

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April – 30 September 2019

Police Force: Lancashire

Commentary:

Lancashire Constabulary has recently restructured the way we handle complaints from members of the public to provide a more efficient and effective service and to prepare us for the forthcoming proposed regulatory changes. The implementation of these new processes has included a focus on the early resolution of complaints where suitable and also the finalisation of a number of long-standing legacy cases. We recognise that the closure of these legacy cases has subsequently impacted on the average timeliness data for this period, specifically in relation to Local Resolution, Local Investigation and Complaint Case closure. However we anticipate that the changes we have made will continue to improve our performance in respect of the timeliness and quality of how we deal with public complaints and that this will be positively reflected in the dataset for the next quarter.