



Your reference: n/a
Our reference: FOI_25_0263
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 07/04/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0263

On 06/03/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

How many complaints about police conduct have the police received in the past 2 years where the result was management action.

It was confirmed to you that Management Action is no longer a Professional Standards Department complaint outcome and that the most comparable outcome is that of 'reflective practice'.

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

The Professional Standards Department (PSD) has confirmed that between 01/03/2023 and 28/02/2025, 51 complaints resulted in 'Learning from Reflective Practice'.

Individuals are referred by the Professional Standards Department to the Reflective Practice Review Process, which is dealt with by the Individual's line manager. The process sits outside of the PSD Disciplinary Process.

Further information can be found in the Police (Complaints and Misconduct) Regulations 2020 and Part 6 of the Police (Conduct) Regulations 2020:

[The Police \(Complaints and Misconduct\) Regulations 2020](#)
[The Police \(Conduct\) Regulations 2020](#)

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