



Dear Ms Smithson,

Gloucestershire Constabulary Freedom of Information request 2014.5609

On the 14/07/14 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. Copy of your procedure for recording a complaint from a member of the public, for clarification this is the procedure your force uses to determine whether to record or disapply the matter being complained.
2. Copy of your procedure to be used for staff performing Local Resolution on a recorded complaint.
3. Copy of your procedure to be used for staff performing Local Investigation on a recorded complaint.
4. In respect of 2) & 3), also provide copies of any other documents (internal only, any IPCC / Legislation documents do not need to be provided) referred to within those procedures. Examples of such documents may be another procedure or a form (in which case a blank sample form should be provided)

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. I can confirm that Gloucestershire Constabulary refer to the IPCC's Statutory Guidance when making a complaint recording decision. There is no separate procedure.
2. Please see the attached document.
3. Gloucestershire Constabulary refer to the IPCC's Statutory Guidance when conducting local investigations. There is no separate procedure.
4. No further information held other than the attached document regarding Local Resolutions.

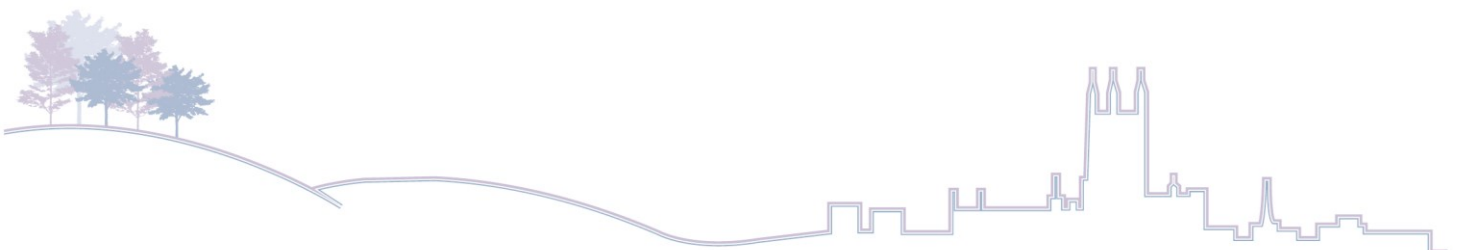
The IPCC Statutory Guidance to the Police Service on the handling of complaints can be found via the following link:

https://www.ipcc.gov.uk/sites/default/files/Documents/statutoryguidance/2013_statutory_guidance_english.PDF

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

If we can be of any further assistance please do not hesitate to contact me.



Yours sincerely,

Miss G Richards
Disclosure Officer
Gloucestershire Constabulary