Figure 7: Cases referred to the Authority and accepted for supervision 1989-2003/04 6,000 **Police Complaints** Authority, GB 5,000 Source: http://www.ipcc.gov.uk/pca a r03-04.pdf **Annual Report** 4,000 and Accounts of the Police Complaints 3,000 -Authority 1 April 2003 -2,000 31 March 2004 1,000 1989, 990, 199, 1993, 1993, 1995, 1996, 1997, 1998, 1998, 1999, 100, 100, 1003, 103, 104 Referred Accepted

Police Complaints Authority Annual Report

Allyson MacVean, Peter Spindler

Police Complaints Authority Annual Report:

Annual Report of the Police Complaints Authority Police Complaints Authority, 1986 Police Complaints Authority

Great Britain: Police Complaints Authority, 2000 A focus of this report is the need to change the complaints procedure and proposals for reform made by the Police Complaints Authority The main sections include supervised investigations misconduct review analysis of complaints deaths in police care road traffic incidents firearm incidents corruption race and community relations CS spray and allegations against senior officers

Annual Report of the Police Complaints Authority, 1986

Annual Report of the Police Complaints Authority, 1986

Annual Report of the Police Complaints Authority Great Britain. Police Complaints Authority, Peter Ombudsmen Mary Seneviratne, 2002-09 Part of Butterworths Law in Context Series this is a Moorhouse, 1996-01-01 description and evaluation of the UK public sector ombudsman system focusing on the Parliamentary Health Service and Local Government ombudsmen in England It also covers the public sector ombudsmen in Scotland Wales and Northern The Work of the Independent Police Complaints Commission Great Britain: Parliament: House of Ireland Commons: Home Affairs Committee, 2010 Despite an ever increasing workload the IPCC does little to prevent complaints against police behaviour in the first instance by improving forces complaints procedures and despite a budget of 35 million per annum the organisation lacks clear measures of success Despite the IPCC possessing staff of around 400 people the vast majority of complaints against police behaviour are investigated by the force concerned Of the 30 000 plus complaints against police behaviour last year less than 250 were directly managed by the IPCC which represents less than 10 per cent of serious complaints In 99 cases out of 100 and despite the existence of an independent statutory body complaints made against police behaviour will be investigated by the police The Committee also raised concerns at the use of ex police officers within the IPCC these officers can often end up investigating possible ex colleagues in their former force The Home Affairs Committee is convinced that the police should be placing a much greater onus on resolving complaints in an open transparent and satisfactory manner themselves and calls upon the IPCC to produce a detailed plan of how the Commission working with bodies such as HMIC and NPIA will improve police performance in this area Encyclopedia of Law Enforcement Larry E Sullivan, 2005 Vols 1 and 2 cover U S law enforcement Vol 3 contains articles on individual foreign nations together with topical articles on international law enforcement Annual report and accounts of the Police Complaints Authority 1 April 2003 - 31 March 2004 Great Britain: Police Complaints Authority, 2005-08-04 The Police Complaints Authority PCA is an independent body set up under statute to give public confidence to the system for investigating complaints against the police by supervising investigations in allegations of police misconduct or incidents of public concern and reviewing evidence on referrals of police officers to misconduct hearings This is the last PCA report and accounts as it was replaced by a new body the Independent Police Complaints Commission in April 2004 **Police**

Complaints Authority: Police Complaints Authority Report and Accounts for 2002/03,2002 **Police Complaints** Authority: Police Complaints Authority Annual Report and Accounts for 2000/01,2001 **Independent Police** Complaints Authority Police Complaints Authority, 2002 This annual report is published against the background of the Police Reform Bill which oversees the replacement of the Police Complaints Authority with a new body the Independent Police Complaints Commission This new body IPCC will have increased powers in terms of its investigative ability independently following up complaints or matters of conduct which were formerly investigated by the police themselves For the 2001 02 period the number of direct complaints against the police totalled 2 678 with 78% by males mainly white and aged between 25 and 44 with alcohol being a factor in 1 408 of these cases and 30% being unemployed Complainants from ethnic minority backgrounds consisted of 12% from the black community and 6% from the Asian representing 1 in 5 complainants in total There has been a 13% rise in people who have died in police care or custody from 32 to 36 of these 34 were white and 2 were black The PCA also shows a breakdown of the number of complaints against different police forces across the country For example the West Midlands Police Force have 7 432 police officers altogether with 618 complaints made against them in the 2001 02 period of which 55 94% of cases were dispensed with and 13 47% substantiated **Police Complaints Authority** Great Britain. Police Complaints Authority, 2003 The Police Complaints Authority PCA is an independent body set up under statute to give public confidence to the system for investigating complaints against the police by supervising investigations in allegations of police misconduct or incidents of public concern and reviewing evidence on referrals of police officers to misconduct hearings The PCA is due to be replaced by a new body the Independent Police Complaints Commission in April 2004 This report and accounts covers the work of the PCA during the year 2002 03 Handbook of Policing, Ethics and Professional Standards Allyson MacVean, Peter Spindler, 2012-12-20 Low confidence in the police and the increasing crime rates during the 1990s led to a series of government initiatives directed at changing both the structure and management of the police service In 2006 in an attempt to define what a principled police service should resemble the Home Office Minister Hazel Blears announced the development of new Code of Professional Standards for the police service informed by the Taylor Review of 2005 While there has been a growing awareness of the role of Professional Standards within law enforcement activity to date there has been little scholarly debate on the understanding of ethics and how that is applied to practical policing This book provides a single text of different perspectives on how professional standards and ethics has been conceptualised and developed into practical policing processes for the purposes of policing not only by the police but also by the partner agencies Leading academics and practitioners consider the moral minefield of policing through examinations of undercover operatives MI5 and deaths in police custody as well as looking forward to the future considerations and practices in professional conduct It will be of interest to those working within the field of policing as well as students and academics focussed on policing and criminal justice Department for Work and Pensions Great Britain. Parliament. House of

Commons. Public Accounts Committee, Great Britain: Parliament: House of Commons: Committee of Public Accounts, 2009
This report examines recording and acting on complaints and on the adequacy and costs of the complaints process in the
Department for Work and Pensions the Department and Jobcentre Plus and the Pensions Disability and Carers Service the
Agencies The Agencies provided services to over 22 million customers in 2007 08 and around 70 000 complaints were
recorded down from 103 000 in 2003 04 A three tiered process has been introduced and Agencies aim to resolve most
complaints at frontline staff or manager level so as to minimise the number reaching Chief Executive level Additionally
dissatisfied customers have two independent resolution routes if internal processes fail the Independent Case Examiner and
the Parliamentary and Health Service Ombudsman Whilst only about 200 cases reach the Ombudsman the proportion upheld
at that stage is around two thirds suggesting that there is scope for improvement in handling the most difficult cases Staff
attitude is the most common cause of complaints Another common complaint is the cost of calling the Agencies particularly
from mobile phones The Department has no consistent system across its operations for recording complaints although it is
currently piloting a simplified system with the intention of moving to a common system There is also limited central
monitoring of the quality of replies to customers The cost of handling complaints is estimated by the National Audit Office to
be between 4 7 million and 6 2 million although the Department does not monitor such information Resolving at the front line
a third of the cases which currently reach tier three Agency Chief Executive level could save the Department around 700 000

Mediating Citizen Complaints Against Police Officers Samuel Walker, 2002 This report provides guidance in helping police and community leaders develop successful mediation programs for addressing citizen complaints against police officers The first chapter defines mediation as the informal resolution of a complaint or dispute between two parties through a face to face meeting in which a professional mediator serves as a neutral facilitator and where both parties ultimately agree that an acceptable resolution has been reached The goals of mediation are to achieve understanding of the issues involved in the complaint solve any problems associated with the complaint and achieve reconciliation between the parties The second chapter outlines the potential benefits of mediation for police officers citizen complainants police accountability community policing the complaint process and the criminal justice system. The third chapter discusses the key issues in developing a mediation program for citizen complaints against police Among the issues addressed are voluntary participation case eligibility the mediation of racial and ethnic related complaints the mediation of complaints by women potential language and cultural barriers case screening police discipline and accountability and getting both sides to the table Other issues addressed pertain to the mediation session itself and the enforcement of agreements Chapter four presents results from a survey of existing citizen complaint mediation programs The concluding chapter describes a model for a successful mediation program for citizen complaints against police 100 references Promoting Integrity Brian Head, Alexander Jonathan Brown, Carmel Connors, 2008 Taking Australia as a case study that is relevant to all countries where public integrity is an

issue this collection reviews a variety of existing efforts to understand map and evaluate the effectiveness of integrity policies and institutions not just in the government sector but across all the major institutions of modern society. It will be of interest to those in governance politics law and public policy **Serials in the British Library**, 2008 *Criminal Justice*. Andrew Sanders, Richard Young, Mandy Burton, 2010-07-15. This text concentrates on the apprehension investigation and trial of suspected offenders overlaying its analysis with a critical appraisal of the system and suggesting pointers to improvement **Country Reports on Human Rights Practices**, 2001

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