

GREATER MANCHESTER POLICE

Force policy template – form 1011

Policy title:

Conduct complaints received by telephone to OCB staff

Summary (give brief details of the policy):

This guidance is written for the benefit of staff responsible for dealing with conduct complaints received by telephone.

Greater Manchester Police have a legal responsibility to record all complaints made against police staff by members of the community. Operational Communication Branch staff have a key role to play in order to ensure our response is open, quick and accountable.

The guide explains the process to be followed when in receipt of a conduct complaint made using the telephone. A conduct complaint relates to the conduct of an individual or group of individuals.

A complaint where there is no issue of individual conduct of a member of the police service but is wholly about force policy, management, operational tactics, deployment of resources, quality of service and so on is not a conduct complaint, but a policy complaint. Policy complaints should continue to be handled through the customer feedback database.

A positive early response to complaints make a monumental difference to the complainant. Our aim must be to deal with complaints received quickly, fairly and effectively, an aim which the public expect to be achieved.

The guidance notes will provide direction and assist members of staff in dealing with telephone complaints, so that we achieve our aims.

Should further assistance be required, please refer to the Internal Affairs Branch.

This policy comes into force on the 1st June 2005.

Full text of policy:

The process

On receipt of a conduct complaint received by telephone initial consideration must relate to the complaint classification. The conduct complaint will meet with one of the three complaint level classifications, namely Very Serious, Fairly Serious and Less Serious complaint.

Examples of each complaint level are contained in the attached classification guidance Appendix 'A'.

Very Serious Complaints (High Level)

The Force Duty Officer must be notified who will in turn IMMEDIATELY contact the Internal Affairs Branch Duty Officer of a very Serious conduct matter. Such complaints are 'mandatory' referrals due to the need to alert the Independent Police Complaints Commission.

Fairly Serious Complaints (Medium Level)

When notification of a complaint categorised as a Fairly Serious Complaint is received the Duty Divisional Inspector or Sergeant must be notified as soon as possible.

A Force Wide Incident Number (FWIN) must also be created. The FWIN will be created on the relevant Division where the incident subject to the complaint is alleged to have occurred. It will be graded a level 4 response and deemed classified

as a Referred Incident. On each occasion a conduct complaint is received by telephone the heading of the FWIN must always be entitled ' Conduct Complaint'. Presentation of the complaints received in this manner will assist each Division in their monitoring of the Referred Incident queue.

It is of paramount importance that once the FWIN is created by the call - taker, it must be passed to the Communications Branch Supervisor. The Communications Branch Supervisor will contact the Duty Divisional Inspector or Sergeant via personal radio or ensure this task is completed by switching the FWIN to the radio operator.

This must be completed prior to placement of the FWIN in the relevant Divisional Referred Incident queue. This will ensure that the relevant Divisional Supervision is made aware prior to the FWIN placed in the relevant Divisional Referred Incident queue.

It will be the daily responsibility of the Divisions to ensure their Referred Incident queue is monitored

As stated the heading of the FWIN will be entitled Conduct Complaint. Details to be entered on the FWIN must follow a set criteria :

- 1) Heading - Conduct Complaint
- 2) Complainant Details and Contact Information
- 3) Brief Summary of allegation(s) including details of connecting FWIN if Known.

If the identity of the officer(s) subject of the complaint is known to the complainant it is important for the call taker to explain to the complainant that this information is not required at this time. The complainant must be informed that a Supervisory Officer will contact as soon as possible to obtain the officers details.

If identified at no time must the officer(s) subject to the complaint be named on the FWIN.

Less Serious Complaints (Low Level)

When notification of a complaint categorised as a Less Serious Complaint is received the procedure to follow must be the same as outlined in relation to Fairly Serious Complaints.

Classification and Handling of Complaints

Very Serious Complaints (High Level)

The Force Duty Officer must be notified who will in turn IMMEDIATELY contact the Internal Affairs Branch Duty Officer of a very serious conduct matter. They are 'mandatory' referrals due to the need to alert the Independent Police Complaints Commission

Examples :

Death or Serious injury following contact with the Police

Serious Injury includes a fracture, a deep cut/laceration. An injury causing damage to an internal organ or the impairment of any body function.

Serious Assault – As Above

Serious Corruption

Criminal Offence or Behaviour aggravated by discriminatory factors such as race, sex, religion or other status

Conduct of Exceptional circumstances or Public Interest

Serious Arrestable Offences - On /Off Duty

Fairly Serious Complaints (Medium Level)

The Duty Divisional Inspector/Sergeant must be notified. FWIN to be created and complaint to be forwarded to relevant Divisional Referred Incident queue.

Examples:

Serious Breaches of Policy or Procedure

Criminal Offences i.e. Theft, Damage etc

Traffic Offences

Honesty and Integrity Issues

Use of Force aggravated by discriminatory factors such as race, sex, religion or other status

Less Serious Complaints (Low Level)

Procedure to be followed as Fairly Serious Complaints Process

Use of Force – Complainant objects to use of force resulting in no more than transient injury, that is, temporary reddening of the skin, bruising caused by for instance handcuffs.

Complaint objects to enforcement action, that is, Arrest, Execution of Warrant, Prosecution.

Complaint feels dealt with unfairly and less than impartially.

Complainant not treated with Politeness and Tolerance, that is, officer was rude, overbearing, uncivil

Minor Breach of Policy or Procedure

Document properties:

Policy owner's post title Superintendent Internal Affairs	
Date policy created 24 May 2005	Division/Branch Y