

Gloucestershire Constabulary
Police Headquarters
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Our reference: FOI_26_0628

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 02/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0628

On 03/07/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am sending this request under the Freedom of Information Act to ask for the following information.

Records of complaints and conduct cases made under the Police Staff Council or Police Conduct Regulations which accuse staff of racial discrimination.

1. Complaint volumes

For each of the above calendar years, please provide:

The total number of complaints to your force alleging racism by members in your force against officers in your force or the force itself.

2. Complainant demographics

For each complaint recorded in each year, please provide the following fields (anonymised):

2a. Ethnicity of the complainant (as recorded) e.g., White, Black, Asian or whichever ethnic groups you record your data.

2b. Age of the complainant (at time of complaint). I'm happy if you put these into groups to avoid problems with GDPR e.g., 18-30; 31-50; >50.

2c. Gender of the complainant (as recorded).

3. Officer demographics

For each complaint recorded in each year, please provide:

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

3a. Ethnicity of the officer (as recorded – see Q2).

3b. Age of the officer (at time of incident or complaint – see Q2).

3c. Gender of the officer (as recorded).

If you think that 3b and 3c individually or combined will identify the officer, you will impose section 40(2) – personal information – exemption. To avoid that, please just answer 3a and explain why you have imposed sec 40(2).

4. Outcomes

For each complaint recorded in each year, please provide:

4a. Outcome of the complaint, including (but not limited to):

Whether there was an investigation

Outcome of that investigation [upheld/no upheld]

Suspension

Dismissal

Words of advice

Employment tribunal

Any other outcome category used by your force

5. Data format

Please make sure that you provide the data in the same format for each separate year.

1 January–31 December 2020

1 January–31 December 2021

1 January–31 December 2022

1 January–31 December 2023

1 January–31 December 2024

1 January–31 December 2025

1 January–30 June 2026

5a. Please provide the data in an excel spreadsheet.

5b. If it is easier for you, simply give me the raw data so I can create my own pivot tables or filter the data.

6. Please provide documents or links which set out your force's policies for officers being able to complain about allegations of racism or discrimination against officers and/or your force.

8. When it comes to equality diversity and inclusivity training, please explain whether the training is provided by internal members of staff or external consultants.

9. If they are external consultants, please tell me how much you spent on EDI training in the years above. Please provide the cost per year as set out in Q5.

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

Upon receipt of your application, a request was sent to the Constabulary's subject matter expert (SME) who conducted searches for relevant and recorded information to answer your questions. The SME has confidently estimated that it will take over 18 hours to provide a complete response to all the questions you asked. The SME was required to work with an analyst to write a script to run in one of the Constabulary's pieces of software; the information retrieved was filtered for relevance, however, to determine some of the answers to your questions, a manual review of individual records was required. This included demographic and complainant information. The SME was able to extract 2 years of data (presented under Section 16 below) but estimated that the remainder would exceed the 18 hours set out by the Freedom of Information Act, therefore Section 12 of the Act was engaged.

Please see below for suggestions on how you may be able to refine your request to come within the cost constraints of Section 12 of the Act.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1) – Fee Regulations states:

Section 1(1) of the Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

1 January–31 December 2020

Complaint volumes

The total number of complaints to your force alleging racism by members of the public about officers in your force: 26

Complainant demographics

For each complaint recorded in each year, please provide the following fields (anonymised):

2a. Ethnicity of the complainant (as recorded) e.g., White, Black, Asian or whichever ethnic groups you record your data.

Unknown – 6

White – 0

Asian – 5

Black – 15

2b. Age of the complainant (at time of complaint). I'm happy if you put these into groups to avoid problems with GDPR e.g., 18-30; 31-50; >50.

18-30 – 3

Unknown- 5

31-50 - 14

>50 - 4

2c. Gender of the complainant (as recorded).

Male – 14

Female - 12

Officer demographics

For each complaint recorded in each year, please provide:

3a. Ethnicity of the officer (as recorded – see Q2).

White – 18

Unknown – 8

3c. Gender of the officer (as recorded).

Female – 7

Male – 19

Outcomes

For each complaint recorded in each year, please provide:

4a. Outcome of the complaint, including (but not limited to):

- Arrest - 0
- Charge -0
- Community resolution -0
- No Further Action (NFA) - 0

- Withdrawn - 0
- Suspension - 0
- Sacking – 0
- Any other outcome category used by your force

Service Acceptable – 12
 Service Not acceptable – 4
 No case to answer – 3
 Service recovery - 7

1 January–31 December 2025

Complaint volumes -14

Complainant demographics

For each complaint recorded in each year, please provide the following fields (anonymised):

2a. Ethnicity of the complainant (as recorded) e.g., White, Black, Asian or whichever ethnic groups you record your data.

Unknown – 2
 White – 2
 Asian – 1
 Black - 9

2b. Age of the complainant (at time of complaint). I'm happy if you put these into groups to avoid problems with GDPR e.g., 18-30; 31-50; >50.

18-30 - 2
 31-50 - 5
 >50 – 7

2c. Gender of the complainant (as recorded).

Male – 9
 Female - 4

Officer demographics

For each complaint recorded in each year, please provide:

3a. Ethnicity of the officer (as recorded – see Q2). - White

3c. Gender of the officer (as recorded).

Unknown – 1
 Female – 5
 Male - 10

If you think that 3b and 3c individually or combined will identify the officer, you will impose section 40(2) – personal information – exemption. To avoid that, please just answer 3a and explain why you have imposed sec 40(2).

Outcomes

For each complaint recorded in each year, please provide:

4a. Outcome of the complaint, including (but not limited to):

- Arrest - 0
- Charge - 0
- Community resolution - 0
- No Further Action (NFA) - 1
- Withdrawn - 0
- Suspension - 0
- Sacking - 0
- Any other outcome category used by your force

Service Acceptable – 3

Remain LIVE so not outcome - 7

Service Not acceptable – 0

No case to answer – 0

Service recovery - 0

Section 16 – duty to assist

To reduce the possibility of engaging Section 12, you may wish to enter a separate FOI request for the remaining data you might still want to access. You may also wish to access previously published FOI responses on the Gloucestershire Constabulary website regarding EDI training and policies. You can access the previously published documents through the following link: [Published items | Gloucestershire Constabulary](#).

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