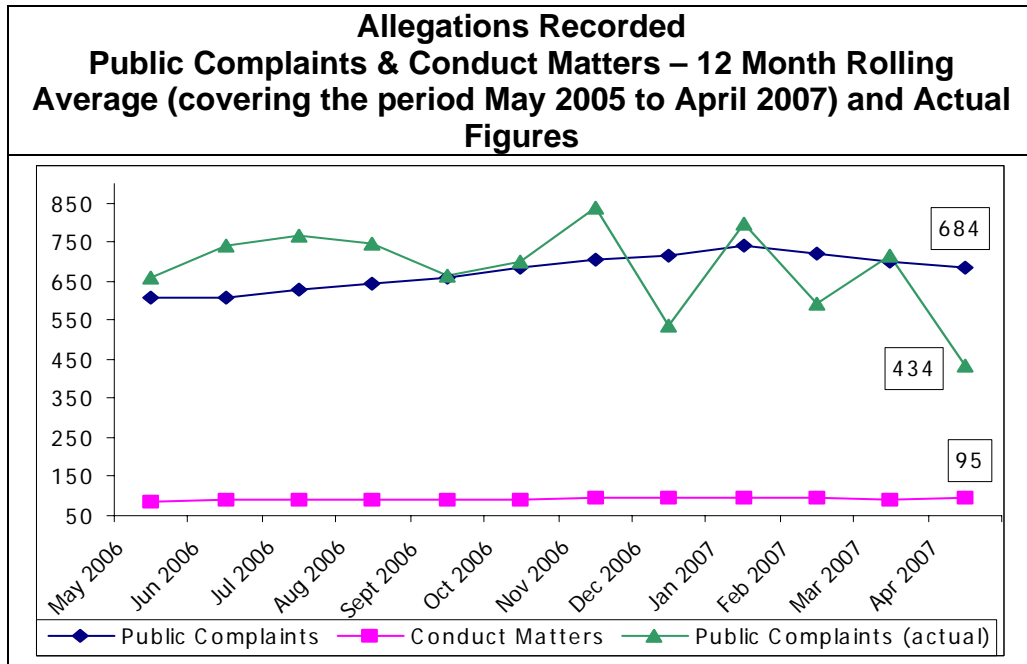
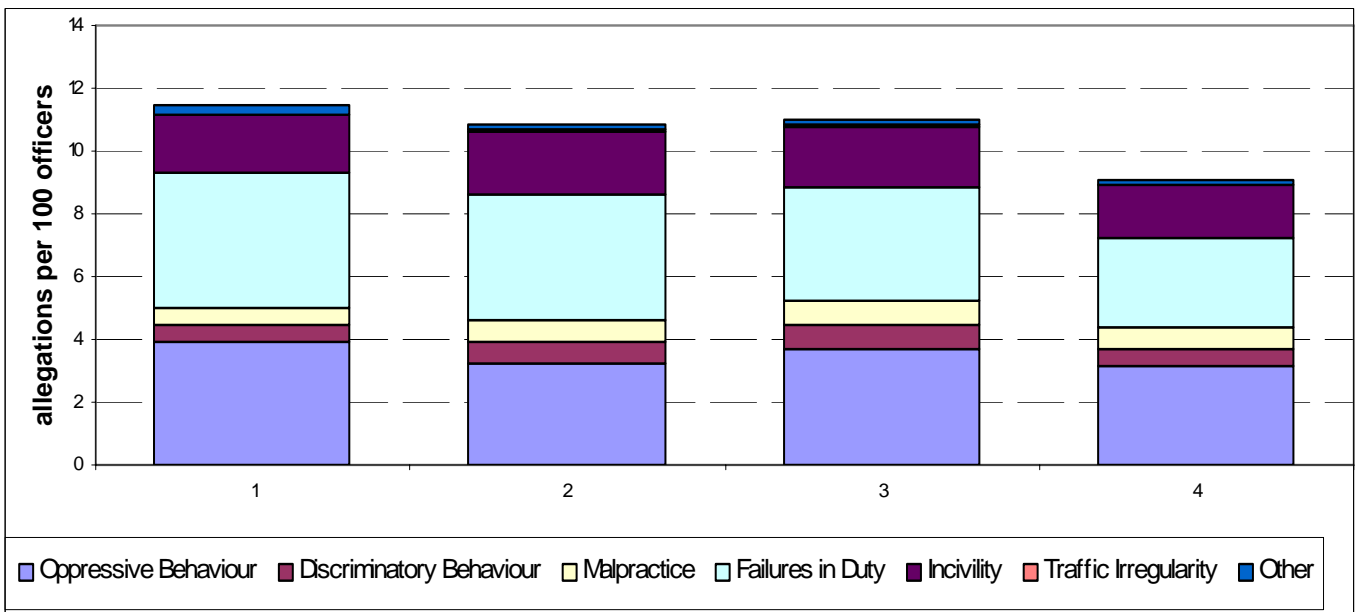


## COMPLAINTS MANAGEMENT INFORMATION

**Table 1: Allegations recorded**



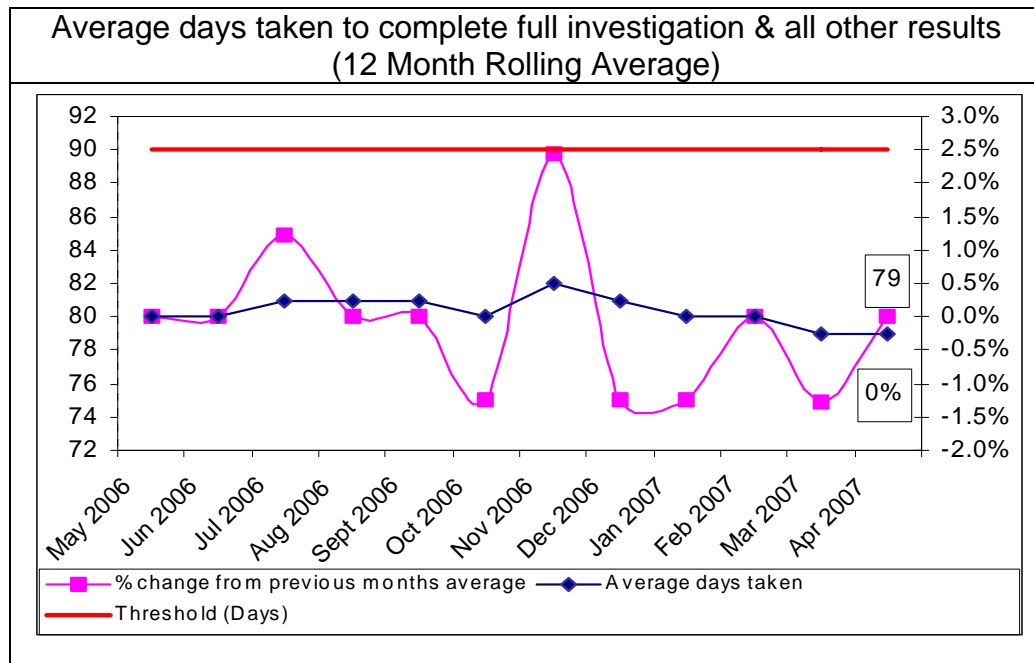
**Table 2 – Allegations per 100 Officers**



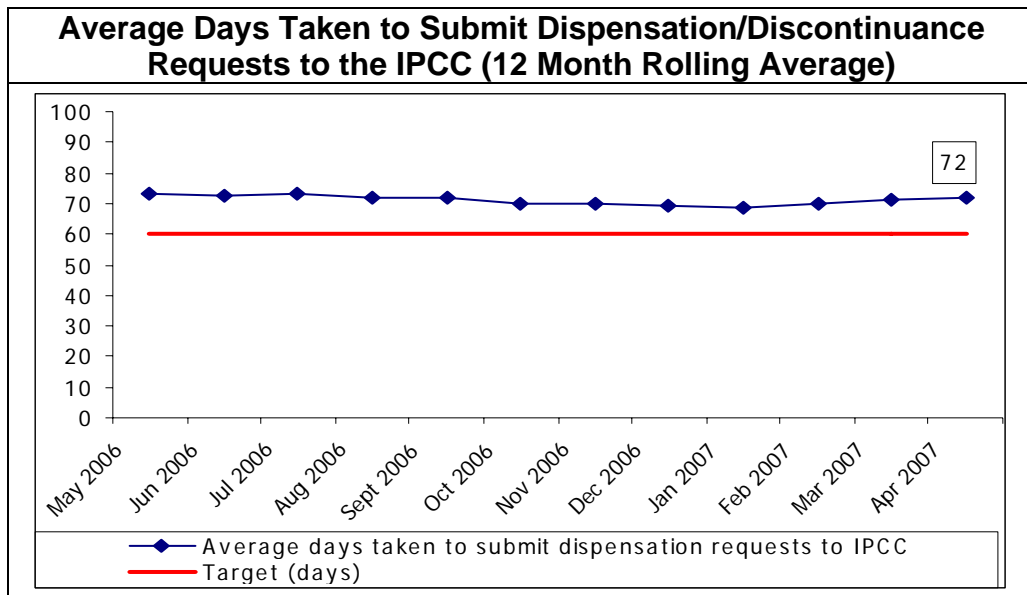
**Table 3 – the numbers allegations by type**

	Period				Period Averages	MPS Total
	1	2	3	4		
	May-06 to Jul-06	Aug-06 to Oct-06	Nov-06 to Jan-07	Feb-07 to Apr-07		
Oppressive Behaviour	<b>3.89</b>	3.20	<b>3.67</b>	3.19	<b>3.44</b>	<b>13.94</b>
Discriminatory Behaviour	0.58	<b>0.70</b>	<b>0.76</b>	0.52	<b>0.64</b>	<b>2.56</b>
Malpractice	0.53	<b>0.73</b>	<b>0.83</b>	0.70	<b>0.72</b>	<b>2.79</b>
Failures in Duty	<b>4.28</b>	<b>3.98</b>	3.60	2.84	<b>3.79</b>	<b>14.71</b>
Incivility	1.85	<b>2.02</b>	<b>1.88</b>	1.65	<b>1.86</b>	<b>7.40</b>
Traffic Irregularity	0.05	<b>0.07</b>	<b>0.09</b>	0.04	<b>0.06</b>	<b>0.24</b>
Other	<b>0.30</b>	0.19	<b>0.20</b>	0.12	<b>0.19</b>	<b>0.81</b>
<b>Total</b>	<b>11.48</b>	<b>10.88</b>	<b>11.03</b>	<b>9.06</b>	<b>10.96</b>	<b>42.45</b>
<b>Difference from period average</b>	<b>0.52</b>	<b>-0.07</b>	<b>0.07</b>	<b>-1.90</b>		

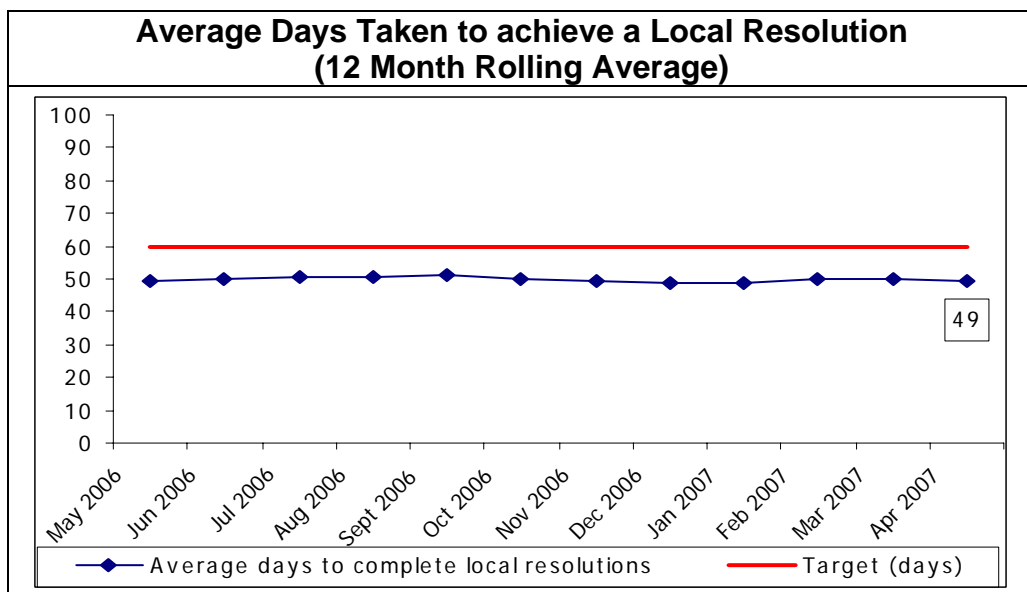
**Table 4 - Timeliness - Public Complaints**



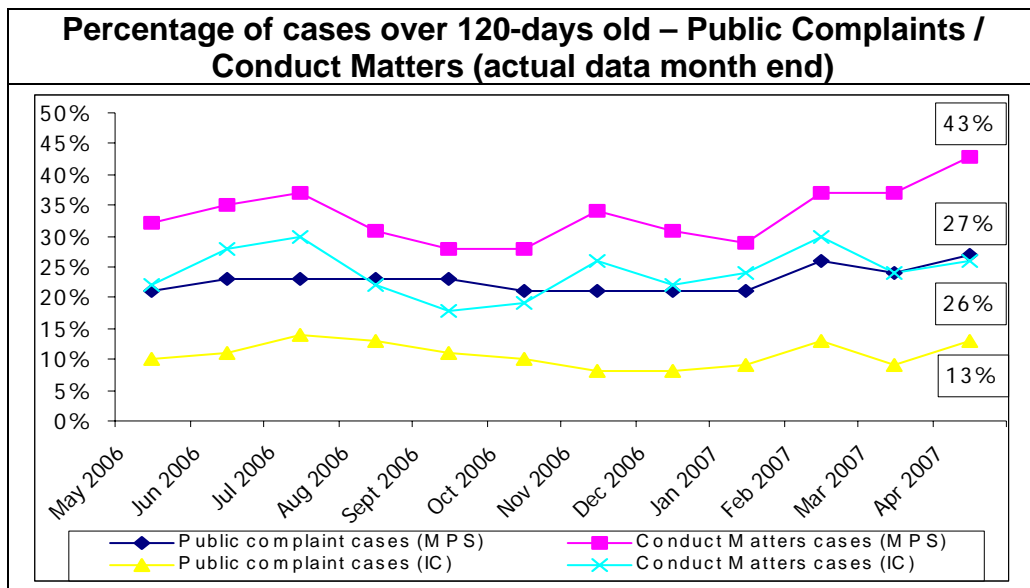
**Table 5 - Average Days Taken to Submit Dispensation/Discontinuance Requests**



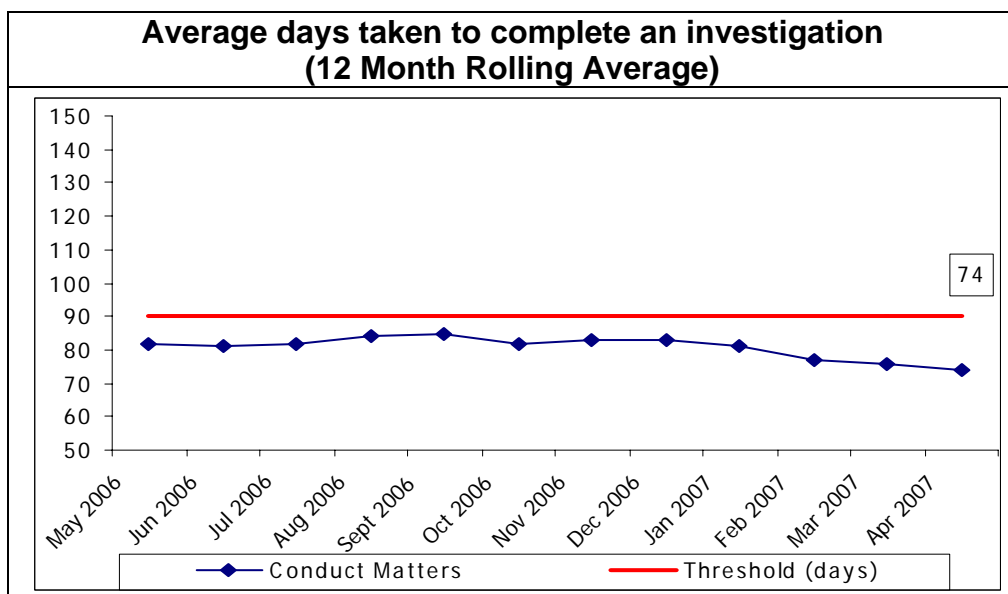
**Table 6 - Average Days Taken to achieve a Local Resolution**



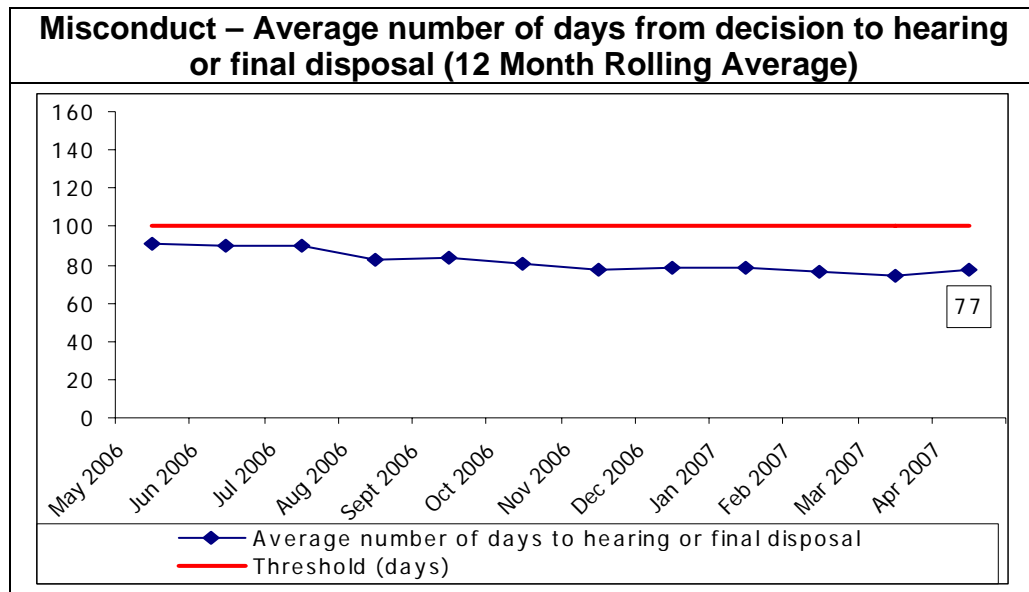
**Table 7 - Percentage of cases over 120-days**



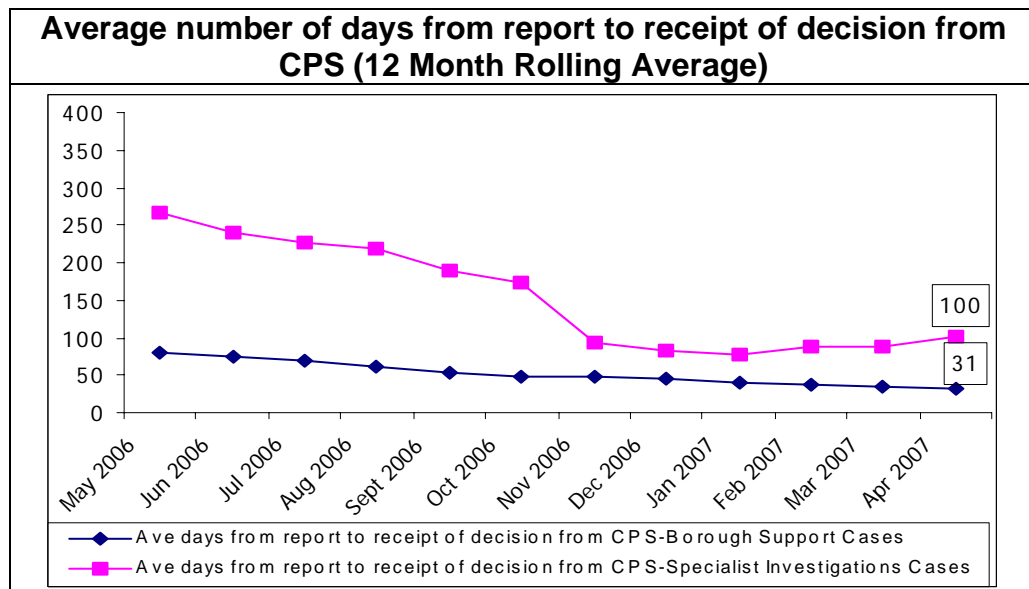
**Table 8 - Average days taken to complete an investigation**



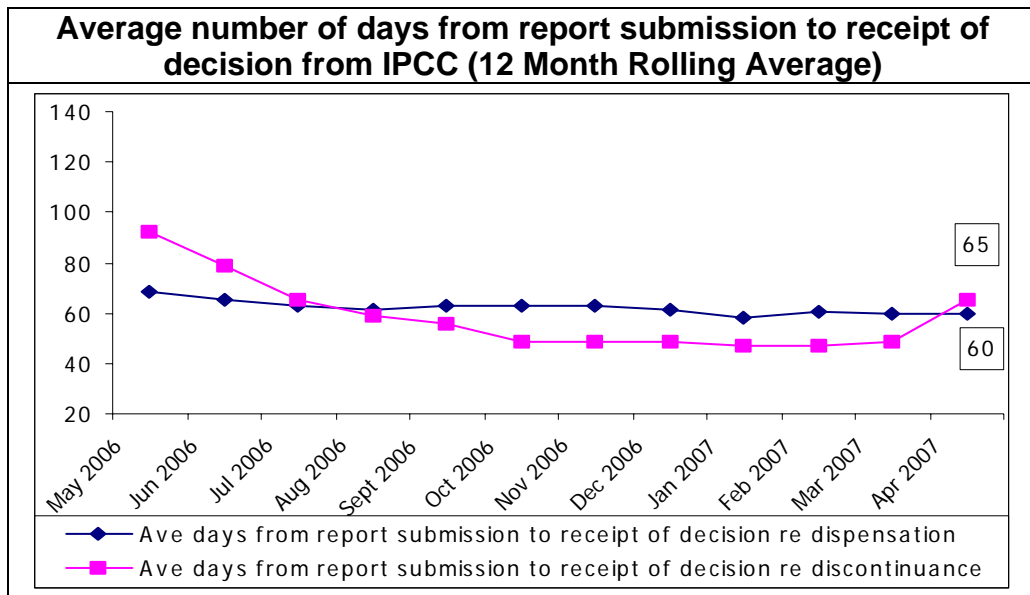
**Table 9 - Misconduct – Average number of days from decision to hearing or final disposal**



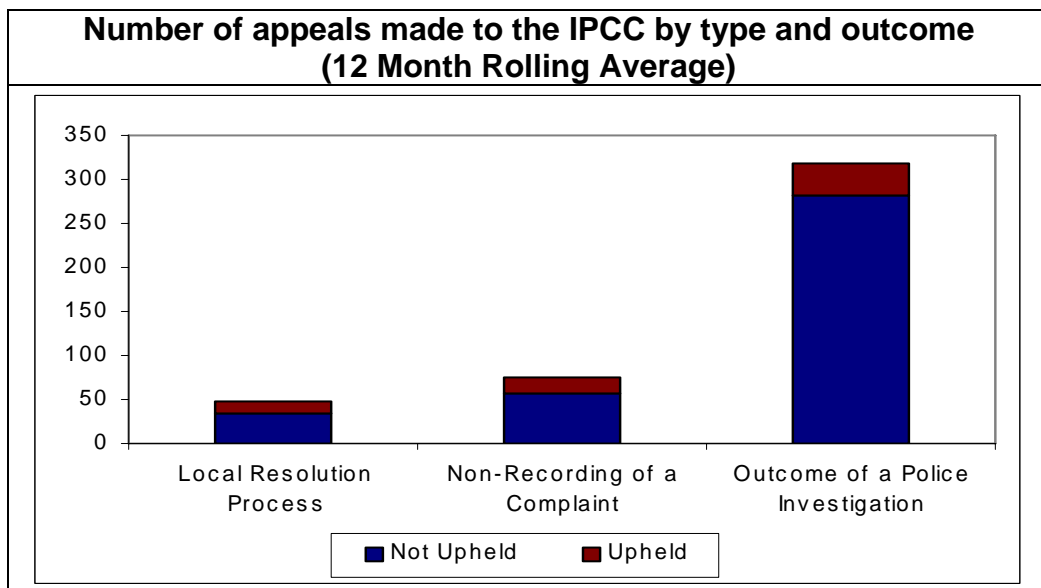
**Table 10 - Average number of days from report to receipt of decision from CPS**



**Table 11 - Average number of days from report submission to receipt of decision from IPCC**



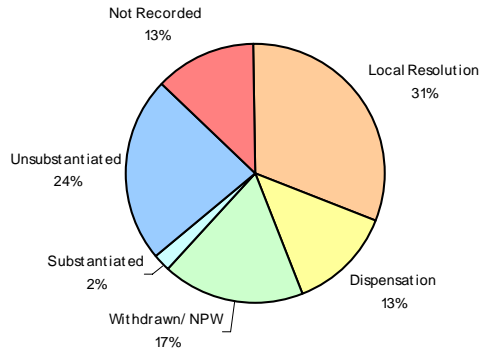
**Table 12 - Number of appeals made to the IPCC by type and outcome**



**Table 13 - Public Complaints Finalised allegation by result**

**Public Complaints Finalised allegation by result (12 Month Rolling Average)**

Previous rolling 12 months average



Current rolling 12 months average

