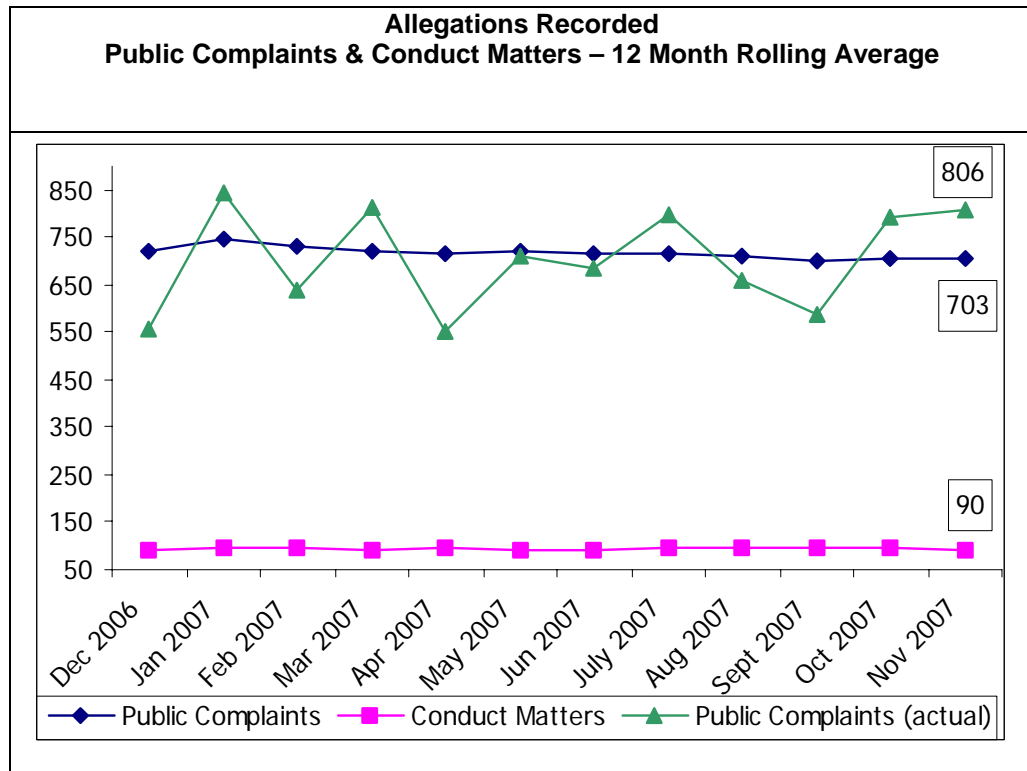


# Complaints management information - supporting charts and tables

## Chart 1



## Table 1

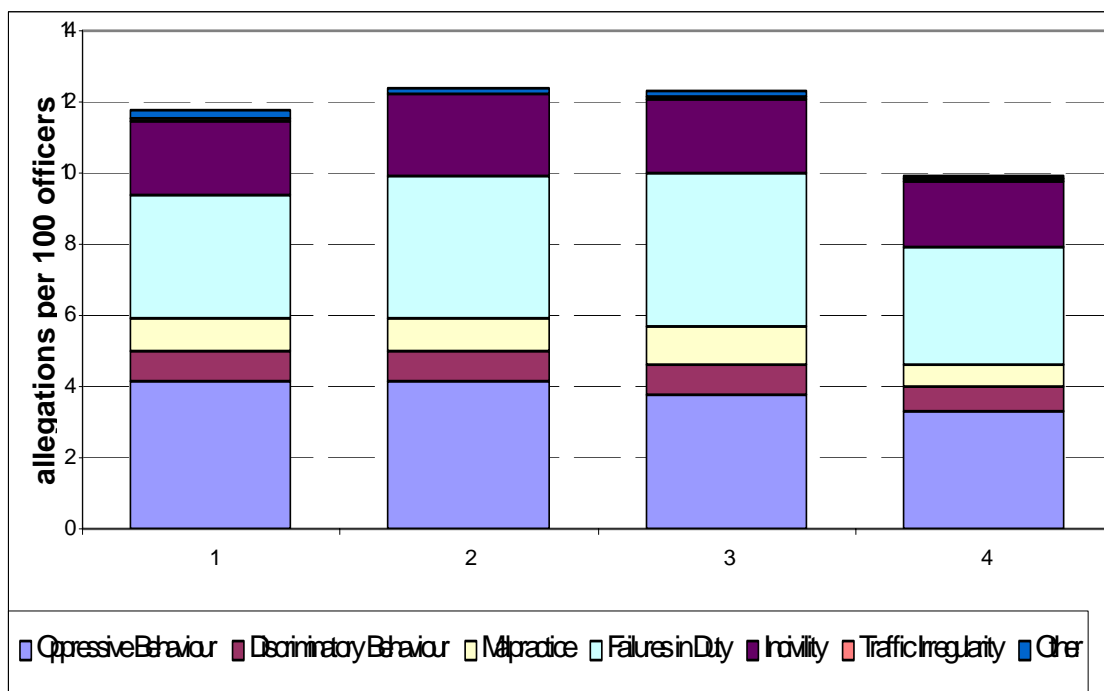


Table 2

	Period				Period Averages	MPS Total
	1	2	3	4		
	Dec-06 to Feb-07	Mar-07 to May-07	Jun-07 to Aug-07	Sep-07 to Nov-07		
Oppressive Behaviour	4.18	4.13	3.77	3.29	3.95	15.37
Discriminatory Behaviour	0.80	0.84	0.87	0.68	0.82	3.20
Malpractice	0.90	0.94	1.05	0.64	0.92	3.54
Failures in Duty	3.51	4.05	4.29	3.31	3.78	15.17
Incivility	2.09	2.24	2.09	1.82	2.09	8.24
Traffic Irregularity	0.07	0.03	0.05	0.08	0.06	0.23
Other	0.20	0.15	0.16	0.11	0.16	0.63
<b>Total</b>	11.76	12.38	12.29	9.94	12.03	46.37
<b>Difference from period average</b>	<b>-0.27</b>	<b>0.35</b>	<b>0.27</b>	<b>-2.09</b>		

Chart 2

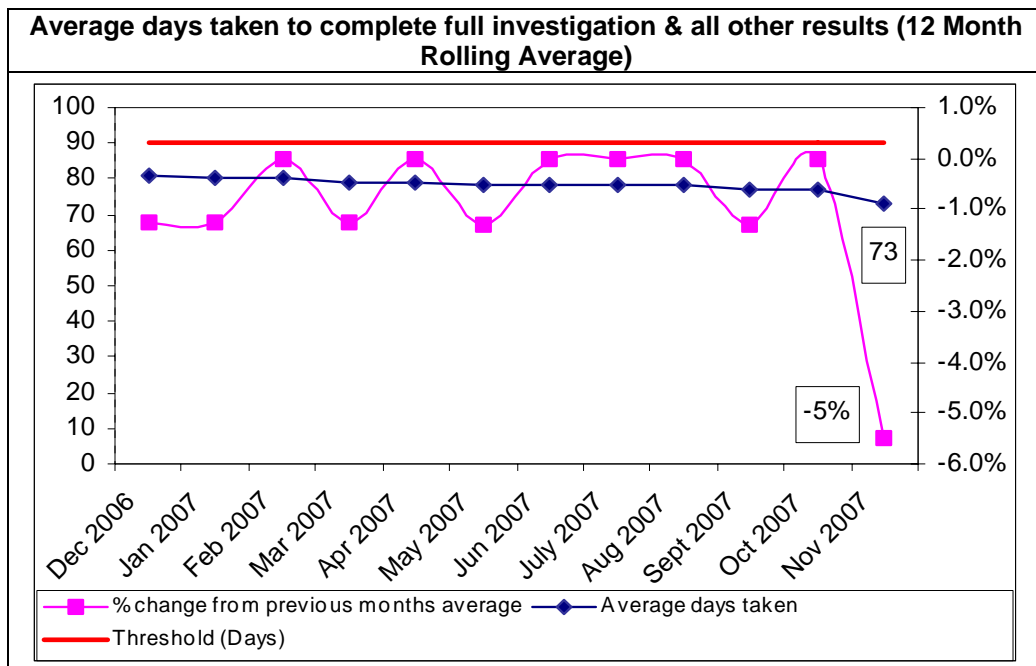


Chart 3

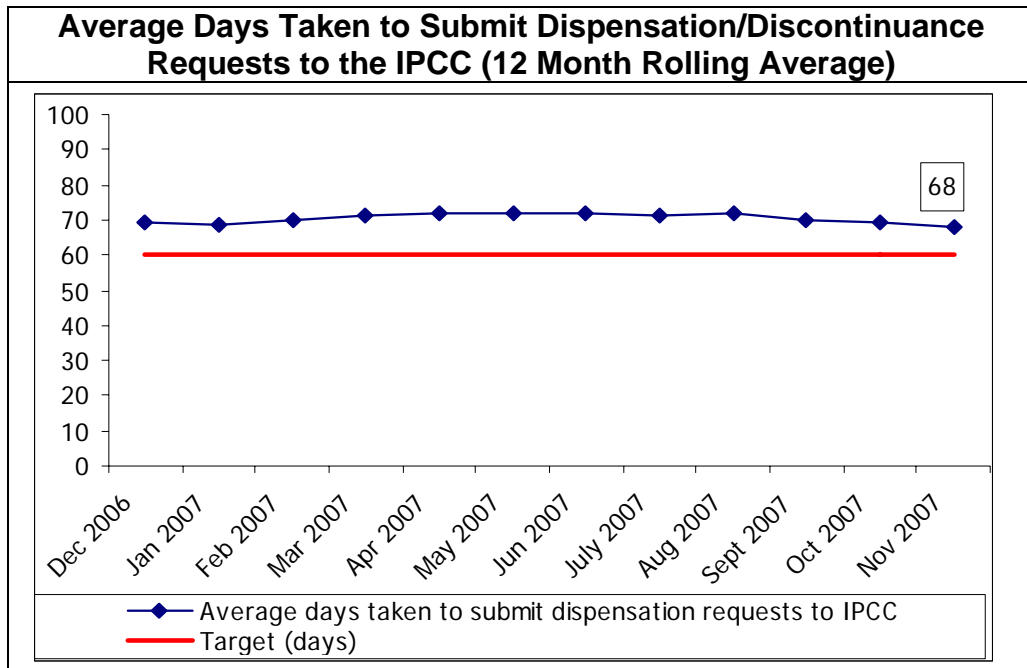


Chart 4

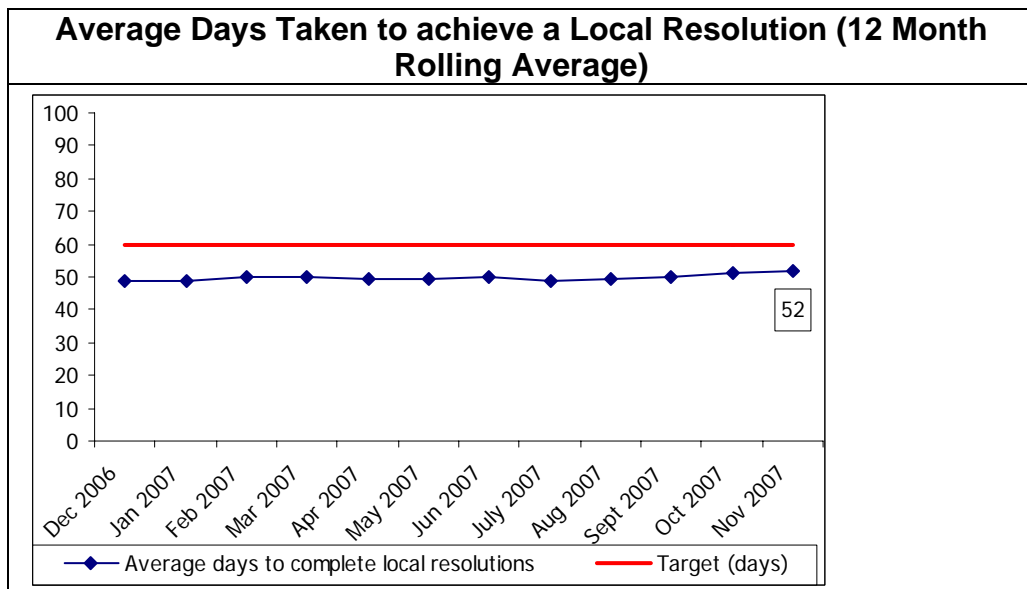


Chart 5

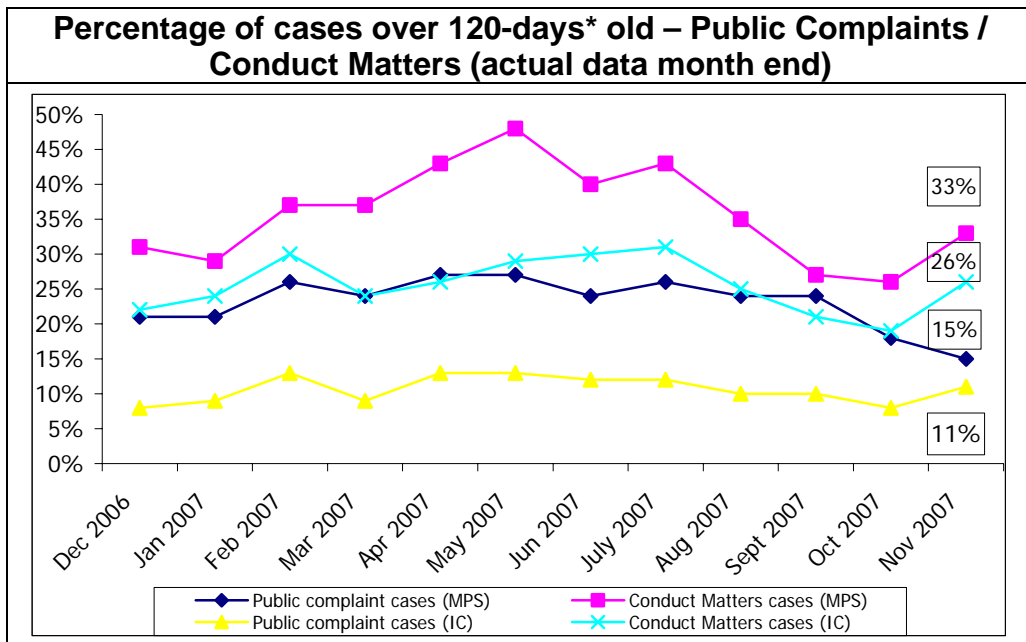
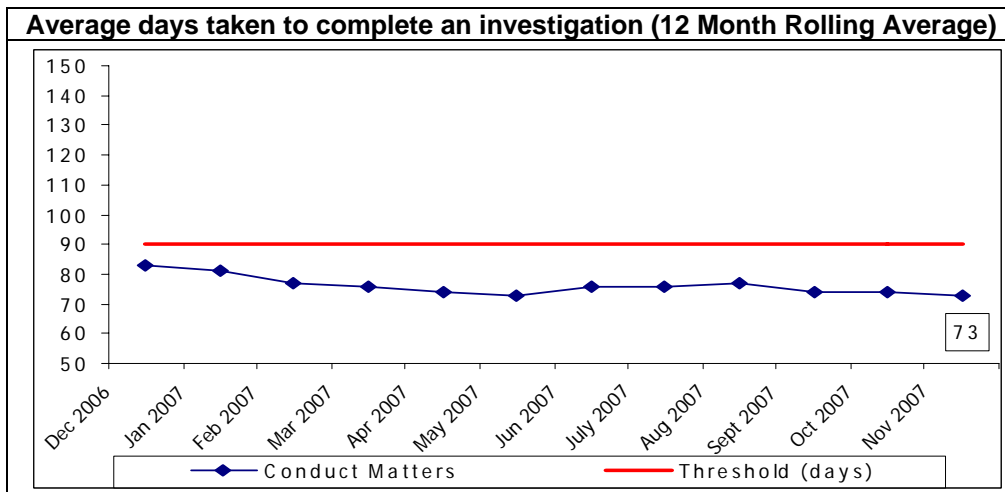
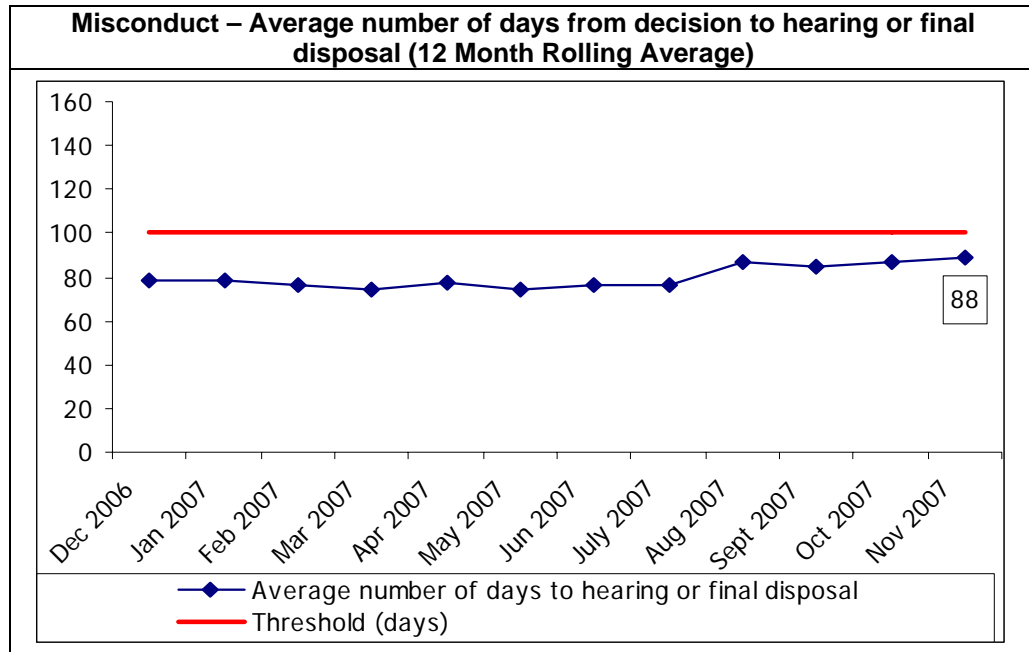


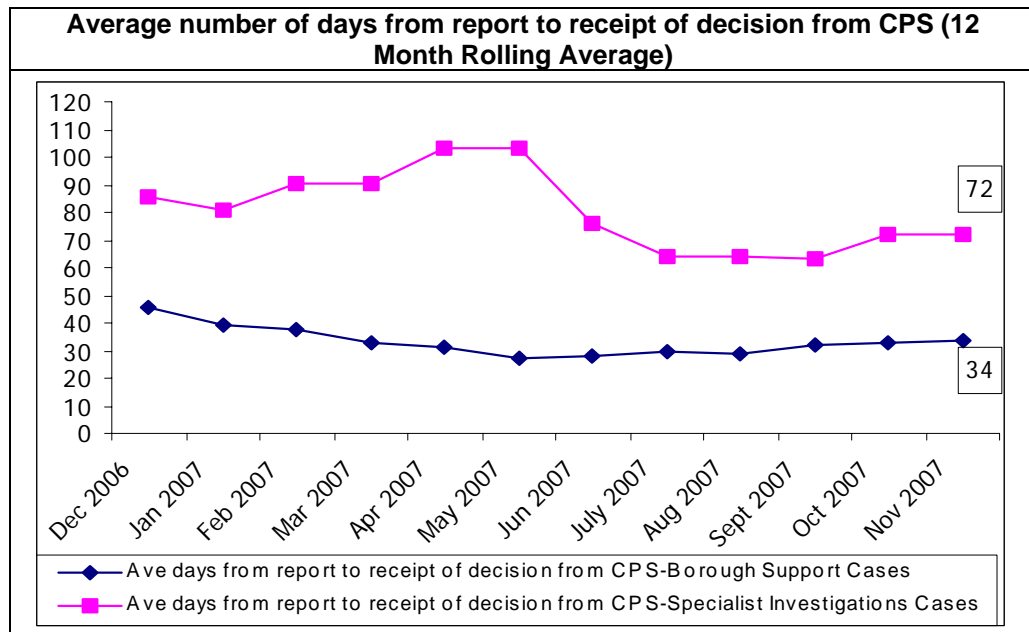
Chart 6



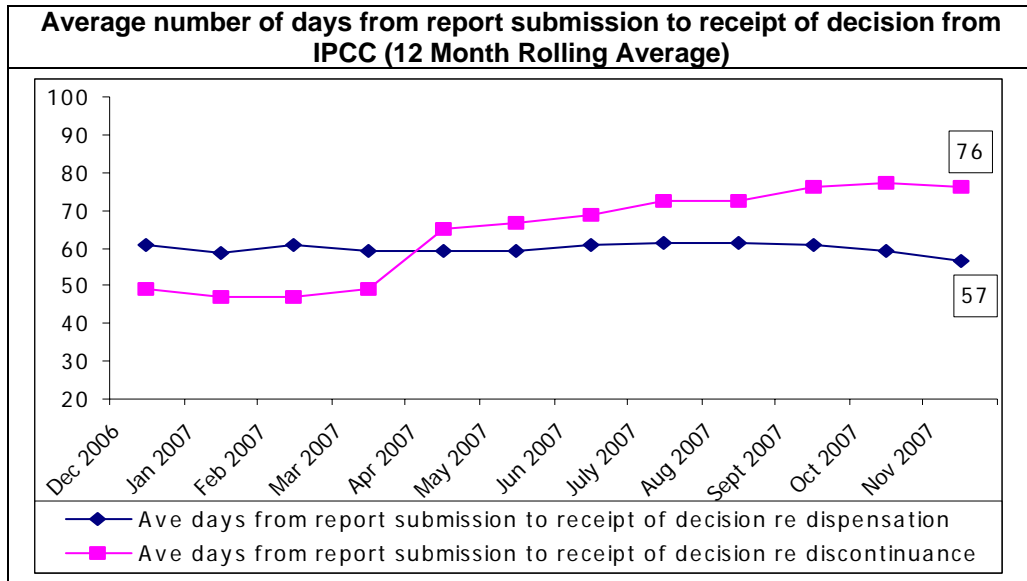
**Chart 7**



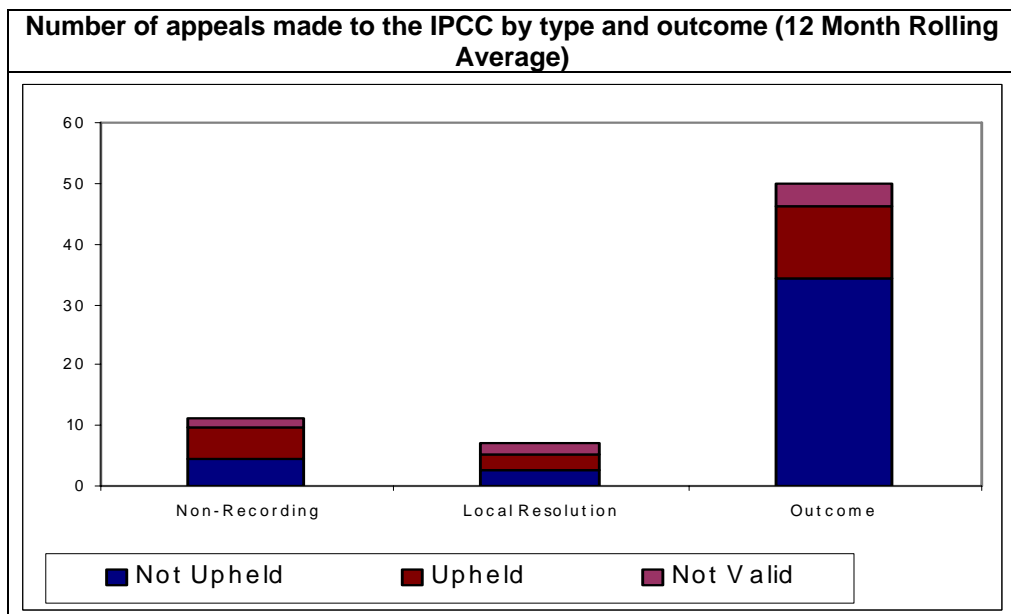
**Chart 8**



**Chart 9**



**Chart 10**



**Table 3**

<b>IPCC Appeal Decisions Received</b>	<b>Dec 05 - Nov 06</b>	<b>Dec 06 - Nov 07</b>
Non-Recording of a complaint - Not Upheld	58	53
Non-Recording of a complaint - Upheld	26	48
Non-Recording of a complaint - Not Valid	0	4
<b>Non-Recording of a Complaint Total</b>	<b>84</b>	<b>105</b>
Local Resolution Process - Not Upheld	22	30
Local Resolution Process - Upheld	10	18
Local Resolution Process - Not Valid	0	2
<b>Local Resolution Process Total</b>	<b>32</b>	<b>50</b>
Outcome of a police investigation - Not Upheld	261	411
Outcome of a police investigation - Upheld	31	130
Outcome of a police investigation - Not Valid	0	12
<b>Outcome of a Police Investigation Total</b>	<b>292</b>	<b>553</b>
<b>Grand Total</b>	<b>408</b>	<b>708</b>

**Chart 11**

