

Re: Request for Information - Freedom of Information Act 2000. No. 7776 ~[NOT PROTECTIVELY MARKED]~

From: Freedom of Information (freedom.of.information@cheshire.pnn.police.uk)

To: [REDACTED]

Date: [REDACTED]

Dear [REDACTED]

I refer to your recent request for information under the Freedom of Information Act 2000, as set out below:

1. Your website page "Policies, Procedures and Strategies - Cheshire Police" states that you "have a comprehensive complaints procedure", however the link does not link to a copy of the Procedure, but only to information and a form for making a complaint. **Please supply me with a copy of the Procedure.**
2. If the applicable quality standards to which you operate (e.g. ISO 9001) are not referenced in the Procedure, **please advise to what national or international quality standards you operate.**
3. I note that when an officer completes an investigation into a complaint, their report undergoes "PSD Quality Assurance". **Please advise what that process is, and to what standards it is performed.**
4. The same website page also refers to the government's Customer Service Excellence scheme, but I cannot find a record of you being certified under that scheme. **Have you been audited? Please provide details.**

In accordance with section 1(1) (b) of the Act, our response is as follows:

1. The complaint procedure Cheshire adhere to is the IPCC statutory guidance and can be found on their website, see link; <https://www.ipcc.gov.uk/complaints>
2. Not applicable – as above
3. The complaint reports are checked by either a Detective Inspector or Complaints manager to ensure that they are fair, balanced and are in compliance with IPCC statutory guidance.
4. Freedom of Information Act is about recorded information held by the public authority not answers to yes/no questions or opinions. However, it does not appear that Cheshire Police have been audited.

If I can be any further assistance in this matter, please do not hesitate to contact me.

If you are not satisfied with the decision applied in this case I enclose for your attention a copy of the Constabulary's appeal procedures.

Regards