

Public Complaints 2018/19

Between 1 April 2018 and 31 March 2019 Kent Police recorded 754 complaint cases as a result of contact they had from Police Officers and staff. This is an increase from the 721 reported during the previous 12 months. Complaints vary from the standards expected to alleged assault; they can involve more than one person per complaint or cover more than one characteristic.

Kent Police have continually adjusted their systems and processes to ensure complaints are recorded in line with the latest Independent Office for Police Conduct (IOPC) guidance on recording complaints.

In terms of gender, the proportion of male complainants to female complainants has remained fairly static between 2017/18 and 2018/19

Likewise the greatest proportion of complainants remains in the 40 – 49 year age group.

As can be seen from the data below few complainants record either their sexual orientation, religion/faitth or disability.

Gender	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
Male	572	511	466	455
Female	341	281	294	285
Transsexual	0	0	0	0
Transgender	2	5	2	1
Other	2	3	0	0
Not stated	9	17	10	13

Age	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
0 – 19	22	15	23	13
20 – 29	105	105	98	70
30 – 39	118	120	124	135
40 – 49	157	172	162	141
50 - 59	113	114	128	133
60 +	82	77	62	75
Not stated	329	214	175	187

Ethnicity (self-declared)	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
White British	310	303	284	277
White Irish	4	3	3	2
Other White	16	16	18	14
White & Black Caribbean	4	1	1	6
White & Black African	0	2	2	1
White & Asian	1	0	2	0
Any Other Mixed Background	9	2	3	2
Asian Indian	6	7	5	4
Asian Pakistani	4	2	5	2
Asian Bangladeshi	2	2	1	2
Any Other Asian Background	3	9	6	3
Black Caribbean	4	10	10	4
Black African	2	7	6	7
Any Other Black Background	6	3	11	9
Chinese	0	0	1	0
Any Other Ethnic Group	0	5	6	2
Unknown	555	445	408	419

Sexual Orientation	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
Gay/Lesbian/Bisexual	2	4	4	5
Heterosexual	3	32	47	94
Not stated	921	781	721	655

Religion/ Belief	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
Buddhist	2	0	0	0
Christian	2	13	18	29
Church of England	1	1	1	4
Islamic/Muslim	0	1	1	3
Protestant	0	0	0	0
Roman Catholic	0	0	0	0
Salvation Army	0	0	0	0
Other	0	2	4	4
No Religion	0	5	0	20
Not stated	921	795	748	694

Disability	Complainants			
	2015-2016	2016-2017	2017-2018	2018-2019
Physical	2	6	5	15
Learning	1	1	1	4
Sensory	0	1	0	1
Mental Health/Psychological	5	13	27	47
Other	0	0	1	4
No Disability	0	1	1	8
Not stated	918	799	749	675