

RANDOM SUSSEX POLICE COMPLAINT SAMPLE CHECKS CONDUCTED BY THE OFFICE OF THE POLICE & CRIME COMMISSIONER FOR SUSSEX



PSD Ref.	Dip-Check Date	Theme/s	Summary	Outcome of Dip-Check	Learning or Recommendation for complaint handler or Force
Q4 2022/23					
CO/02201/23	10/01/2024	Sexual Conduct	Female police officer inappropriately touched the complainant between her legs during a search as part of a warrant	Contact made within 28 days Dealt with by the Public Confidence Team (PCT) under Schedule 3. Clear, concise communication. Service level acceptable with no learning identified. In IOPC review period. Complaint handled in a reasonable and proportionate manner.	None
CO/01793/23	10/01/2024	Discriminatory Behaviour	Officer was racist	Contact and response made within 28 days, dealt with by division under Schedule 3. Outcome letter not of expected standard. Service level acceptable. No learning Identified. No review received, if it had come to review, it is likely it would have been upheld based on the quality of explanation, standard of outcome letter, no acknowledgment of the impact the situation has had on complainant.	Issues with complaint outcome to be discussed and reflected on by complaint hander.
CO/01873/23	10/01/2024	Discriminatory Behaviour	Officer was racist	Contact made within 28 days, complaint dealt with Professional Standards Department (PSD) under investigation. Clear, detailed explanation and outcome provided. Service level acceptable. No learning identified. Complaint outcome is in the review period, no review received to date. Complaint handled in a reasonable and proportionate manner in its entirety.	None
CO/01881/23	10/01/2024	Use of Force	Assaulted by officers	Contact made within 28 days, complaint dealt with by Professional Standards Department (PSD). Clear, detailed explanation and outcome provided. Service level acceptable. No learning identified. No review received, complaint handled in a reasonable and proportionate manner in its entirety, if a review	None

				application had been received it is likely that it would be not upheld with no learning identified.	
CO/01893/23	10/01/2024	Use of Force	Assaulted by officers during arrest	Contact made within 28 days, complaint dealt with by Professional Standards Department (PSD) under investigation. Clear, detailed explanation and outcome provided. Service level acceptable, no learning identified. No review received, complaint handled in a reasonable and proportionate manner in its entirety, if a review application had been received it is likely that it would be not upheld with no learning identified.	None
CO/01931/23	10/01/2024	Use of Force	Assaulted by officers during arrest	Complaint dealt with within 28 days, no contact made with complainant (rationale provided). Complaint dealt with by Public Confidence Team (PCT) under Schedule 3. Clear explanation and rationale provided in outcome letter. Service level acceptable, no learning identified. Review received not upheld with no learning identified. Complaint handled in a reasonable and proportionate manner in its entirety.	None
CO/01933/23	10/01/2024	Use of Force	Assaulted by officers during arrest	Contact made within 28 days, complaint dealt with by Public Confidence Team (PCT) under Schedule 3. Clear, detailed explanation and outcome provided. Service level acceptable. No learning identified. No review received, complaint handled in a reasonable and proportionate manner in its entirety, if a review application had been received it is likely that it would be not upheld with no learning identified.	None
CO/02123/23	10/01/2024	Use of Force	Assaulted by officers when put in a police van and left in the middle of nowhere.	Contact made within 28 days, complaint dealt with by Public Confidence Team (PCT) under Schedule 3. Spoke with complainant. Clear, detailed explanation and outcome provided. Service level acceptable. No learning identified. No review received, complaint handled in a	None

				reasonable and proportionate manner in its entirety, if a review application had been received it is likely that it would be not upheld with no learning identified.	
CO/01617/23	10/01/2024	General level of Service	Anonymous reporting and handling of report by police	Contact made with complainant, not within 28 days. Complaint dealt with by service recovery on division. Complainant satisfied. No learning identified. Complaint handled in a reasonable and proportionate manner.	Timeliness and communication to be improved
CO/01723/23	10/01/2024	Police Action Following Contact	No Further Action letter sent to victim in error	Response and contact made within 28 days. Complaint dealt with by service recovery by Public Confidence Team. Complainant satisfied with outcome and was pleased to learn that the investigation was ongoing. No learning identified. Complaint handled in a reasonable and proportionate manner. Learning identified.	None
CO/01759/23	10/01/2023	General Level of Service	Officers accessed rear garden without permission to investigate potential crime scene	Contact made within 28 days, response not received within 28 days. Clear, detailed explanation and rationale provided in email. Complaint dealt with by service recovery, learning identified. Complaint dealt with in a reasonable and proportionate manner.	None
CO/02047/23	10/01/2023	Discreditable Conduct / Impolite Language / Overbearing Behaviours	Officer lied in statement and was rude	Response and contact received within 28 days. Clear, detailed explanation and rationale provided in outcome letter. Complaint recorded under Schedule 3, service level acceptable, no learning identified. No review received, complaint handled in a reasonable and proportionate manner in its entirety, if a review application had been received it is likely that it would be not upheld with no learning identified.	None
CO/02091/23	10/01/2023	Other Policies and Procedures	Terminology used on a letter from Sussex Police	Response received within 28 days, no contact made but rationale provided. Complaint dealt with by Public Confidence Team. Clear, explanation and rationale provided in outcome letter. Recorded under Schedule 3, level of service was	None

				acceptable with no learning identified. No review received- complaint handled in a reasonable and proportionate manner, if it had come for review, likely to be not upheld with no learning.	
CO/02093/23	10/01/2023	General Level of Service	Not updated that case had been closed	Response received within 28 days, not clear if contact had been made with complainant. Complaint dealt with by division. Recorded under Schedule 3, service level was not acceptable with learning identified. Outcome letter lacks detail in explanation. No review received, if it had come for review, likely to be upheld based on the quality of the explanation.	Information on complaint and audit form to be shared with complainant, a greater explanation and rationale required.
CO/01708/23	10/01/2023	Sexual Conduct	During arrest, officer felt subject's penis whilst conducting a search	Response and contact received within 28 days. Compliant dealt with by Professional Standards Department (PSD). Investigation- service level acceptable with no learning identified. Clear, concise outcome letter with comprehensive explanation. Complaint handled in a reasonable and proportionate manner. In IOPC review period.	None
CO/02052/23	10/01/2023	Discrimination	Case filed because of subject's ethnicity is black and considers the outcome would be different if they were white	Response and contact made within 28 days. Complaint dealt with by Public Confidence Team under Schedule 3. Service level not acceptable and unable to determine. High standard of complaint handling, good outcome. No review received.	None
CO/01998/23	10/01/2023	Discrimination	Arrest was made due to subject's traveller background	Response and contact made within 28 days. Complaint dealt with by Public Confidence Team under Schedule 3. Service level was acceptable with no learning identified. Good outcome that addresses all issues raised.	None
CO/01906/23	10/01/2023	Discrimination	Subject was racially profiled by officers and report not taken seriously	Response and contact made within 28 days. Complaint dealt with by Public Confidence Team under Schedule 3. Service level acceptable, no learning identified. King principles applied; full, detailed explanation provided.	None

CO/02244/23	10/01/2023	Discrimination	Subject was stopped and searched due to ethnicity	Response and contact made within 28 days. Complaint dealt with by the Public Confidence Team under Schedule 3. Service level unable to determine, no learning identified. Good complaint handling and full response provided.	None
CO/01278/23	10/01/2023	Use of Force	During arrest, officer knelt on subject's temple, pushed face to ground caused bruising, cuts and scrapes.	Contact made within 28 days. Complaint handled by Professional Standards Department under ongoing investigation.	*live complaint- review next time.
CO/01764/23	10/01/2023	Use of Force	Subject was not under arrest when officers arrested them for resisting arrest	Response and contact made within 28 days. Complaint dealt with by division under Schedule 3. Service level acceptable, no learning identified. Good complaint handling, full explanation provided.	None
CO/01844/23	10/01/2023	Use of Force	Officers caused subject's wrist to break whilst being detained	Complaint handled by Professional Standards Department under investigation. Investigation ongoing.	*live complaint- review next time.
CO/01846/23	10/01/2023	Use of Force	Handcuffed to the rear and were too tight	Response and contact made within 28 days. Complaint dealt with by Professional Standards Department under investigation. Service level acceptable with no learning identified. A full and comprehensive response provided.	None
CO/01914/23	10/01/2023	Use of Force	Officer shouted aggressively at young members of the public	Response and contact made within 28 days. Complaint dealt with by Professional Standards Department under investigation. Service level acceptable and unable to determine with no learning identified. A full and comprehensive response provided.	None
CO/02078/23	10/01/2023	Use of Force	Two years ago, subject was stopped by armed police and forced to the ground and handcuffed	Response and contact made within 28 days. Complaint dealt with by Public Confidence Team under Schedule 3, no further action due to lack of contact from complainant. A full and comprehensive explanation provided.	None
CO/01826/23	10/01/2023	Other	Complaint was unclear	Response and contact made within 28 days. Complaint dealt with by Public Confidence Team under service recovery, no further action taken due to lack of communication from complainant. Good response provided.	None

