



Your reference:

Our reference: FOI_2023.0932

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 09/10/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0932

On 11/09/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

ABOUT OUR COMPLAINTS POLICY, AND THEN
ASKED FOR US TO SEND OUR COMPLAINT POLICY PROCEDURE IN
ORDER TO MAKE SURE WE WILL FOLLOW THIS PROCEDURE
CORRECTLY/EFFICIENTLY

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Please see attached our guidance on giving feedback to the police.

Please also note that we follow the Statutory guidance which is outlined by the Independent Office for Police Conduct (IOPC) please see the link below for this guidance:

<https://www.policeconduct.gov.uk/complaints/guide-to-complaints-process>

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary