



Your reference:

Our reference: FOI_ 25_1135

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 15/07/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_ 25_1135

On 22/11/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. For each of the last five full reporting years, please provide the total number of public complaints received by Gloucestershire Constabulary, broken down by the *rank* of the officer complained about (e.g., Constable, Sergeant, Inspector, etc.).
2. For each of the last five full reporting years, please provide the number of complaints specifically relating to response officers, broken down by *complaint category* (e.g., conduct, service level, discriminatory behaviour, etc.).

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

There will be some discrepancies in data due to how data was recorded in 2021 and 2022, where response office did not have its own class of role, instead it was listed under an umbrella term of local policing team however this also included different teams, i.e. Neighbourhood, etc. so it becomes difficult to identify specific roles during that time.

1.

Rank	2021	2022	2023	2024	2025
Constable	1749	1618	1327	1214	962
Sergeant	217	207	200	154	106
Inspector	40	20	12	11	31
Chief Inspector and Above	16	11	12	18	7
Special Constabulary	5	7	25	16	11
Police Staff	152	114	119	82	104
PCSO	74	37	39	48	22
Unknown	382	597	670	815	985

2.

Response Complaints	2021	2022	2023	2024	2025
Abuse of position/corruption	1	1	3	4	0
Access and/or disclosure of information	0	0	4	6	2
Delivery of duties and service	2	6	90	211	176
Discreditable conduct	0	0	0	5	2
Discriminatory behaviour	2	0	6	9	3
Handling of or damage to property/premises	0	1	2	1	13
Individual behaviours	4	1	48	71	50
Other	0	0	7	2	10
Police powers, policies and procedures	1	6	87	184	129
Sexual conduct	0	0	1	0	3
Use of police vehicles	0	0	1	12	13

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