

## Files Dip Sampled:

### August 2015

No.	Complaint Type	Date Received	Date Finalised	Comments from OPCC	Additional information requested and force response
CO/00315/15	Incivility, impoliteness and intolerance	12/06/15	14/07/15	Complainant observed vandals killing a cygnet. He contacted the Police who he then felt did not treat his reporting seriously and that he was talked down to. He was advised to put his complaint in writing and officers refused to take the complaint over the phone. The complainant did not consent to local resolution as he felt that he had no faith in the Police. He did not wish to put his complaint in writing as he felt it would not be dealt with quickly enough. The complainant did not contact the Police after receiving his final letter.	
CO/0287/15	Oppressive conduct or harassment	27/05/15	17/07/15	Officers attended an address to arrest a suspect. The complainant, the partner of the suspect, denied he was there and refused access to the officers. Officers then invoked PACE to search the house. The complainant felt that she should have been believed and that a search was not necessary. The officers advised that they would return which she regarded as harassment. With a full and detailed explanation in the final letter I believe that the officers behaved in an appropriate and professional manner.	

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CO/001111/15	Incivility, impoliteness and intolerance	06/12/14	22/07/15	<p>Complainant was under investigation and on court bail and to reside in a named guesthouse. The owner of the guesthouse evicted him when she learned of his alleged offences. Officers then arrested the complainant as he was no longer meeting the conditions of his court bail. The complainant lists a number of complaints over the way he was dealt with by officers who took him into custody to appear in court the next day. At court he was released without charge but learning of this his employer dismissed him and therefore he had been out of work for over 20 months.</p> <p>Having looked at the investigation of the complaint I am persuaded that officers behaved in an appropriate and professional manner and that the final letter gave a full and detailed explanation.</p>	
CO/00137/15	Incivility, impoliteness and intolerance	30/3/15	27/4/15	<p>Complainant rang in and later accused receiver of the call of being impolite, incivility and intolerant. She wanted officers to visit her property and when they did not do this she further complained of lack of fairness and impartiality. Local Resolution.</p>	<p>The supervisor of the tele. Comm. Dept. would presumably investigate such a complaint. How would this be done when the name of the receiver of the call is not known?</p> <p><i>Response: All calls are recorded. They can be tracked and listened to and the operator can be identified. The investigating officer would be able to review the recording and make an assessment. In addition PSD look at trends and if a number of complaints received they will refer them to the business lead as a management issue to deal with.</i></p>

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CO/00118/15	Mishandling of property	15/3/15	8/5/15	<p>Officers investigating a domestic violence issue visited the home of the complainant. She later accused the officers concerned of taking £850 from the home.</p> <p>Matter investigated and complainant withdrew accusation and officers were duly informed.</p>	
CO/00013/15	Oppressive conduct or harassment	3/1/15	27/4/15	<p>Officers attended home to investigate cultivating cannabis. Complaints were made about the arrest and search of the home. It was claimed that the officers acted unlawfully and were intimidating. A very full investigation took place involving the various officers who took part in two visits to the premises. A video provided genuine evidence of how the officers did conduct themselves and the investigating officers were satisfied that the complaints could not be upheld bar one for incivility, for which management action was taken.</p> <p>Full investigation was very professionally carried out.</p>	

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CO/00019/15	Oppressive conduct or harassment	23 Jan 15	30 Jul 15	The complainant was known to be a regular complainant, as there were three other live complaints being investigated at the same time. The complainant was in the process of suing a caravan park owner for fraud therefore the case became subjudice. However, before the case was finalised the complainant died. A long and involved investigation that was dealt with in a full and professional manner.	
CO/00030/14	Other Assault	03 Feb 14	22 Jul 15	The complainant requested medical support but the paramedics requested police officers accompany them as the complainant was a known violent alcoholic. The complainant states that she was going to commit suicide and when the police officer intervened she struck one and as he fell he hit her head. She complained she had been assaulted by the police officer. The officer was given management action as part of the lessons learned process in dealing with such incidents. The final letter gave a full and accurate reflection of the event that occurred and the subsequent actions that were taken.	
CO/00060/15	Unlawful/ unnecessary arrest or detention	10 Feb 15	27 Jul 15	The complainant was arrested on 27 Nov 2014 but did not make a complaint until 10 Feb 2015 after his release from bail. He complained that he was unlawfully arrested for indecent exposure but then to evade arrest by speeding away and therefore broke speed limits. After a full investigation it was proven that there was no case to answer for police mismanagement.	

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CO/00074/15	Improper disclosure of information	27 Feb 15	29 Apr 15	The complainant alleged that incorrect information was shown between agencies with reference to a child sexual abuse allegation. The complainant also alleged that the complainant had not been dealt with due diligence and haste. Neither complaint was upheld by the Appeals Panel. However, the complainant has referred the case to the IPCC.	It would be pleasing to see the outcome of from the IPCC. <i>Response – complaint appeal decision letter provided.</i>
CO/00176/15	Incivility, impoliteness and intolerance	31 Mar 15	23 Jul 15	Complainant was in fear of domestic violence and complained that the officer involved did not take her seriously and take action against her partner. Matter was professionally investigated and there was a satisfactory Local Resolution.	
CO/00320/15	Incivility, impoliteness and intolerance	13 Jun 15	26 Aug 15	Complaint concerned lack of security provided following domestic incident. Recorded as finalised but no record as to how this was done.	<i>Response – to be rectified</i>
CO/0373/15	Incivility, impoliteness and intolerance	2 Jul 15	26 Aug 15	A facile complaint, recorded as finalised but no record as to how this was done.	<i>Response – to be rectified</i>
CO/257/14	Incivility, impoliteness and intolerance	11 Jun 14	24 Jul 15	Case involved a complaint against an officer for failing to conduct an effective investigation and showing a lack of respect and courtesy. The issue was ultimately investigated properly but it took 13 months to tell the complainant the result.	

## October 2015

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CO/00438/13	Incivility, impoliteness and intolerance	25/07/13	07/10/13	The complainants felt that they had been treated inappropriately during an investigation as the advice they were given by the police officer that they were no longer allowed to contact their daughter, as it may be deemed as witness intimidation was in effect denying them access to their grandchild. After investigation Local Resolution was accepted by the complainant.	
CO/00654/14	Improper disclosure of information	17/12/14	06/08/15	The complainant was the Head of a School who had a member of staff suspected of paedophilia recorded in documents the Head kept in his private house. The Police went to the house to recover the documents but did not advise they were to be accompanied by a film crew who were producing a programme on paedophiles. The Head was not pleased and raised a formal complaint. After investigation Local Resolution was accepted.	
CO/00170/14	Other assault	06/04/14	26/06/15	The complainant stated that he was in a shop when he was grapped by the throat by another male. He claimed he did not retaliate but offered to settle the problem outside the shop. It was at this point he alleges an officer arrested him for no reason and used excessive force. After numerous unsuccessful attempts to contact the complainant the case was closed.	

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CO/00661/15	Incivility, impoliteness and intolerance	11/06/14	26/08/15	<p>The complainant wrote to the PCC Warwickshire in response to an online survey and complained that there was an ongoing problem with her son who verbally abused her and his sister, and also took money from them. She alleged that the police officer said that he cannot advise on her son as he had mental health problems and had special needs. She thought that the Police should act.</p> <p>After a number of attempts to contact the complainant there was no response and a final letter was sent closing the case.</p>	
CO/00137/15	Lack of fairness and impartiality	19/03/15	29/05/15	<p>The complainant telephoned the Ops Comms Centre to report that intruders had been seen in the vicinity of the school of which she was the Principal. The complainant was not pleased that no Police Officers visited to ensure that all was safer and secure.</p> <p>The Principal did not follow up on her complaint and an excellent final letter closing the case was sent.</p>	

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CO/00193/15	Unlawful/ Unnecessary Arrest or Detention	20/04/15	22/07/15	<p>The complainant was in a relationship which had two children. The partner did not wish the father to see the children and when he went to the school to meet his daughter he was arrested as a potential threat. He was released without charge some five hours later.</p> <p>His complaint was that he was unlawfully arrested and suffered distress as it was in front of his eldest daughter. The suggestion too that the partner's brother was a serving police officer and may have used undue influence. The offence was investigated and found to be no case to answer but allowed for forwarding to the IPCC. This offer has not been taken up after the time given by the final letter.</p>	