Police Complaints Information Bulletin

Force Commentary Sheet

**Reporting Period:** 1 April 2015 – 31 March 2016

**Police Force:** Essex

**Commentary:**

The results for the financial year 2015/16 are generally positive.

It is recognised that further work is required to improve the time taken to finalise complaint cases and some initiatives to address this issue will commence in the near future. One of these will be the inception of a Quality of Service pilot in September 2016 aimed at resolving dissatisfaction at the earliest opportunity.

Work is currently underway to address the time taken to complete force appeals, which has increased when compared to last year and we are confident that this figure will improve and continue to improve in future bulletins.

There are some good results where the force has recorded 93% of complaints within 10 days and the average number of days to finalise allegations stands at 147 against 152 last year. Our Most Similar Forces and other forces nationally are at 190 days and 166 days respectively.

It should also be noted that 24% of force appeals were upheld which compares very favourably both with the national result and our Most Similar Forces and demonstrates that the appeals system is transparent and fair.