

Public Complaint Trends
1996/97 to 2001/02

	Recorded Public Complaints						Period Average
	96/97	97/98	98/99	99/00	00/01	2001/02\$	
Cases*	5748	5105	4570	4399	3786	3337	4838
change		-643	-535	-171	-613	-449	-589
% change		-11%	-10%	-4%	-14%	-12%	-11%
Allegations*	9122	8037	7154	6611	5830	4943	7596
change		-1085	-883	-543	-781	-887	-984
% change		-12%	-11%	-8%	-12%	-15%	-11%
Complainants*	6054	5264	4696	4471	3819	3360	5338
change		-790	-568	-225	-652	-459	-679
% change		-13%	-11%	-5%	-15%	-12%	-12%
Officers**	17704	15424	14765	13172	11261	8621	15964
change		-2280	-659	-1593	-1911	-2640	-1470
% change		-13%	-4%	-11%	-15%	-23%	-9%
Police Officer strength at year end ~	27166	26707	26563	26001	25430	26768	26812
No. of Cases per 100 officers	21	19	17	17	15	12	19

	Completed Public Complaints						Period Average							
	96/97	97/98	98/99	99/00	00/01	2001/02\$								
Cases*	5957	5299	4478	4330	3713	3256	4215.2							
change		-658	-821	-148	-617	-457	-540.2							
% change		-11%	-15%	-3%	-14%	-12%	-11%							
Allegations*	9919	8881	7087	6833	5877	5069	6749							
change		-1038	-1794	-254	-956	-808	-970							
% change		-10%	-20%	-4%	-14%	-14%	-12%							
Allegation Outcomes*														
Informal Resolutions (IIR & IR)	3300	33%	2980	34%	2375	34%	2135	31%	1831	31%	1601	32%	2370	32%
Withdrawn	1440	15%	1192	13%	1027	14%	1124	16%	810	14%	846	17%	1073	15%
PCA Dispensation	2512	25%	2265	26%	1711	24%	1771	26%	1635	28%	1387	27%	1880	26%
Un-substantiated	2464	25%	2208	25%	1828	26%	1635	24%	1463	25%	1066	21%	1777	24%
Substantiated	203	2%	236	3%	146	2%	168	2%	138	2%	169	3%	177	2%
Fully investigated & % Substantiated	2667	8%	2444	10%	1974	7%	1803	9%	1601	9%	1235	14%	1954	9%
No. of Substantiated Allegations per 100 officers*	0.7	0.9	0.5	0.6	0.5	0.6	0.5	0.6	0.5	0.6	0.6	0.5	0.7	

Notes:

\$ Source: Home Office Statistical Return (GIM12) - Provisional 'Unaudited' Figures

* Source: Home Office Statistical Return (GIM12) - Audited Figures

** Source: GQL Query of Complaints & Discipline System

~ Source: Workforce Planning & Analysis Branch.