

	Quarter	Feedback
1	Feb-June 2020	Reinvestigation on the part of the complaint that doesn't explain why there was a delay in the force telling █████ that █████ was wanted for an allegation that had been made and that they should apologise sincerely.
2	Feb-June 2020	<p>The information in the letter is defensive in tone; it seeks to find evidence in refuting the complaint as opposed to helping find a solution. Whilst from a police perspective, detailing information about R v Ghosh may be factually correct, this could have been explained in a more 'plain English' way. The response, given the nature of the complaint, does not acknowledge any concerns about the impact of what had happened on you and your family, and even goes so far as to say that █████ are now the 'victim'.</p> <p>That your complaint is re-investigated to provide advice to you on why the evidence you had of █████ dishonesty has not taken into account and why <b>her</b> explanation of events was taken on face value. That advice is provided to you as to whether or not it is possible for an expertise in fraud cases in Cleveland Police to assist with your case and if not if there are any other avenues of support or advice you could be made aware of. If the above are not possible, then you should be provided with an explanation of why actions or lines of enquiry could not be pursued.</p>
3	July-Sep 2020	That you are given a fuller explanation as to why, after 4 weeks of reporting the crime, that no action was taken against the people you had reported and that you are provided with an explanation of what could happen as a result of you pursuing a criminal complaint and what information you would need to provide.
4	July-Sep 2020	That your complaint is re-investigated by Cleveland Police to provide a resolution to the issue of available evidence, and that you are given the opportunity to present this information to the Department of Standards and Ethics as part of that re-investigation. If the above are not possible, then you should be provided with an explanation of why actions or lines of enquiry could not be pursued.
5	Oct-Dec 2020	Make a recommendation to Cleveland Police, under paragraph 28ZA, Schedule 3, <i>Police Reform Act 2002</i> that the following actions are considered in order to resolve your complaint: That the matter is referred back to Cleveland Police and █████ is given the opportunity to provide a statement and present the evidence that you have regarding the incident, and if this is not possible then you are provided with an explanation as to why this would not be appropriate.
6	Oct-Dec 2020	The letter was defensive, and didn't acknowledge any concerns regarding the impact of this █████. There is no willingness to demonstrate any organisational accountability and I don't believe you have received an acceptable service from Cleveland Police or indeed a sincere apology. The action that I intend to take in relation to your complaint, which is in line with statutory regulations, is to recommend that Cleveland Police re-investigates your complaint
7	Oct-Dec 2020	Having taken all of the above information into consideration I have reached the decision that the outcome of your complaint from Cleveland Police was not reasonable and proportionate. This was a difficult decision but one which in the end was based on the conclusion that the service you received in respect of the reporting system was acceptable, which I don't believe was. That the letter should have stated that that the online service you received was not acceptable and that you should have received a sincere apology for this from the Force Control Room Manager. That you should have been provided with information as to how to go about making a civil claim and to provide information regarding support services.
8	Jan-Mar 2021	I recommend that Cleveland Police consider amending the outcome of █████ █████ complaint to " <i>we have looked into the complaint, but have not been able to determine if the service provided was acceptable</i> ".

9	Jan-Mar 2021	Recommend that Cleveland Police considers referring <b>xx</b> complaint to the IOPC, in any case, in order that the complaint is fully understood, I recommend that Cleveland Police contact you to obtain the photographs of the injuries to [REDACTED] so that they can be properly assessed.
10	Jan-Mar 2021	Within [REDACTED] letter to you, [REDACTED] did not identify any actions that she intended to take in respect to [REDACTED] oversight. In relation to this matter; I will ask Cleveland Police to consider notifying you of the action(s) they have taken in relation to [REDACTED] oversight. In respect of the information you provided to me which included the video footage In relation to this matter; I will ask Cleveland Police to consider contacting you to obtain the video footage to review the complaint in the light of the footage being available. That Officers within the Department of Standards and Ethics are given the means to be able to contact complainants via telephone whilst working from home.
11	Jan-Mar 2021	That Body Worn Video is viewed, where available to complaint handlers, to ensure a full picture of events from both sides and to assist in providing an explanation to complainants; That the complaint is <u>reinvestigated</u> in order to resolve the matter to your satisfaction and that you are provided with answers or reassurance to you regarding the following that [REDACTED] is held accountable for [REDACTED] actions; that Body Worn Video is viewed if available; that the chronology of events is re-examined; that you are provided with a rationale as to the reason for the third visit to your home; that any lessons learnt are documented and shared with you; that any 'markers' linking [REDACTED] to [REDACTED] are removed; and that there is a recognition from the Force that the experience you had with Cleveland Police was not acceptable.
12	Jan-Mar 2021	I am going to recommend that Cleveland Police consider changing the outcome of your complaint to "we have looked into the complaint, but have not been able to determine if the service provided was acceptable"
13	Jan-Mar 2021	I recommend that Cleveland Police consider providing you with a response in relation to [REDACTED] [REDACTED] was unnecessary and that excessive force was used during this arrest, and that they also provide you with a fresh Right to Review in relation to these [REDACTED] allegations. I recommend that Cleveland Police consider amending the outcome of your allegation that [REDACTED] to "the service provided by the police was not acceptable"
14	Apr-Jun 2021	I recommend that Cleveland Police consider providing you with a response in relation to your complaint about the actions of Officers who attended [REDACTED]
15	Apr-Jun 2021	For you to receive a response in relation to your allegation that an Officer called you [REDACTED] For Cleveland Police to reconsider the response in relation your allegation that [REDACTED] For learning to be circulated in relation to the use of [REDACTED]
16	Apr-Jun 2021	I recommend that Cleveland Police consider providing you with a response and outcome in relation to your allegation that [REDACTED]
17	Jul-Sep 2021	I will recommend that Cleveland Police consider providing [REDACTED] with a response in relation to [REDACTED] [REDACTED] I will recommend that Cleveland Police consider amending the outcome of the allegation in relation to the search record to "we have looked into the complaint, but have not been able to determine if the service provided was acceptable". I will also recommend that Cleveland Police consider notifying the Officers who [REDACTED] [REDACTED], if they have not already done so,

		<p>██████████ complaint and your observations, so they are aware of ██████████ dissatisfaction as perception is very important in maintaining public confidence.</p>
18	Oct-Dec 2021	<p>I am going to recommend that Cleveland Police consider amending the outcome of allegation 2 to <i>"we have looked into the complaint, but have not been able to determine if the service provided was acceptable"</i> I am going to recommend that Cleveland Police consider providing words of advice to ██████████ ██████████ in relation to the use of BWV</p>
19	Oct-Dec 2021	<p>I will recommend that Cleveland Police consider providing you with a response in relation to your complaint about ██████████ ██████████ now that it has been confirmed that your complaint is about that officer, ██████████ ██████████. I will recommend that Cleveland Police consider providing you with a response in relation to your complaint ██████████ ██████████</p>