

# Police Complaints Information Bulletin

## Force Commentary Sheet - Sussex

Reporting Period: Reporting Period: 1 April 2024 – 31 December 2024

### Commentary:

**A1.1** – Average working days to contact (18) and average working days to log (18) are both much higher than the national average (8 and 7) and MSF (6 and 5), but these are expected to fall significantly followed the intensive work done to improve complaint handling within PSD. The current days to contact and log are now consistently in line with MSF and national averages.

**A2** – S3 OTBI are 58 days v MSF (81) and national (108). Good performance in this area.

**A3.1** – How allegations were handled. Outside S3 in Q3 was 60% - up from 18% in Q1 and 31% in Q2. This is good news – national yearly figure is 43% (and we are 36% and rising (up from 24% in Q2))

**B1.1** – Allegation actions – shows we are in line with MSF and national actions.

**C1** – Reviews received – OTBI = nearly double the national average – from the days of S3ing lots of complaints. Overall though, 18% (YTD) vs MSF (20%) and national (21%).

**C2** – outcomes on reviews – OTBI – Sussex 12% upheld, MSF = 17% and national 21%. This shows Sussex PSD completes OTBI complaint handling to a high standard.

**D1** – Inside S3 timeliness – OTBI – 73 days v 120 days nationally. Good performance in this area – OTBI complaints are completed and resulted quickly.