

Complaint Categories

Codes	Category	Definitions
A	Serious Non-sexual assault	Section 18 or 20 assaults, but up to and including homicide.
B	Sexual assault	Including female or male rape, attempted rape and paedophilia (including sexual assaults on children).
C	Other assault	A person serving with the police must never knowingly use more force than is reasonable, nor should they abuse their authority. This category includes any unjustified use of force or personal violence (but not technical assaults arising from unlawful arrest) and any incident involving police dogs or police horses where the incident is attributable to the conduct of the member in control, unless the severity of injury puts them into category 'A' above.
D	Oppressive conduct or harassment	Unjustified interference, questioning or surveillance.
E	Unlawful/unnecessary arrest or detention	Where a person serving with the police makes any unlawful or unnecessary arrest or detains any person unnecessarily.
F	Discriminatory behaviour	Acts toward an individual that a person serving with the police may have come into contact with whilst on or off duty, which amount to an abuse of authority or maltreatment. Includes acts committed on grounds of another person's nationality or ethnicity; sexual orientation; disability, age or religion.
G	Irregularity in relation to evidence/perjury	It is of paramount importance that the public has faith in the honesty and integrity of all those serving with the police. All such persons should therefore be open and truthful in their dealings; avoid being improperly beholden to any person or institution; and discharge their duties with integrity. A breach of this category includes perjury or other allegations of falsehood, including an allegation that evidence was obtained by irregularity or under duress.
H	Corrupt practice	It is of paramount importance that the public has faith in the honesty and integrity of all persons serving with the police and that they avoid being

		improperly beholden to any person or institution; and discharge their duties with integrity. A breach of this category includes any criminal allegation of corruption or any other form of corrupt practice.
J	Mishandling of property	A person serving with the police must exercise reasonable care to prevent loss or damage to property (excluding their own personal property but including police property). A breach of this category includes the theft or loss of property (including money); unreasonable retention of property; damage to property in police custody; failure to account for money or property; improper disposal of property. In all cases save complaints of theft, these matters should be included under S (Failures in duty) if the complaint is specifically one of negligence, with no implication of dishonesty.

Codes	Category	Definitions
K	Breach of Code A PACE on stop and search	Unjustified use of the relevant power, particularly where reasonable suspicion cannot be supported; failure to act appropriately before or during a search or to make the necessary record where practicable.
L	Breach of Code B PACE on searching of premises and seizure of property	Unauthorised entry on search; failure to provide information to occupier; improper or excessive search; failure to record searches properly; not securing premises where necessary; breach of rules on seizure or retention.
M	Breach of Code C PACE on detention, treatment questioning	Failure to inform detained persons of their rights and entitlements; unjustified obstruction of access to legal advice; holding persons incommunicado; not providing necessary support/advice to young/vulnerable detained persons; failure to maintain proper custody/property records; not providing mandatory physical conditions whenever practicable; not carrying out searches on detained persons in accordance with the Code; conducting review of detention improperly or at inappropriate intervals. Failure to caution or charge when required; interviewing oppressively or in inappropriate circumstances; not making proper records of interviews and allowing them to be checked by suspects where practicable; not providing interpreters where necessary.

N	Breach of Code D PACE on identification procedures	Failure to provide suspects with information about identification procedures or to offer them a choice between procedures where appropriate; not conducting or recording identification procedures properly; not obtaining necessary consents to the taking of fingerprints, photographs or body samples; not providing suspects with opportunity to witness destruction of fingerprints or photographs where appropriate.
P	Breach of Code E PACE on tape recording	Failure to tape record (without good reason); failure to handle tapes openly and in front of the suspect or to maintain adequate tape security; not making a proper record of objections, complaints, breaks etc.
Q	Lack of fairness and impartiality	A person serving with the police has a particular responsibility to act with fairness and impartiality in all their dealings with the public and colleagues.
R	Multiple or unspecified breaches of PACE which cannot be allocated to a specific code	
S	Other neglect or Failure in duty	A person serving with the police should be conscientious and diligent in the performance of their duties. They should attend work promptly when rostered or informed of their duties. If absent through sickness or injury, they should avoid activities likely to retard their return to duty.

T	Other irregularity in procedure	Other procedural irregularities not caused by neglect except breaches in the Codes of Practice.
U	Incivility, impoliteness and intolerance	A person serving with the police should treat members of the public and colleagues with courtesy and respect, avoiding abusive or deriding attitudes or behaviour. In particular they must avoid: favouritism of an individual or group; all forms of victimisation or unreasonable discrimination.
V	Traffic irregularity	Complaints about the driving or use of vehicles on police business (but not about police conduct in dealing with civilian traffic).
W	Other	E.g. criminal damage (except in connection with searches of property).

X	Improper disclosure of information	From police, national or other records, whether by paper, electronic means, or any other means.
Y	Other sexual conduct	Indecent assaults; sexual harassment; soliciting of prostitutes; incidents relating to the collection or use of child pornography, either in or out of the workplace.