



Date: 25/08/2026
Our ref: 01/FOI/26/017306/K

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017306/K

I write in connection with your request for information dated 27/07/2026, received by Greater Manchester Police (GMP) for the following information:

Under the Freedom of Information Act 2000, I request the following information relating to complaints concerning Cheadle Heath Custody Suite.

Please provide the following information for the period 1 January 2025 to 31 December 2025 (or the closest 12-month period for which data is readily available):

- 1. The total number of complaints and service recovery/service-level feedback matters recorded in relation to incidents at Cheadle Heath Custody Suite.*
- 2. A breakdown of those matters by the primary allegation or complaint category (for example: treatment in custody, use of force, communication, detention procedures, professional conduct, conditions of detention, or other recorded categories).*
- 3. Of those matters, the number that were recorded as complaints under Schedule 3 of the Police Reform Act 2002; and handled outside Schedule 3 (for example, as service recovery, service-level feedback, or other non-statutory handling).*
- 4. A breakdown of the recorded outcomes for those complaints, using the outcome categories held by Greater Manchester Police (for example, locally resolved, reasonable and proportionate action taken, withdrawn, upheld where applicable, or other recorded outcome categories).*

If any of the requested information is not recorded by custody suite, please provide the information using the closest equivalent dataset available.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP.

Due to low numbers being returned for some categories, some of the totals have been replaced with X, as by providing exact figures as you have requested would significantly increase the likelihood of identifying the individual(s) concerned, and as such the exemption under S40(2) – Personal Information, would be engaged and result in information being refused. By replacing this data in this way, it can be provided in its entirety.

1. 31 complaints featuring 77 allegations.

2-3.

Allegation Type	Outside S3	Inside S3
Abuse of position for other purpose		X
Accessing and handling of information from other sources		X
Bail, identification and interview procedures		6
Decisions	X	X
Detention in police custody	X	22
Disability		X
Disclosure of information		X
Evidential procedures		X
General level of service		X
Handling of or damage to property/premises	X	
Impolite and intolerant actions		X
Impolite language/tone		X
Information	X	5
Lack of fairness and impartiality		X
Out of court disposals		X
Overbearing or harassing behaviours		X
Police action following contact	X	X
Power to arrest and detain		X
Race		X
Unprofessional attitude and disrespect	X	X
Use of force		5
Grand Total	8	69

4.

Allegation Outcome	Total
Ongoing	29
The service provided was acceptable	24
Resolved	8
Not determined if the service acceptable	7
The service provided was not acceptable	6
No further action required	3
Grand Total	77