

Independent Scrutiny of Police Complaints Panel

December 2025



Contents

Page 3 | **Purpose of the Independent Scrutiny of Police Complaints Panel**

Page 3 | **Structure of the Session**

Page 4 | **Panel Update – OPCC & Government announcement**

Page 5 | **Professional Standards Update (PSD)**

Page 6 | **Professional Standards Update Cont'd & OPCC VAWG Input**

Page 7 | **OPCC VAWG Input Cont'd & Monitoring & Oversight Log**

Page 8 | **Monitoring & Oversight Log & Statistical Analysis**

Page 9-16 | **Highlights of Concerns, Questions or Issues raised by the Panel**

Page 16 | **Comments from Head of PSD, Avon and Somerset Constabulary**

Page 17 | **Further Information & Get in Touch**



Purpose of the Independent Scrutiny of Police Complaints Panel

The Independent Scrutiny of Police Complaints Panel (ISPCP) consists of 14 independent panel members, some of whom are pictured below, who are all volunteers representing the communities of Avon and Somerset. Their aim is:

'To act as a 'critical friend' to the Police and Crime Commissioner (PCC) and to Avon and Somerset Constabulary (ASC) by providing feedback on completed complaint files to the office of the PCC and to the Constabulary's Professional Standards Department (PSD). The Independent Scrutiny of Police Complaints Panel (ISPCP) will review complaints against the police from a local citizen's viewpoint.'

Further information can be found [on our website](#).



STRUCTURE OF THE SESSION

Ahead of the meeting, the Panel conducted a detailed review of **28** completed complaint files. During the session, the Panel focused their thematic on complaints relating to Violence Against Women and Girls (VAWG), reflecting its commitment to addressing these critical issues.

In addition, the Panel reviewed one Stop & Search complaint from Quarter 2, in line with its pledge to implement a key recommendation from Desmond Brown's report: *Identifying Disproportionality in the Criminal Justice System*. This review forms part of ongoing efforts to ensure fairness and accountability in policing practices in relation to police Stop & Search. No concerns were identified with how this complaint case was handled therefore it has not been referred in this quarterly report.



As a special case, the Panel was also asked to examine a Use of Force/Anti-Social Behaviour complaint referred by the Independent Scrutiny of Police Powers Panel (ISoPPP). The Panel provided its views on whether the complaint was handled in a manner that was fair, just, and proportionate, and in accordance with police regulations. The meeting was attended by Des Brown, Chair of ISoPPP, who highlighted that additional BWV was available in relation to this case. The panel will now revisit this and review the supplementary footage before considering whether any additional feedback to the police is required.

The cases scrutinised were discussed in depth with Head of PSD Larisa Hunt who attended the meeting to provide verbal insights.

The Panel was pleased to welcome three new members, who attended the meeting to observe and shadow the process as part of their induction. This strengthens the Panel's capacity and brings fresh perspectives to its work. One final member is expected to join in early 2026, following the completion of vetting procedures.

Panel Update – OPCC and Government Announcement

The panel was joined by Director of Performance & Accountability, Sally Fox, who provided an update following **the government's announcement on 15th November 2025 to abolish the current system of elected Police and Crime Commissioners (PCCs) across England and Wales.** This marks a major reform in policing governance, replacing individual PCCs with a Police & Crime Board model that will bring together local authority leaders, regional mayors, and independent members to collectively oversee policing and crime priorities.



UK Government

The aim is to create a more integrated and collaborative approach to governance, moving away from a single elected figure to a multi-member board structure. This change will require legislative reform and a transition period, with a White Paper on policing reform and a national consultation.

This announcement has caused a major national shock, and the focus now is on capitalising on the remaining 2.5 years of the current PCC structure while preparing for transition. The OPCC will work closely with the Association of Police and Crime Commissioners (APCC) to ensure a seamless handover and maintain community engagement throughout the process.

The next milestone will be the White Paper on Policing Reform expected in January 2026, which the Home Secretary will review. A formal consultation on PCCs is anticipated in Autumn 2026. The OPCC's priority is to influence these developments, safeguard local accountability, and ensure continuity of service delivery during this period of change.

Panel Attendees – KS, BK, PR, AD, LC, KF, JR, OH

Apologies – JSG, SB, EK, JFT, JB



Professional Standards Department Update, Head Of PSD Supt Larisa Hunt



Inspector Uplift: We have created a new role: Inspector of Complaints & Engagement. The role will oversee handling decisions, completing reviews and supporting the Panel when Inspector Pressly retires in February 2026.

Learning Approach: PSD do not have Learning Meetings as such anymore. Previously a bulletin was produced every 6 months and the learning from this was shared in a webinar with Chief Inspector's.

A process has been established where all learning is added to Centurion and the Organisational Learning Form on Pocketbook (ASC staff Intranet). It is then allocated an owner, and this process is managed for follow up through the Organisational Development Team. For any themes identified – top level issues will be managed through the Confidence and Legitimacy Meeting chaired quarterly by DCC Jon Reilly. The Confidence and Legitimacy Committee is a senior governance group of ACCs and Chief Superintendents that oversees Professional Standards and HR functions to ensure ethical policing, accountability, and public trust.

Anything else is managed locally - either immediately or through established communication channels such as the quarterly PSD Newsletter and bi-monthly video updates between Supt Hunt with the Federation and Unison. These updates are then shared via Good to Know / Need to Know and cascaded through Superintendents for team briefings.

OTBI Workshops: OTBI workshops continued throughout 2024 and into 2025, providing

essential training and support for officers in handling complaints and investigations effectively.

Building on this foundation, a **Mid-Line Leaders Course** has now been introduced, which incorporates OTBI principles to strengthen leadership capability and ensure consistent standards across the organisation.

The focus has shifted towards district-level improvements, ensuring that learning and best practice are embedded locally where operational impact is greatest. In addition, Inspector Pressly continues to provide targeted, focused input to staff where needed, offering bespoke guidance and support to address specific challenges and maintain high-quality complaint handling.

Performance Data: local performance data for A&S shared with the panel.

- Complaints: 2,376 (↓71 cases).
- Number of complaints handled outside of schedule 3 have increased.
- Largest category: Police action following contact.
- Discrimination allegations ↑26% (Race, Disability, Sex).
- Slight delays in contacting complainants vs comparable forces.
- Spikes after major events (e.g. protests, Glastonbury).

Q2 IOPC Bulletin Summary & regional benchmarking – this bulletin compares our performance against the most similar force average. Key findings show that 1,437 complaints were logged in Q2, which aligns with the usual seasonal increase during the



summer months. On average, it took 8 days to make initial contact with complainants, which is slightly longer than the timeframe achieved by most similar forces. This indicates a need to review processes to improve responsiveness and ensure timely engagement with complainants.

PSD supported by the OPCC will continue to share regional benchmarking and IOPC data. You can read the IOPC Oversight Newsletter [here](#) which provides updates about the work of the IOPC.



Input from Charlotte Stone, Senior Policy and Commissioning Manager - VAWG Agenda (National & Local Perspective)

Violence against Women and Girls (VAWG) is defined by the government as a broad range of gendered crimes, including rape, sexual offences, stalking, domestic abuse, honour-based abuse (such as FGM and forced marriage), revenge porn, upskirting, trafficking, and so-called “honour” killings. Child exploitation and abuse also sit within this wider definition. While these crimes disproportionately affect women and girls, men and boys can also be victims. **VAWG affects 1 in 12 women and girls in England and Wales, accounts for roughly 20% of recorded crime, and remains significantly underreported.**

The Police and Crime Commissioner (PCC) has a **statutory duty to commission victim services funded by the Ministry of Justice**, ensuring that local need is properly understood and addressed through strong partnership working and accountability arrangements. Nationally, the government’s focus on VAWG continues to evolve, with discussions underway about formally expanding the definition to include child exploitation, reflecting its designation as a national emergency. This broadened scope raises important questions about safeguarding boys and the responsibilities of agencies across the system.



The PCC works closely with the Association of Police and Crime Commissioners (APCC) to help shape national policy on victims’ services and VAWG. As the APCC’s national VAWG lead, Clare Moody influences Home Office policy, contributes to consultations, and promotes improvements in victim support and safeguarding, including emerging areas such as child exploitation and online abuse. This partnership ensures local experience informs national decision-making while maintaining local accountability.

Within Avon and Somerset, the OPCC has established strong relationships with partners and plays a key role in holding the Chief Constable to account for VAWG performance. This includes scrutinising



how effectively the force responds to VAWG offences and ensuring victims receive accessible, high-quality support. Current initiatives include **Operation Soteria**, **rapid video response**, and **Project Bright Light**, all designed to improve the response to domestic abuse. Lighthouse continues to act as the central victim hub, providing specialist support and case updates.

Measuring the impact of interventions such as **Drive** remains challenging. Evaluation currently relies on professional judgement, victim experience, and reoffending data over a two-year period. Stalking—particularly online stalking, which now accounts for around **75% of cases**—is a growing concern, prompting the development of national action plans and local training. A public-health approach, greater awareness campaigns, and enhanced scrutiny of victim experience are all central to shaping future responses.

MONITORING AND OVERSIGHT LOG

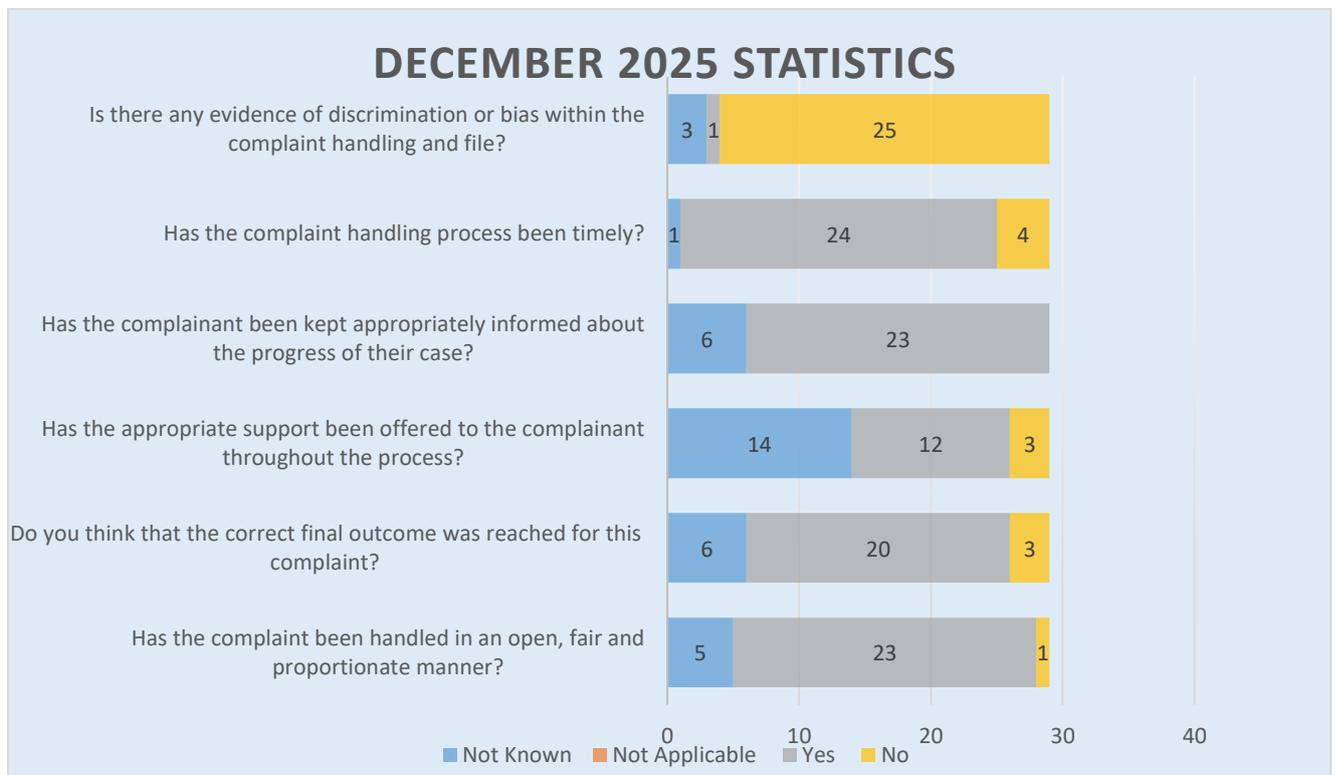
This section records ongoing actions requested by the Panel and supports continued scrutiny of police complaint handling.

No	Date	Action (OPCC, ASC, Panel)	Progress update	Close/ Ongoing/ Keep In View
1	2022-09	PSD to update the panel following Learning Meetings & provide a briefing on any recent complaint statistics of interest including the IOPC quarterly bulletins and annual complaints report. (ASC)	<p>Update Dec 25 – Learning Meetings no longer take place.</p> <p>New approach: All learning added to Centurion and PSD’s organisational learning form on Pocketbook (ASC Intranet). It is then assigned an owner, and tracked by the Organisational Development Team.</p> <p>Top-level themes escalated to Confidence & Legitimacy Committee (quarterly, chaired by DCC Jon Reilly).</p> <p>Other learning shared locally via PSD Newsletter (quarterly) and bi-monthly Federation vlogs, distributed through internal comms and team briefings.</p>	● Keep in View (KIV)
2	2024-06	An Individual Learning Tracker has been created to ensure individual feedback is provided to complaint handlers. (ASC & OPCC)	System continues to work well with feedback being fed back directly to named individuals, including areas for improvement and work that can be positively praised.	● Ongoing
3	2024-09	IOPC Youth-Panel-National-Survey-2024 . Panel requests PSD response to report’s key	PSD feel own robust measures in place in relation to complaint cases involving children.	● Closed



		recommendations.		
4	2024-09	Otherwise Than By Investigation Workshops (PSD)	Workshops ran in 2024 & into 2025. However, a mid-line leaders course has now been introduced which has OTBI input. However, Insp Pressly will provide focused input into staff where needed.	● Keep in View (KIV)
5	2025-03	Police Integrity Inspection Feb 2025 (PSD)	Performance Data shared by LH to be circulated to panel. An update on progress against HMICFRS recommendations will be shared in the New Year.	● Keep in View (KIV)
6	2025-09	Stop & Search Complaint cases (OPCC)	KS/1 S&S complaint case referred to ISoPPP (Q3) as one unanswered question re handcuffing.	● Ongoing
7	2025-12	ISoPPP Referral UoF/ASB – Special Case Review	Supplementary BWV to be obtained & shared with panel for feedback as appropriate.	● Ongoing

STATISTICAL ANALYSIS



This chart reflects responses to the six feedback questions, based on a sample of 28 cases. Panel members record 'not known' where the case file lacks enough detail for a clear yes or no.



HIGHLIGHTS OF CONCERNS, QUESTIONS OR ISSUES RAISED BY THE PANEL – THEMATIC - DISCRIMINATION

Panel Member Feedback	PSD Response
<p><u>PR/1 - Complaint Summary (VAWG)</u></p> <p>The complainant who is a single mum, asserts that she felt unsupported by the police following an incident where her mother's front windows were smashed by her ex-partner. He was in prison on a charge of harassment but released early for good behaviour. The victim complains she should have been forewarned of his release and that measures introduced to protect both her and her mother. She says that both her and her son live in constant fear of her ex and feels neglected by the police and authorities. She further complains that the police acted in a biased manner, arguing that the criminal (her ex) received more support and protection than herself.</p> <p>The complainants desired resolution would be for the harassment to stop for her and her family to feel safe and protected by the police.</p> <p><u>Panel Member Feedback</u></p> <p><i>Positive comments - It appears that Bristol police did not attend the initial incident, as this occurred in Yeovil where the victim resides. Their involvement began when the offender was suspected of committing further offences while in Bristol prison. The attending Bristol officer made calls to provide the victim with as much information as possible and to ensure safeguarding measures were in place, even though this was not primarily his responsibility.</i></p> <p><i>Negative comments - The final letter to the victim was very unclear and poorly written. None of the complaints were fully answered and the phrase "unresolved due to evidential difficulties" given as an excuse for not progressing the complaints further. Although the incident occurred in Yeovil and the initial</i></p>	<p><i>I agree the final email wasn't overly clear. It was a non-schedule 3 complaint and handled by an assessor, this can be fed back to them.</i></p> <p><i>The written response has covered the Bristol responsibilities only, which makes it appear that there was no accountability for the actions taken by Somerset officers. This wasn't the case it was</i></p>



Panel Member Feedback	PSD Response
<p><i>investigations carried by the local police, would it not be the case that they would be answerable to Avon and Somerset Constabulary?. If so what actually was the difficulty in getting answers from them?</i></p> <p><i>Question for PSD - If the initial offence was being investigated by Yeovil then why did they not continue with their investigations into allegations of harassment when the offender was in prison in Bristol? Having two police forces involved seems only to complicate matters resulting in apparent split responsibilities</i></p>	<p><i>just that those conversations were had over the phone with the respective line managers speaking directly to the complainant. This is stated at the beginning of the email.</i></p> <p><i>'I understand you have had contact from both Acting Detective Inspector X, and Temporary Detective Inspector Y, who have both responded and addressed complaint point 1'.</i></p> <p><i>It would have been better to have had some record of what their responses were to cover all the issues in the email, but I am aware the point of a non-schedule 3 complaint is to deal briefly, simply and quickly with complaints, not requiring detailed recording. There is a balance to be had here though, and this is something we can take forward.</i></p>
<p><u>KS/3- Complaint Summary</u></p> <p>Complainant states that adult daughter has recently made report of historic sexual abuse by stepbrother. Officer said that she would contact other family members for statements but has not done so. Daughter feels that complaint is not being taken seriously and her mental health is suffering.</p> <p><u>Panel Member Feedback:</u></p> <p><i>Positive comments - Rapid response- partly due to common sense of Assisting Officer who, noting that the complaint was about a delay, did not forward it to someone who was "out of office" for investigation, but to the Detective Inspector (DI), to reduce the delay in response.</i></p> <p><i>Investigating DI noted that BRAG assessment for referral to Victim Support and ISVA referral were not done and requested these to ensure support for daughter.</i></p> <p><i>Response stated that actions were timely and daughter had been made aware of officer's other time commitments. Confirmed that officer would be in touch "today".</i></p> <p><u>Negative comments - None</u></p>	



Panel Member Feedback

PSD Response

Questions for PSD - Noted that the investigating DI noticed the need for BRAG assessment for referral to Victim Support and ISVA referral, and requested this be done. Daughter lives out of area. It appears that these were not done because the officer involved did not know that a referral could be transferred. Without the DI noticing this omission, important support for the daughter may not have been put in place.

1. Is there another point at which this omission could've been picked up?

2. Is there guidance/pathway/process map setting showing that a BRAG assessment etc should be carried out? If so, does it cover what is required if the victim lives out of area?

I have reviewed the Niche for this and can see that the OIC had identified the need to contact Gloucester Police and arrange support through an ISVA for the victim. There is an entry identifying this 25/09/25, a month before the complaint was received. So, the OIC understood the need to refer to the other force to ensure support but hadn't completed a BRAG and gone through ASC LSU which would have been the correct process.

Yes, on sergeant reviews and Inspector reviews. Also, IAU, if neither sergeant nor inspector had picked up on this, filing would have been refused without a Brag assessment.

'If a BRAG vulnerability tool / Domestic Abuse, Stalking, Harassment and Honour-based abuse (DASH) risk assessment is required this will be indicated – it is your duty as a supervisor to ensure that risk assessments have been appropriately conducted.'

There is a comprehensive and readily available guide to completing BRAGS on Pocketbook. It concentrates on assessing vulnerabilities and actions to take but does not refer to geographical boundaries.

KS/5- Complaint Summary (VAWG)

11 allegations going back to 2022 relating to the A&S management of Complainant's partner's prosecution relating to harassment by her ex-partner. These included discrimination, negligence & failure to hand a case to the CPS within statutory time limits, meaning that a harassment charge could not be pursued.

4 allegations- service was deemed not acceptable

2 allegations- unable to determine

5 allegations- service was deemed acceptable

Panel Member Feedback:

Positive feedback - A very thorough OTBI investigation of quite a complex complaint. The IO reviewed all 250 Niche entries and consulted with a Criminal Justice supervisor and a CPS



Panel Member Feedback

PSD Response

prosecutor as well as relevant CPS guidance. He has clearly spent time talking with Complainant also. An excellent, very detailed final letter which provides:

- *a very human and compassionate response “I have no doubt that the prolonged and repeated failing by the police will have impacted upon the complainant’s mental health”*
- *a timeline as timing is pertinent to a significant part of the complaint.*
- *a full explanation and clear evidence of why the each of the 11 outcomes was reached*
- *empathy with C’s frustrations and concerns when the service was deemed to be acceptable*
- *a section headed Resolution which starts with an apology and a further acknowledgement of the impact on C’s mental health. “Whilst I cannot rectify mistakes already made, I wish to outline what has been done and what I propose to be done”*
- *the clear failures identified in supervision, process, document management and record keeping, plus the need for learning identified*

Negative feedback - *It is unfortunate that the final letter refers to complainant rather than addressing her directly as you (presumably the IO’s report verbatim)*

It is concerning that an already distressed and traumatised victim should have had to experience such a poor service and had to make a complaint for acknowledgment and rectification, when she had actually flagged up some of the issues with the officers managing the case.

Questions for PSD - *It would be reassuring if you could confirm that the final recommendation about reflective practice was actioned.*

The OIC was a PCDA at the time and can confirm that he completed reflective practice and a development meeting with his assessor and supervisor to discuss the investigation failings as highlighted in the complaint. This will form part of a student development record, and he will be expected to evidence improvement.



Panel Member Feedback

PSD Response

JSG/1 - Complaint Summary (VAWG)

Complainant had made a report relating to an alleged historic rape and submitted a complaint as they stated there had been no contact following the initial report made to Avon and Somerset Constabulary.

Panel Member Feedback:

Positive comments - Timely response-completed within 2 weeks.

-Evidence of liaison with Cumbria Police where alleged incident was reported to have occurred

Negative comments – Initial Assessment Form 05.02.25 document (panel member quotes)

“She then starting ranting about other incidents...”. Given that it had already been established that the complainant was suffering with their mental health, and had made over 20x similar reports to other police forces, I do not feel this language is trauma informed or professional.

This was in a Niche OEL entry (copied into the internal assessment sheet) rather than forming part of the complaint handling.

Officers are regularly reminded about keeping their entries professional and to be mindful of their descriptions. Something that we could raise in the next PSD newsletter.

AD/2 - Complaint Summary (VAWG)

Coercive behaviour leading to safety fears.

Panel Member Feedback:

Positive comments - The complaint was dealt with and the outcome most likely correct

Questions for PSD - Coercive behaviour is difficult to quantify unless you are on the receiving end, and very often the abuser is adept at hiding that trait when in company of others, it does however follow a pattern that leads to escalation. What measures can be put in place to provide long term support to the complainant as this is unlikely to stop without intervention?

Coercive Controlling (CC) behaviour is difficult to quantify; however, the CPS do provide clear guidelines to police about what would constitute CC and would need to be evidenced for a court, the threshold is high.

In this case it was in the context of a divorce and on-going disputes over use of the property, rather than control in the relationship.

Many reports do not meet the threshold to be classed as criminal CC behaviour. In these cases, they will be recorded as a domestic incident and reviewed by LSU. If it does not meet the LSU criteria for enhanced victim support, they can



Panel Member Feedback	PSD Response
	<p><i>still make referrals and direct people to support. Details are provided on their website.</i></p> <p>www.lighthousevictimcare.org alternatively Victim Support can be contacted on 0300 30319</p>
<p><u>AD/3 – Complaint Summary (VAWG)</u> Allegations of sexual assault by police officers.</p> <p><u>Panel Member Feedback:</u> <u>Positive feedback</u> - <i>Given the complainant is a repeat caller, the correct outcome was reached.</i></p> <p><u>Negative feedback</u> - <i>none</i></p> <p><u>Questions for PSD</u> - <i>Where there may be mental health component with such complaints, is there any signposting that can be done to proactively manage such cases, and therefore reduce the likelihood of repeat complaints?</i></p>	<p><i>This has come up before, I have copied in below from the FAQs:</i></p> <p><i>Q - Do we signpost vulnerable complainants to support services?</i></p> <p><i>A - There are difficulties with signposting complainants, implying that they have an issue and require help. In particular signposting complainants to mental health services, as they can feel insulted that we are suggesting they have mental health issues.</i></p> <p><i>Generally, if a PSD investigator had concerns for a complainant’s mental health they may check if they are already engaging with services, and if not, they may encourage them to visit their GP, but they all agreed this is probably as far as they would go because of the risk of eroding the trust and relationship they try to build with a complainant.</i></p>
<p><u>BK/2 - Complaint Summary (VAWG)</u> The complainant contacted police reporting threats and coercive behaviour by an ex-partner, expressing fear for her and her daughter’s safety. She was told the matter was civil and that coercive control could not apply because they were no longer in a relationship. The case was closed with no further action and later reviewed by PSD as OTBI. The complainant felt ignored, confused, and unsafe, and requested that the case be taken seriously, with officers receiving</p>	



Panel Member Feedback

PSD Response

domestic abuse training. PSD attempted one phone call before closing the complaint, later forwarding internal correspondence that included justification for the decision.

Panel Member Feedback:

Positive feedback - 1. A supervisor and a domestic abuse-trained officer reviewed the incident before the final email was sent.

2. Process clearly set out in complaint acknowledgement email. The case was concluded within roughly three weeks.

3. PSD identified that a Lighthouse referral had been made, even if later rejected, demonstrating at least procedural recording of safeguarding consideration.

Negative feedback - Run on sentence appears auto generated instead of genuine and sincere.

'I write to acknowledge receipt of your attached complaint. Firstly, I would like to apologise on behalf of A&S Constabulary that your recent contact with the Police has resulted in you raising concerns where in summary you state '...'

Questions for PSD

1. What is PSD's expectation for minimum victim contact in OTBI cases, particularly involving VAWG-related concerns?

The minimum contact is at least once a month or when a significant change or update occurs whichever is sooner. If the complainant is particularly vulnerable, then there may be an agreement with the complaint handler to increase the level of contact.

2. What steps will be taken to rebuild confidence among victims of domestic abuse who feel dismissed or misinformed?

If this refers generally to victims of domestic abuse then this is a wider organisational issue and is probably best answered by our domestic abuse force lead and the Panel could request an input from someone who is an expert in this field.

If it refers to this one particular case, the complaint system has provided the requested



Panel Member Feedback

PSD Response

3. Should the final email have explained that criminal investigations can proceed alongside civil proceedings, and that coercive and controlling behaviour can still be investigated even when the individuals are no longer in a relationship?

review and explanation, this won't always mean that the complainant/victim receives the response they are looking for, but the matter was reviewed for them by a member of staff who has had additional training in DA

The final email could have provided more information and links to support services outside of our victim support services. It could also have addressed the misunderstandings and referred to learning. This can be fed back to the complaint handler.



Comments Head of PSD Supt Larisa Hunt

"I am pleased to inform you that Inspector Matt Reed has been successful in our process to be the new Inspector of Complaints & Engagement and will be commencing his role at the start of March 2026. He will oversee decisions on how complaints are handled, and he will continue the excellent work of Insp Pressly by acting as our representative in your areas of work. This will help ensure our positive working relationship continues, and that we clearly understand your feedback and implement meaningful changes as a result. Insp Reed will also continue to provide inputs regarding the Standards of Professional behaviour, how to manage complaints and Reflective Practice across the organisation.

Joanna Hayward-Melen will be joining professional standards as the Chief Inspector for the Complaints and Misconduct Team in March.

It was a pleasure to discuss our performance data with you and share the insights we have regarding the volume of complaints we receive, how they are managed and our outcomes. We have now reviewed our complaints data for 2025. We have seen a steady increase in total complaints recorded over the last five-years rising from 2,131 in 2021 to 2,914 in 2025, with the most significant jump occurring between 2023 and 2024. Schedule 3 complaints start at 1,341 in 2021, dip slightly in 2022, then rise gradually to 1,344 in 2024 before falling slightly to 1,319 in 2025, indicating relative stability with minor fluctuations. In contrast, non-Schedule 3 complaints show consistent and significant growth each year, increasing from 790 in 2021 to 1,595 in 2025 and surpassing Schedule 3 complaints in 2024. While total complaints have grown by around 37%, the main driver of this increase is the rise in non-Schedule 3 complaints, whereas Schedule 3 complaints have remained largely stable. This enables us to provide a timely response, improving outcomes for members of the public who have expressed dissatisfaction with the service they received.

I look forward to seeing you at the next panel meeting".



Further information about the Independent Scrutiny of Police Complaints Panel (ISPCP)

Further information about the ISPCP can be viewed through the following link:

[Independent Scrutiny of Police Complaints Panel | OPCC for Avon and Somerset \(avonandsomerset-pcc.gov.uk\)](https://www.avonandsomerset-pcc.gov.uk)

Get in touch

Avon and Somerset Police and Crime Commissioner
Avon and Somerset Police Headquarters
Valley Road
Portishead
Bristol
BS20 8JJ

www.avonandsomerset-pcc.gov.uk

Or you can contact the office by telephone on 01278 646188

You can find us on social media here:



Rebecca Maye

Scrutiny & Assurance Manager

Office of the Avon & Somerset Police and Crime Commissioner

Rebecca.maye@avonandsomerset.police.uk