



Revised categories for recording the nature of police complaints

Triage of new IOPC complaint categories

LOW – Can be initially handled and resolved if the complainant is satisfied

MED – Further information needs to be established from the initial handling to determine if the complaint needs to be formally recorded or can be initially handled.

HIGH – Will need to be investigated – CRT log created and referred to PSD. Please include all readily available information in the log for assessment.

High category complaints include all mandatory IOPC referral criteria:

- an allegation that the matter complained of resulted in death or serious injury
- an allegation that, if proved, might constitute a criminal offence by a person serving with the police or justify the bringing of disciplinary proceedings
- is about conduct or any other matter which, if proved, might have involved the infringement of a person's rights under Articles 2 or 3 of the European Convention on Human Rights or
- meets any of the mandatory IOPC referral criteria
 - a serious sexual offence
 - serious corruption, including abuse of position for a sexual purpose or for the purpose of pursuing an improper emotional relationship
 - a criminal offence or behaviour which is liable to lead to disciplinary proceedings and which, in either case, is aggravated by discriminatory behaviour on the grounds of a person's race, sex, religion or other status
 - a relevant offence
 - complaints or conduct matters arising from the same incident as one where conduct falling within the above criteria is alleged; or
 - any conduct matter relating to a chief officer (or the Deputy Commissioner of the Metropolitan Police Service) and any complaint relating to a chief officer (or the Deputy Commissioner of the Metropolitan Police Service) where the appropriate authority is unable to satisfy itself, from the complaint alone, that the conduct complained of, if it were proved, would not justify the bringing of criminal or disciplinary proceedings

Remember that the assessment is completed on the Substance of the complaint, not necessarily the language used.

OFFICIAL SENSITIVE



New Ref	Category	Sub-categories
A	Delivery of duties and service	<p>A1 Police action following contact (LOW)</p> <p>A2 Decisions (LOW)</p> <p>A3 Information (LOW)</p> <p>A4 General level of service (LOW)</p>
B	Police powers, policies and procedures	<p>B1 Stops, and stop and search (Depends on nature of allegation) (HIGH) All complaint matters relating to the use of Stop and Search Powers should be referred to Schedule 3 for consideration.</p> <p>B2 Searches of premises and seizure of property (Depends on nature of allegation) (HIGH/MED/LOW)</p> <p>B3 Power to arrest and detain (Depends on nature of allegation) (MED)</p> <p>B4 Use of force HIGH – if injury sustained LOW - if unhappy that a level of force was used (handcuffs etc)</p> <p>B5 Detention in police custody- (Depends on nature of allegation) (HIGH/MED/LOW)</p> <p>B6 Bail, identification and interview procedures – (Depends on nature of allegation) (HIGH/MED/LOW)</p> <p>B7 Evidential procedures - (Depends on nature of allegation) (HIGH/MED/LOW)</p> <p>B8 Fixed penalty notices – LOW if about how FPN was issued or why – advice to follow correct procedure</p> <p>B9 Other policies and procedures (Depends on nature of allegation) (HIGH/MED/LOW)</p>
C	Handling of or damage to property/ premises	LOW unless regarding a criminal allegation.

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New Ref	Category	Sub-categories
D	Access and/or disclosure of information	<p>D1 Use of police systems (Depends on nature of allegation) (MED/HIGH)</p> <p>D2 Disclosure of information (HIGH)</p> <p>D3 Handling of information (Depends on nature of allegation) (MED/HIGH)</p> <p>D4 Accessing and handling of information from other sources (HIGH)</p>
E	Use of police vehicles	LOW unless regarding a criminal allegation
F	Discriminatory behaviour	<p>F1 Age (HIGH)</p> <p>F2 Disability (HIGH)</p> <p>F3 Gender reassignment (HIGH)</p> <p>F4 Pregnancy and maternity (HIGH)</p> <p>F5 Marriage and civil partnership (HIGH)</p> <p>F6 Race (HIGH)</p> <p>F7 Religion or belief (HIGH)</p> <p>F8 Sex (HIGH)</p> <p>F9 Sexual orientation (HIGH)</p> <p>F10 Other (HIGH)</p> <p>Initial handling may clarify if the actual allegation is one of a discriminatory nature. Only substantive allegations of discrimination should be recorded in this category.</p>
G	Abuse of position/ corruption	<p>G1 Organisational corruption (HIGH)</p> <p>G2 Abuse of position for sexual purpose (HIGH)</p>

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New Ref	Category	Sub-categories
		<p>G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship (HIGH)</p> <p>G4 Abuse of position for financial purpose (HIGH)</p> <p>G5 Obstruction of justice (HIGH)</p> <p>G6 Abuse of position for other purpose (HIGH)</p>
H	Individual behaviours	<p>H1 Impolite language / tone (LOW)</p> <p>H2 Impolite and intolerant actions (LOW/MED)</p> <p>H3 Unprofessional attitude and disrespect (LOW/MED)</p> <p>H4 Lack of fairness and impartiality (LOW)</p> <p>H5 Overbearing or harassing behaviours (MED/HIGH)</p>
J	Sexual conduct	<p>J1 Sexual assault (HIGH)</p> <p>J2 Sexual harassment (HIGH)</p> <p>J3 Other sexual conduct(HIGH)</p>
K	Discreditable conduct	(HIGH)
L	Other	<p>(Depends on nature of allegation) (HIGH/MED/LOW)</p> <p>This category should only be used if none of the categories apply and as a last resort.</p>