



Date: 14/09/2026
Our ref: 01/FOI/26/017481/Y

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017481/Y

I write in connection with your request for information dated 18/08/2026, received by Greater Manchester Police (GMP) for the following information:

This is a request under the Freedom of Information Act,

Please provide all up to date copies of any GMP, UK Police or IOPC policies, procedures, guidance, service standards or operating instructions which govern:

- *complaint investigation timescales;*
- *expected target completion periods;*
- *extensions to complaint investigations;*
- *supervision and review arrangements; and*
- *communication with complainants during investigations.*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police. However, I am not obliged to supply all the information you have requested as an exemption applies.

When refusing to provide such information because an exemption applies, Section 17(1) of the Freedom of Information Act 2000 requires GMP, to provide you - the applicant - with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The information requested about policies, procedures, guidance and operating instructions is exempt under **Section 21 – Information accessible to applicant by other means.**

Most of the timescales and matters asked are laid out in legislation and national guidance listed below

- [Police Reform Act 2002](#)
- [Police \(Complaints and Misconduct\) Regulations 2020](#)
- [IOPC Statutory Guidance on the Police Complaints system](#)
- [Home Office Guidance - Conduct, Efficiency and Effectiveness: Statutory Guidance on Professional Standards, Performance and Integrity in Policing](#)

The information relating to service standards is provided below:

- Timeliness of Complaints (90% finalised within 120WD)
- District Handling of 'Otherwise than by Investigation' complaints (80% finalised within 60WD, 100% finalised within 120WD)
- Recording of complaints (100% within 5 working days)
- Contact of complainants (100% within 5 working days)
- Allocation of complaints (100% within 7 working days from received)
- Handling of PSD 'Otherwise than by Investigation' complaints (90% within 20 working days)
- Handling of PSD Complaint Investigations (Non- Special Procedure) – (70% within 6 months/130 WD)
- District OTBI Report received by PSD to date outcome sent (100% within 3 WD)