

Date: 09/09/2026
Our ref: 01/FOI/26/017544/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017544/W

I write in connection with your request for information dated 28/08/2026, received by Greater Manchester Police (GMP) for the following information:

Under the Freedom of Information Act 2000, I request information regarding the systems and procedures used by Greater Manchester Police (GMP), including the Professional Standards Directorate (PSD), to manage public complaints.

Please provide:

- 1. Complaint management system***
The name of the software, database, platform or digital vendor used by GMP/PSD to record, allocate, manage and track public complaints.
- 2. Splitting complaints***
Any policy, SOP or guidance explaining when and why a complaint may be split into separate allegations or complaint matters involving different officers.
- 3. Authority and criteria***
Any policy, SOP or guidance specifying who has authority to split a complaint, what criteria are applied, and whether the decision to split a complaint is required to be recorded or documented.
- 4. Information available to subject officers***
Any policy, SOP or guidance explaining what information an individual subject officer is permitted to access concerning other officers or allegations arising from the same original complaint.
- 5. Access restrictions***
Any policy, SOP or guidance explaining how GMP restricts or compartmentalises access to third-party information, witness information and allegations concerning other officers.

Result of Searches

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

1. Centurion
2. IOPC statutory guidance - [Complaints | Independent Office for Police Conduct \(IOPC\)](#)
3. IOPC statutory guidance - [Complaints | Independent Office for Police Conduct \(IOPC\)](#)
4. Subjects cannot see the Centurion system – Users require a licence to access the system. Those subject of a complaint are unlikely to have access to the system. A case can also be restricted down so only select users can access the case. The system is also fully auditable. It may be that some allegations overlap & supervision dealing with a complaint may address some aspects together, but PSD would not necessarily be aware of that.
5. See Question 4.