

Appendix A

File No	PA Member Comment	PSD Response
1.	<i>I can't find a statement from the Police Officer who may have exceeded their authority".</i>	No statement was required from the Officer, who in this instance chose not to make any written response when served with the PSD3 (local resolution) form.
2.	<p><i>1. I do like the way this file is set up, separating paperwork into categories.</i></p> <p><i>2. A lot of extra papers are added into files, an example is risk assessment sheets are added twice to this file, one is completed and the other is incomplete</i></p>	<p>1. Noted with thanks</p> <p>2. The most common reason for the duplication of papers is the reprinting of complaint database entries. This is useful to PSD Administration staff while files are ongoing, allowing the current status of the file can be seen at a glance. In this instance the duplication of risk assessment records on a custody record included as part of the PSD file was a result of the risk assessment process being completed twice during the period of detention. Each time the risk assessment process is completed by the Custody Officer, the NSPIS computer generates a new risk assessment page, which then forms part of the complete custody record when printed.</p>
3.	<i>Comment by PA member – I can see that five Officers were present, but only one Officer was interviewed who the complainant accused. Why weren't the other four Officers interviewed to find out the exact story?</i>	This action could have been taken and speaking to some of the other Officers present would have been a proportionate response. However the complainant had agreed to Local Resolution (LR) and even if the accounts had supported the Officer's version of events LR would have been the most appropriate means of resolving the complaint.
4.	<p><i>1. Initial assessment form – Q5 suggests no impact factors, yet if the complaint was substantiated I would have thought there would be an impact on the force reputation.</i></p> <p><i>2. Question 3 not completed</i></p> <p><i>3. For completeness statements could have been taken from the arresting officers.</i></p>	<p>1. Noted and agreed</p> <p>2. Noted. The assessment form has been amended to direct the user to answer question 3 if question 2 is answered positively.</p> <p>Due to the allegation of criminality involved in this complaint (theft), the complaint was referred to the IPCC initially. The complaint was then deemed sub-judice as the complainant was charged. Before Regulation 15 forms were served on the Officers the complainant chose to withdraw his complaint and there was no need to interview the Officers or seek written responses from them. It is conceded that a copy of the arrest statement from the arresting Officer could have been included on the file. This would have been obtained had the investigation continued.</p>

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5.	<p>1. <i>An example of a case where there is a good evidence trail.</i></p> <p>2. <i>No evidence of finalisation notice</i></p>	<p>1. Noted with thanks.</p> <p>2. A check list has recently been introduced in the PSD Administration office to ensure that Officers subject to complaint are always informed of the outcome at the end of an investigation and any subsequent appeal.</p>
6.	<p><i>The LR record states that the officers have been spoken to and given advice. To ensure a complete trail, I would recommend that there is a form confirming that this has happened, signed by the individual Officer.</i></p>	<p>This was an unusual complaint in that the supervisor recording the complaint dealt with it and completed the LR process prior to submitting the complaint to PSD on the complaints database. He documents in the text of the complaint database entry and on the LR agreement form the completion of the actions agreed with the complainant.</p> <p>The supervisor was contacted and asked to submit complaints to PSD as soon as he received them in future.</p> <p>Completion of actions agreed as part of the LR process is generally recorded on the PSD complaints database entry by the allocated officer.</p>
7.	<p>1. <i>Custody record front sheet not completed</i></p> <p>2. <i>This case raises issues about the treatment of people with mental health issues.</i></p>	<p>1. Custody record front sheet checked and appears in order.</p> <p>2. At the request of the Member, a copy of this complaint file has been passed to Supt Eales, the Force lead on mental health issues.</p>