

Complaints management information

Table 1:

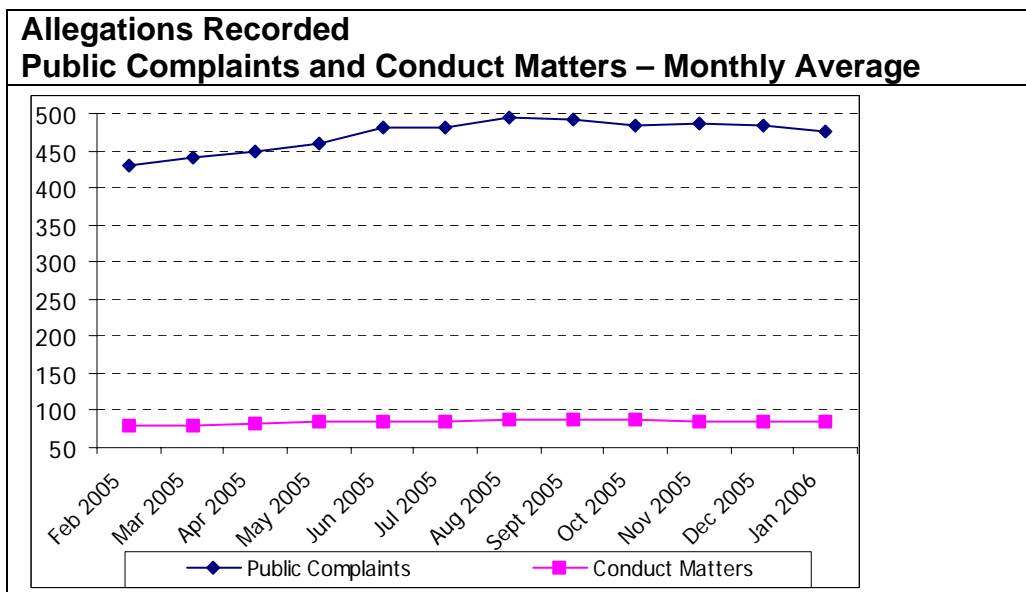
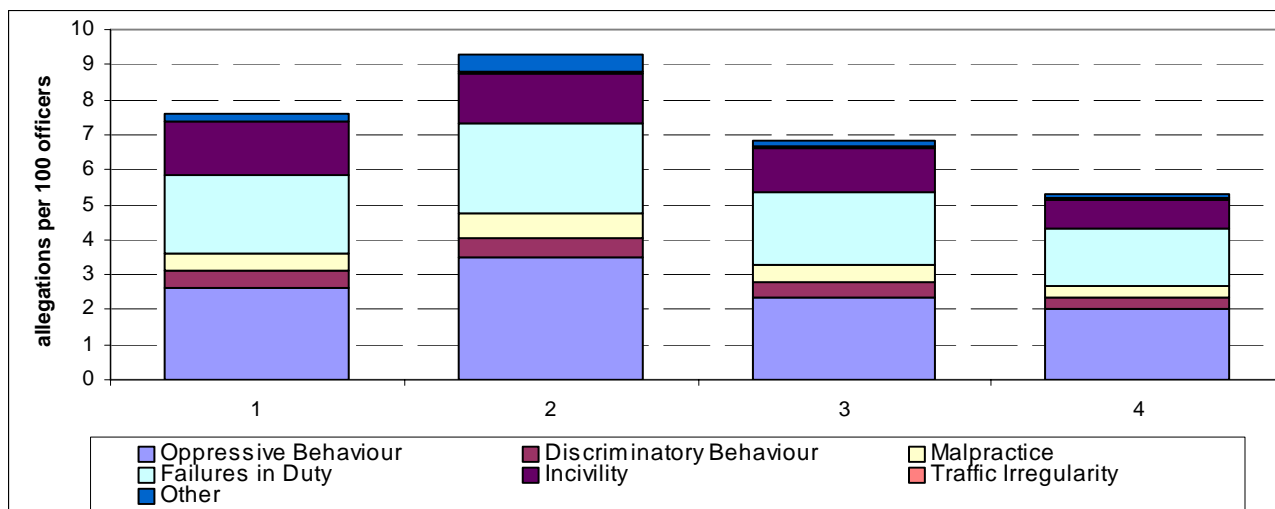


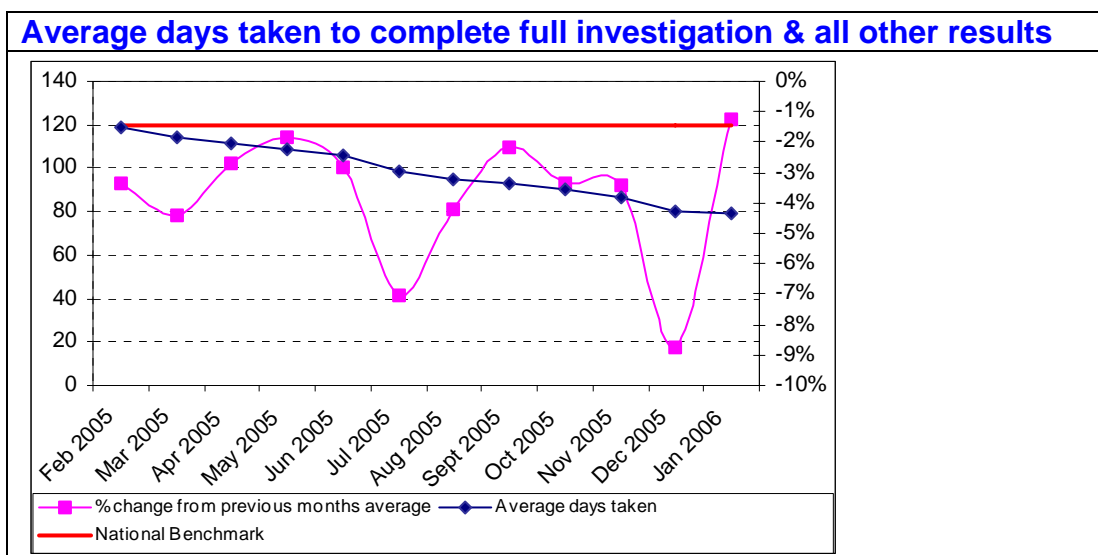
Table 2: the number of *public complaints* recorded over the period February 2005 to January 2005



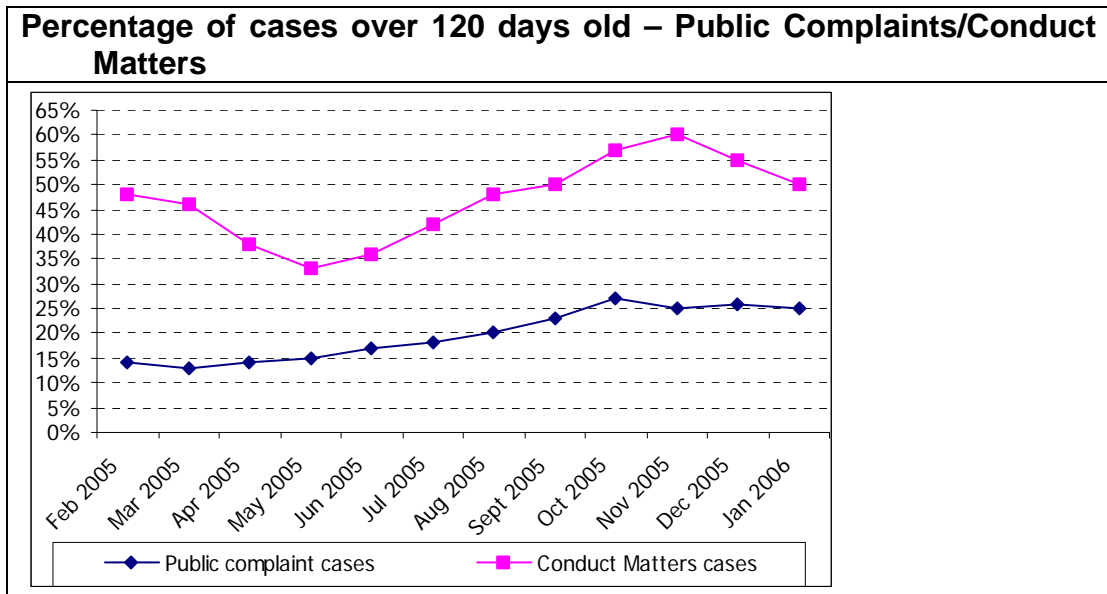
**Table 3: the numbers of allegations by type**

	Period				Period Averages	MPS Total
	1	2	3	4		
	Feb-05 to Apr-05	May-05 to Jul-05	Aug-05 to Oct-05	Nov-05 to Jan-06		
Oppressive Behaviour	<b>2.64</b>	<b>3.51</b>	2.34	2.05	<b>2.49</b>	<b>10.54</b>
Discriminatory Behaviour	<b>0.50</b>	<b>0.53</b>	0.46	0.32	<b>0.48</b>	<b>1.81</b>
Malpractice	0.47	<b>0.69</b>	<b>0.49</b>	0.33	<b>0.48</b>	<b>1.98</b>
Failures in Duty	<b>2.22</b>	<b>2.61</b>	2.07	1.60	<b>2.14</b>	<b>8.50</b>
Incivility	<b>1.53</b>	<b>1.38</b>	1.22	0.87	<b>1.30</b>	<b>5.01</b>
Traffic Irregularity	0.04	<b>0.06</b>	<b>0.07</b>	0.04	<b>0.05</b>	<b>0.20</b>
Other	0.17	<b>0.51</b>	<b>0.18</b>	0.12	<b>0.18</b>	<b>0.98</b>
<b>Total</b>	<b>7.57</b>	<b>9.29</b>	6.84	5.31	<b>7.21</b>	<b>29.01</b>

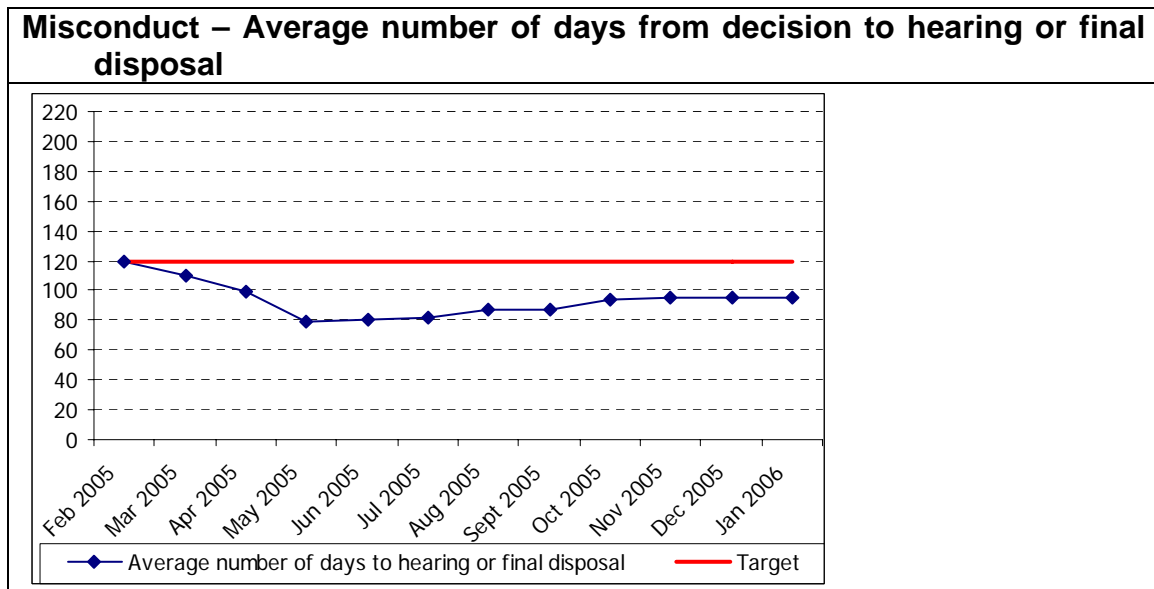
**Table 4:**



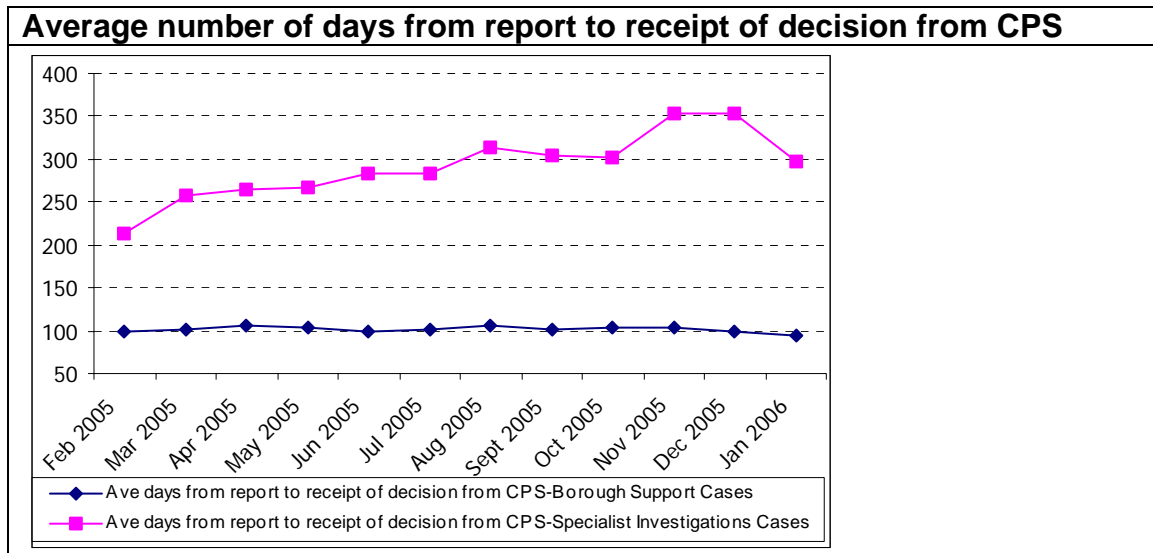
**Table 5:**



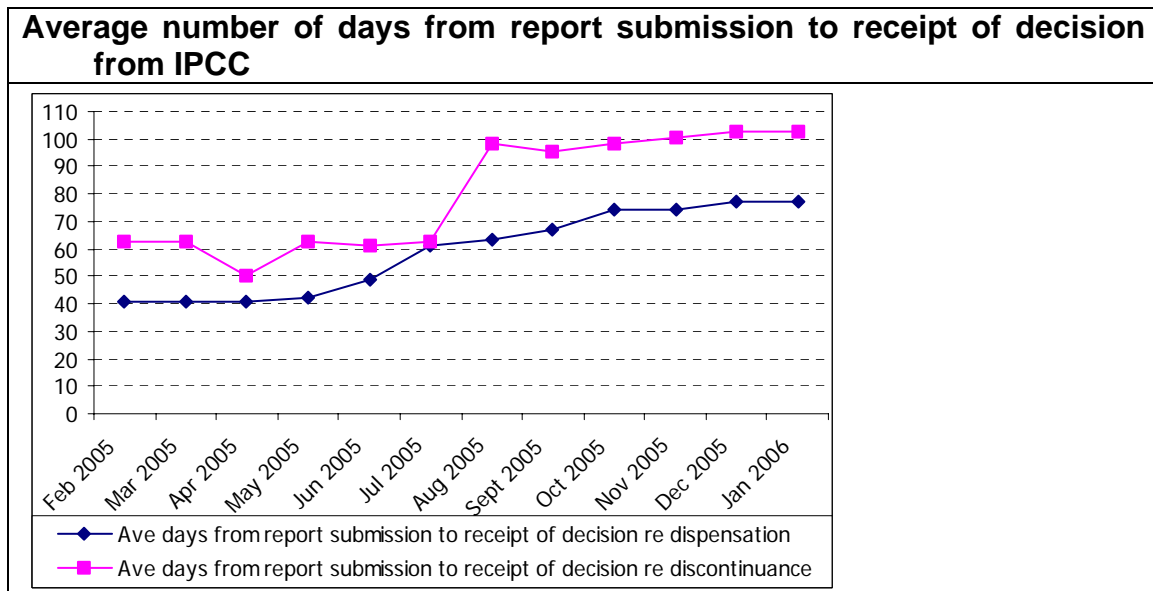
**Table 6:**



**Table 7:**



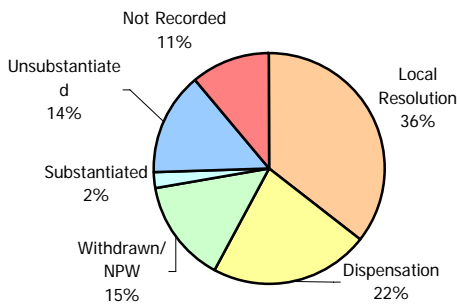
**Table 8:**



**Table 10:**

**Public Complaints Finalised allegation by result**

Previous rolling 12 months average



Current rolling 12 months average

