

Allaying any sense of grievance, Custody SOP paragraph 10.20 – 10.24

- 10.20 All officers **must** realise that people arrested and whose innocence is subsequently established are very likely to have a sense of grievance. If any force has been used, resentment is almost inevitable. It is therefore very important that everything possible is done at the earliest opportunity to allay such a sense of grievance. A tactful expression of regret by the arresting officer or the Custody Officer will sometimes be sufficient; it does not need to amount to an admission of liability or a concession that police officers acted improperly.
- 10.21 The offer of assistance, such as the use of a telephone or transport facilities, **must** always be considered. If the person concerned is disabled, extra consideration should be given to their particular needs.
- 10.22 Custody Officers should not make admissions of liability, nor are they encouraged to make admissions of fact, unless those facts are entirely certain and unassailable, since these may be used in subsequent proceedings such as civil proceedings against police.
- 10.23 In exceptional circumstances where it is considered necessary, the Custody Officer or duty Inspector will bring such cases to the immediate attention of the Operations Superintendent.

Assistance in returning home

- 10.24 Where a detainee released from police custody is unable to return home, whether because of insufficient means or other unforeseen circumstances, consideration **must** be given to the provision of suitable facilities to ensure their safe return, for example, police transport. It is essential, however, that a genuine need exists, for on occasion, the costs may have to be borne by the Police Fund.