use of force | 1 |
| | Use of police vehicles | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Police action following contact | 2 |
| | Use of force | 1 |
| 4 | Accessing and handling of information from other sources | 1 |
| | Disclosure of information | 1 |
| | Lack of fairness and impartiality | 1 |
| | Oppressive conduct or harassment | 1 |
| | Other irregularity in procedure | 1 |
| 4 | Age | 1 |
| | General level of service | 1 |
| | Information | 1 |
| | Lack of fairness and impartiality | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 2 |
| 4 | 09 Discreditable Conduct | 1 |
| | Searches of premises and seizure of property | 2 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 1 |
| 4 | Decisions | 1 |
| | Impolite and intolerant actions | 1 |
| | Searches of premises and seizure of property | 1 |
| | 04 Use of Force | 3 |
| 4 | General level of service | 1 |
| | Obstruction of justice | 2 |
| | Unprofessional attitude and disrespect | 1 |
| 4 | Handling of or damage to property/premises | 1 |
| | Impolite and intolerant actions | 1 |
| | Impolite language/tone | 1 |
| | Power to arrest and detain | 1 |
| | Searches of premises and seizure of property | 1 |
| 4 | Evidential procedures | 1 |
| | General level of service | 1 |
| | Police action following contact | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |

Freedom of Information Act 2000 (FOIA) Request 1074/21 - Complaints

| | | |
|---|---|---|
| | Use of force | 2 |
| 4 | Detention in police custody | 1 |
| | Disability | 1 |
| | General level of service | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 2 |
| 4 | Detention in police custody | 1 |
| | Searches of premises and seizure of property | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 3 |
| 4 | General level of service | 1 |
| | Impolite and intolerant actions | 2 |
| | Overbearing or harassing behaviours | 1 |
| 4 | Handling of or damage to property/premises | 1 |
| | Other policies and procedures | 1 |
| | Race | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of police vehicles | 1 |
| 4 | Decisions | 1 |
| | Other neglect or failure in duty | 1 |
| | Power to arrest and detain | 1 |
| | Use of force | 1 |
| 4 | Detention in police custody | 1 |
| | Overbearing or harassing behaviours | 1 |
| | Police action following contact | 2 |
| 4 | Bail, identification and interview procedures | 1 |
| | Decisions | 1 |
| | Lack of fairness and impartiality | 1 |
| | Obstruction of justice | 1 |
| | Police action following contact | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| 4 | Detention in police custody | 2 |
| | Power to arrest and detain | 1 |
| | Use of force | 1 |
| 4 | Detention in police custody | 1 |
| | Disclosure of information | 2 |
| | Handling of or damage to property/premises | 1 |
| | Overbearing or harassing behaviours | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of force | 2 |
| 4 | Abuse of position for other purpose | 1 |
| | Decisions | 1 |
| | Incivility, impoliteness and intolerance | 1 |
| | Police action following contact | 1 |

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| | | |
|---|--|---|
| | Searches of premises and seizure of property | 1 |
| | Use of force | 1 |
| 4 | Decisions | 1 |
| | Detention in police custody | 1 |
| | 06 Duties and Responsibilities | 1 |
| | Unprofessional attitude and disrespect | 2 |
| | Use of force | 1 |
| 4 | Handling of or damage to property/premises | 1 |
| | Other neglect or failure in duty | 1 |
| | Police action following contact | 1 |
| | Race | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of force | 1 |
| 4 | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 2 |
| 4 | Corrupt practice | 2 |
| | General level of service | 1 |
| | Irregularity in evidence/perjury | 1 |
| | Organisational corruption | 1 |
| | Other neglect or failure in duty | 3 |
| 4 | Detention in police custody | 2 |
| | Disclosure of information | 1 |
| | Impolite language/tone | 1 |
| | Use of force | 1 |
| 4 | 06 Duties and Responsibilities | 1 |
| | Other | 1 |
| | Use of force | 2 |
| 4 | Evidential procedures | 1 |
| | General level of service | 1 |
| | Police action following contact | 1 |
| | Searches of premises and seizure of property | 1 |
| | Unprofessional attitude and disrespect | 2 |
| 4 | Abuse of position for other purpose | 1 |
| | Decisions | 1 |
| | Disclosure of information | 1 |
| | Other policies and procedures | 1 |
| | Overbearing or harassing behaviours | 2 |
| | Sexual assault | 1 |
| | Unprofessional attitude and disrespect | 1 |
| 4 | Disclosure of information | 1 |
| | Impolite language/tone | 1 |
| | Lack of fairness and impartiality | 1 |
| | Police action following contact | 2 |
| 4 | Decisions | 1 |

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| | | |
|---|---|---|
| | Evidential procedures | 1 |
| | General level of service | 2 |
| | Lack of fairness and impartiality | 2 |
| | Police action following contact | 2 |
| 4 | Bail, identification and interview procedures | 1 |
| | Detention in police custody | 1 |
| | General level of service | 2 |
| | Information | 1 |
| | Searches of premises and seizure of property | 2 |
| 4 | Impolite language/tone | 2 |
| | Oppressive conduct or harassment | 1 |
| | Other | 1 |
| | Power to arrest and detain | 1 |
| | Unprofessional attitude and disrespect | 1 |
| | Use of force | 3 |
| 4 | Decisions | 2 |
| | Handling of information | 1 |
| | Police action following contact | 2 |
| | Power to arrest and detain | 1 |
| | Searches of premises and seizure of property | 1 |
| 4 | Incivility, impoliteness and intolerance | 1 |
| | Information | 1 |
| | Irregularity in evidence/perjury | 1 |
| | Other | 1 |
| | Other assault | 3 |
| | Unlawful/unnecessary arrest or detention | 1 |
| | Use of force | 1 |
| 4 | Bail, identification and interview procedures | 1 |
| | Detention in police custody | 2 |
| | General level of service | 1 |
| | Use of force | 1 |
| 4 | Evidential procedures | 2 |
| | Lack of fairness and impartiality | 1 |
| | Searches of premises and seizure of property | 1 |
| | Use of force | 1 |

3. The highest number of complaints recorded against an officer with a 'use of force' allegation(s) - 1 officer received a total of 6 individual complaints about their use of force within a one year period.
4. Over the period 2016 to end of 2020 – 2 officers received a total of 8 complaints or conduct case recorded against them during a one year.
5. 2020 – x 2.