

Ref: 1006083

Mr Neil Wilby

By email: request-349749-0444ab01@whatdotheyknow.com

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10 August 2016

Dear Mr Wilby,

Re: Request for Information

Thank you for your email, received at the IPCC on 4 August 2016, regarding your request for information. I can confirm that this request has been processed in accordance with the Freedom of Information Act 2000 (FOIA). I will address each of your questions in turn:

1. How many officers are employed in your Internal Investigations Unit (IIU)?

The Internal Investigations Unit employs two Internal Investigations Officers. The team also receives support from the Standards and Quality Support Officer. The two Internal Investigations Officers report to the Head of Quality Assurance.

2. What investigative experience/qualification is required for a placement in this unit?

No specific qualification is required. Training is given on an ongoing basis.

3. How many are ex-police officers?

Neither of the two investigation officers are ex-police officers or have worked previously in any capacity for a police force.

4. Who does the Head of IIU report to?

Chief Operating Officer – Ian Todd.

5. Is there an internal Operations Manual for investigators that sets out approved practice? If so, please provide a copy.

There is a IPCC staff complaints procedure (attached).

6. If it is not clear from materials disclosed at 4. how is evidence taken from (i) those subject of complaint (ii) from the complainant?

(i) As set out in procedure normally in writing to ensure a clear record is available, however this is assessed on a case to case basis depending on the seriousness of the complaint.

(ii) This is a judgement call for the person dealing with the complaint.

7. In the last three full financial years (broken down by year), (i) how many complaints were recorded against IPCC employees and (ii) how many were upheld?

Month	Total No.	Upheld	Month	Total No.	Upheld	Month	Total No.	Upheld		
Apr-13	37	3	Apr-14	15	3	Apr-15	34	6	Overall Total	1022
May-13	32	1	May-14	25	1	May-15	27	1	Overall Upheld	106
Jun-13	31	8	Jun-14	29	4	Jun-15	45	4		
Jul-13	30	6	Jul-14	38	5	Jul-15	41	4		
Aug-13	30	4	Aug-14	14	1	Aug-15	27	6		
Sep-13	22	0	Sep-14	23	3	Sep-15	30	1		
Oct-13	14	0	Oct-14	41	8	Oct-15	36	0		
Nov-13	9	0	Nov-14	30	3	Nov-15	26	1		
Dec-13	8	0	Dec-14	38	5	Dec-15	28	1		
Jan-14	11	0	Jan-15	36	2	Jan-16	25	6		
Feb-14	6	0	Feb-15	43	1	Feb-16	37	7		
Mar-14	8	1	Mar-15	38	3	Mar-16	58	7		
Total	238	23	Total	370	39	Total	414	44		

8. What right of appeal exists if complaints are not upheld?

There is no general right of appeal to the outcome of a complaint. There is a qualified process which deals with new information which is detailed on the correspondence attached.

If you have any queries or concerns about this letter please do not hesitate to contact me. Please remember to quote the reference number above in any future communications about this request.

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:

Senior Reviewer
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,

A handwritten signature in black ink, appearing to read 'Peter Orr', with a long horizontal stroke extending to the right.

Peter Orr
Deputy Director of Operations
Independent Police Complaints Commission