

Telephone Number: 0121 626 6060

Our Reference: 2023-01362

wmpcc@westmidlands.police.uk



west midlands
police and crime
commissioner

Date: 28 April 2025

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on **9 April 2025** in which you asked:

- *'The number of complaints made against officers from West Midlands Police between 2020 and 2025*
- *The nature of the complaints (e.g., use of force, discrimination, unprofessional conduct).*
- *The outcomes of these complaints (e.g., resolved informally, misconduct hearing, dismissed).'*

In response to your request, I can confirm that the Office of the Police and Crime Commissioner (OPCC) does not hold this information in its entirety. However, this information may be held by West Midlands Police Professional Standards Department (PSD). In accordance with the statutory complaints procedure, all complaints received relating to West Midlands Police must be dealt with by the appropriate authority, which is the Professional Standards Department. The OPCC does not have responsibility for investigating complaints about West Midlands Police in the first instance.

I would suggest WMP are best suited to provide a comprehensive and more accurate reflection of your request, particularly:

- The nature of the complaints (e.g., use of force, discrimination, unprofessional conduct).
- The outcomes of these complaints (e.g., resolved informally, misconduct hearing, dismissed).

However, we can provide some figures on the data held by the OPCC. I must advise that this is an overview of what we receive to our office, and this information does not reflect the WMP Complaints procedure as a whole.

I can confirm that the OPCC has received 566 complaint reviews since February 2020. However, not all of these complaints relate to specific officers as they could refer to West Midlands Police as a whole.

I must also advise that the OPCC do not log the number of complaints we receive by any other means than via our casework process. When we receive a complaint against WMP, we refer these to PSD with no further action on our behalf. I can confirm that there are 393 casefiles logged under the theme of 'PSD referral' since 1st February 2024. We do not hold any data prior to this, due to a change in how we record casework correspondence.

In order to obtain the specific information you mentioned in your request I would advise that you contact the Professional Standards Department. In order to be of some assistance, please see the following contact details should you wish to submit your request to West Midlands Police.

Freedom on Information Unit

West Midlands Police
PO Box Box 52, Lloyd House
Colmore Circus Queensway
Birmingham
B4 6NQ
E-mail: foi@westmidlands.police.uk

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Fuller', with a stylized flourish at the end.

Alethea Fuller
Deputy Chief Executive