



Your reference: n/a

Our reference: FOI_24_0511

E-mail: FOI
@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 05/06/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0511

On 10/05/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am interested in the Professional Standards Department in Gloucestershire.

1. Please state the specific function of the department
2. Please state the number of staff employed in this department listed by rank (eg the number of PCs, sergeants, inspectors etc and the number of civilians).
3. Please state the rank of the senior officer overseeing this department.
4. Please state the average annual number of individual cases arising from complaints by the public which are dealt with by this department. A general estimate will suffice.
5. Please state the actual number of complaints by the public which were referred to this department in the months of March and April 2024.
6. Please also state the number of these cases which were concluded in the period April to May 2024.

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

1. The function of the Professional Standards Department (PSD) is to manage public complaints, death or serious injury cases and to investigate conduct matters.
2. The PSD consists of 41 members of staff including the following ranks:

Detective Superintendent
Detective Chief Inspector

Detective Inspector
Sergeant
Detective Constable
Police Staff

3. The department are overseen by the Deputy Chief Constable.
4. The average number of annual complaints from 2020 to 2023 is 1167.
5. 72 complaints were received in March 2024 and 44 complaints were received in April 2024.
6. Of the complaints received in March, 17 were finalised between April and May 2024. Of the complaints received in April, 9 were finalised between April and May 2024.

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