

Date: 5th February 2026
Our ref: FOI/25/015123/C

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/25/015123/C

I write in connection with your request for information dated 16/07/2025, received by Greater Manchester Police (GMP) for the following information:

REQUEST 1:

How many complaints about the police force have been made in the last 10 years?

How many of the complaints made have been resolved with the complainant being happy with the outcome?

How many of the complaints made have not been resolved?

How many of the complaints made have not been finalised?

How many of the complaints made have not been investigated?

REQUEST 2:

What would you like to know?: How many police officers that have worked for the force in the last ten years have received disciplinary action or been prosecuted in any way for the multitude of crimes that they commit on a daily basis?

REQUEST 3:

What would you like to know?: Do the police force actually think that they will be able to put an end to crime so that there is no more crime?

If not, then are they aware that they are not fit for purpose as public servants and that the public whom they serve are increasingly becoming pissed off with the police force In regards to the division, suffering and harm that they cause to society?

Clarification from the applicant

Provided the information as requested for the maximum time frame available and specify dates available that you are able to include. Also, if you are able to provide the details for the time frame requested then please do so as I have noted that the time frame being reduced as you have stated in the reply is "recommended".

If you could provide details of how many were made and also how many submitted an appeal/review against the outcome.

In regards to the uncertainty, for clarification, if there were complaints made that people were unhappy about the outcome...do you have any way of finding out this information so that you may learn if the public, that you serve are happy with your services. Also, are the any complaints that have been made that have not been investigated.

How many outstanding complaints are currently being dealt with in the last year?

I am asking in request 2 for the number of officers that have either been convicted of a criminal offence or have received any form of disciplinary action within the force..

Result of Searches

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

Data has been provided from 01/02/2020 to 31/01/2026.

- Complaints received – 25,691 (that PSD are aware of. Complaints can be made via other avenues).
- There is no way for PSD to know if the complainant is happy with the outcome/service. PSD do not conduct any feedback following a complaint.
- Complaints ongoing – 879.
- The majority of complaints are not 'investigated' as per the IOPC definition but will still be reviewed.
- In relation to "How many outstanding complaints are currently being dealt with in the last year?" – we have taken this to mean of complaints made in the last year how many are still ongoing - total 722.
- Complaints that were subject to either a PSD or IOPC investigation – 1,004
- Reviews Received – 1858 - this is the only way we can establish whether the complainant was happy with the outcome as we do not ask for any other feedback. Reviews are only available on complaints dealt with inside schedule 3
- Conviction since 01/02/2020 – 72.

- Request 3 is not a valid question under the Freedom of Information Act. We can only provide information which is physically held by the Force and cannot provide opinions.