

Our reference: 1004654

ipcc
independent
police complaints
commission

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Mr Dan Stevens
Sent by email to: request-201078-
d04f65e5@whatdotheyknow.com
:

18 March 2014

Dear Mr Stevens

Freedom of Information (FOI) Request

Thank you for your email received on 9 March 2014, which included a request for information.

I note your request as follows:

“...please supply any guidance the Independent Police Complaints Commission has issued on which Humberside Police’s Professional Standards Branch relies when recording complaints.”

I can confirm that the IPCC hold this information and that it is all available in the public domain. I am therefore formally refusing your request under section 21 of the FOI Act as the information is readily accessible to you, but am below providing you with advice on where to find it.

Guidance relating to the recording of complaints is included within the Statutory Guidance document, which is available on our website using the following link:
<http://www.ipcc.gov.uk/page/statutory-guidance>. In particular, paragraphs 3.17 to 3.38 found on pages 20-25 are relevant to the process of recording complaints. Further relevant information is found on page 10, paragraph 1.22.

Additionally, as you refer specifically to the classification of complaints as direction and control at the recording stage, you may find it helpful to refer to Home Office circular 19/2005: ‘Guidance on the Handling of Complaints Relating to the Direction and Control of a Police Force by a Chief Officer’. This is available on the Home Office website using the following link:

<http://205.139.89.196/about-us/corporate-publications-strategy/home-office-circulars/circulars-2005/019-2005/>.

I note that you have already accessed the IPCC oversight and confidence Casework and Customer Service pilot project report on Direction and Control, which is available on our website from the following link: <http://www.ipcc.gov.uk/page/research-and-statistics>.

If you are not satisfied with this response you may request an independent internal review by our FOI appeals officer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please contact:

Colin Woodward
Acting Director of Human Resources, Procurement and Estates
Independent Police Complaints Commission
90 High Holborn
London WC1V 6BH

All emails requesting a review should be sent **directly** to: foi@ipcc.gsi.gov.uk

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however, I should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the IPCC's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely



Caroline Wilson
FOI/DPA Officer for Casework and Customer Services Directorate
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Find the IPCC's guidance on handling complaints here:
<http://www.ipcc.gov.uk/page/statutory-guidance>