

Ref: 1007914

By email:



14 October 2019

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Dear Mr Alanasi,

**Re: Request for Information**

Thank you for your email received by the IOPC on 28 September 2019 regarding your request for information. I can confirm that this request has been processed under the Freedom of Information Act 2000 (FOI).

I note that you have requested:

*How many complaints were made about Heathrow Airport Police working inside Terminal 2. Since 21st December 2015 up until this date today.*

Having considered your request I can confirm that the information you have requested is not held by the IOPC.

All complaints made to a police force must be formally recorded by the force concerned in the first instance before they can be considered under the Police Reform Act. The majority of those complaints are then dealt with by the force themselves.

Forces are required to refer certain incidents to the IOPC regardless of whether there has been a complaint. These referrals originate from one of three possible sources: a complaint, a death or serious injury (DSI) or a recordable conduct matter (RCM). A complaint can also be voluntarily referred to the IOPC, or the IOPC may 'Call in' the complaint where it sees fit.

Complainants may also send their complaint directly to the IOPC and our role is normally limited to passing the complaint on to the relevant police force so they can consider whether it should be formally recorded. The IOPC has no further involvement in the vast majority of these complaints and records only minimal information about them. Therefore, it is important to note that direct complaints made to the IOPC account for only some of the complaints recorded by the police service each year.

While we do hold some data in relation to referrals, this only represents data for complaints that meet the referral criteria outlined above, not the total number of complaints made about Heathrow Airport Police. For this reason, you would need to contact the Metropolitan Police Service for the information relating to this particular request.

We do collect data from police forces about complaints- however this is broken down by force and not to the level of detail to provide you with this information.

I am sorry we are unable to be of assistance. More information about the role of the IOPC can be found in the IOPC Annual Report (2018/19).

This can be found on the IOPC website using the following link:

<http://www.policeconduct.gov.uk/page/annual-report-and-plans>

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:

Internal Reviewer  
Independent Office for Police Conduct  
90 High Holborn  
London  
WC1V 6BH

All emails requesting a review should be sent directly to: [foi@policeconduct.gov.uk](mailto:foi@policeconduct.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 IOPC's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely,



Thea Walton

**Head of Knowledge and Oversight**

**Independent Office for Police Conduct**

