November 2026

Complaints handling in Hampshire and Isle of Wight – 2025/26

This narrative is produced in line with the requirements of The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 which requires PCCs to set out how they are holding the chief officer to account for the performance of the police complaints system locally, and their assessment of their own performance in carrying out their other complaints handling functions.

The annual police complaints statistics were published on 21 October 2026, this covers the period 1 April 2025 - 31 March 2026 (2025/26).

Holding the chief officer to account

An effective and accessible complaints system is an important part of increasing confidence in policing. The PCC has a number of mechanisms used to monitor Hampshire and Isle of Wight Constabulary in respect of its obligation to have an efficient and effective police complaints system. These are discharged by both the PCC personally and by officials on her behalf.

At a strategic level, weekly meetings between the PCC and Chief Constable enable discussions to be held on the most significant cases, or to discuss themes or trends that have been identified through performance monitoring reported at the Force Performance Group. Direct briefings are also provided by the Deputy Chief Constable and/or Head of the Professional Standards Department on individual cases of note.

Monthly and weekly meetings take place between officials of the Professional Standards Department (PSD) of the Constabulary and the Governance, Risk & Compliance department of the OPCC. On a quarterly basis, an IOPC representative meets with both PSD and OPCC to provide national oversight.

- The scope of the monthly working group is to provide a systematic link between strategic oversight, logged oversight issues and recommendations from reviews, learning from complaints, sharing areas of improvement, new initiatives, good practice, contact plans and monitoring timeliness.
- The weekly meeting facilitates a regular contact point for discussion on current matters, appropriate re-direction of cases to PSD or the OPCC as the relevant review body and emerging themes and resource impacts.

How the force is measuring complainant satisfaction:
A number of measures are used as indicators of complainant satisfaction, including the number of informal complaints that are escalated to the formal process, timeliness of contact with complainant and the number of review applications received as a percentage of overall complaints. These measures are contained within the statistics published by the IOPC. Internal reports produced by the force are also reviewed regularly by Head of Professional Standards to ensure performance remains a high priority.
Hampshire Constabulary | Independent Office for Police Conduct (IOPC)

Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why:

Recommendations issued to the Constabulary are monitored and responded to by the Head of Professional Standards responsible for overseeing Professional Standards. This includes implementing any required actions. This is monitored by the OPCC's monthly oversight meetings with PSD. Details of recommendations and responses are published on the IOPC website.
Learning recommendations | Independent Office for Police Conduct (IOPC)

Where HMICFRS recommendations are made in relation to complaints, these would be tracked by the Head of Professional Standards and monitored by the PCC's performance team. There were no HMICFRS recommendations in relation to complaints in 2025/26.
Inspections - Hampshire Police and Crime Commissioner (hampshire-pcc.gov.uk)

A summary of any mechanisms put in place to identify and act on themes or trends in complaints:
The Constabulary identifies themes and trends through the analysis of data available from their complaints management system and utilises indicators to track current areas of focus and acts on these through organisational learning and improvement opportunities from complaints. This is tracked by the Head of Professional Standards and discussed with the PCC and her officials. During 2025/26, the OPCC continues to challenge PSD to understand the themes and trends to inform organisational learning and improvement.

A summary of systems in place to monitor and improve performance in the timeliness of complaints handling:
Legislation and statutory guidance do not dictate timeframes for the handling of complaints. There are internal targets to ensure there remains a focused effort on acknowledging and resolving complaints in a timely manner. These are however subject to regular review by PSD management and the PCC's officials. Whilst there is no formal target for completion of a complaint investigation, there are process in place to review matters that are not concluded within a "relevant period". These arrangements are set out below.

The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a "relevant period":
Where complaint investigations have not been completed within a 12-month period, the force is required to issue written communications to the PCC and IOPC outlining the reasons for the length of the investigation and the likely timeframe for conclusion. During 2025/26, 10 written communications have been provided by the force to OPCC.

Quality assurance mechanisms in place to monitor and improve the quality of its responses to complaints:
There is a quality assurance mechanism in place to monitor and improve the quality of responses to complaints. Every outcome letter is subject to a QA process by an Inspector or Sergeant prior to being finalised. In cases where police intend on taking no action in response to a complaint, for reasons for that are permissible under the statutory guidance, a police staff manager of equivalent level is the final decision maker.

Officials from the OPCC regularly provide feedback and inputs at continuous professional development events to the force's Complaints Resolution Unit.

PCC assessment of their own performance in carrying out their complaints handling functions

The PCC has a number of functions within the police complaints system, including as an independent review body for certain types of complaints where the member of the public is not happy with the response from the police.

The timeliness of complaint reviews e.g. the average time taken to complete reviews:
There is no defined timeframe by which complaint reviews should be carried out. We recognise that it is important to complainants and subjects of complaints that reviews are carried out in a timely manner, but this will not be at the expense of the quality of the review itself. Timeliness and demand is monitored weekly and reported to the Police and Crime Commissioner and Chief Executive. It is reported quarterly and annually by the IOPC and available via the following link. The average number of working days for the OPCC to complete LPB reviews is 54 days in 2025/26. The number of days has decreased from 78 days in 2024/25.
Hampshire Constabulary | Independent Office for Police Conduct (IOPC)

The OPCC provides the Hampshire and Isle of Wight Police and Crime Panel with an 'Annual update against delivery and performance of the Commissioner's responsibilities under the Police (Complaints and Misconduct) Regulations (2020) to carrying out reviews, where they are the relevant review body for complaints against Hampshire and Isle of Wight Constabulary.' This provides further scrutiny about the role of the OPCC. The next update will be available on the OPCC website.

Details of which review functions the PCC has delegated and what measures they have taken to ensure quality, integrity and impartiality:
Responsibility for carrying out reviews has been delegated to a Complaints Review and Hearings Manager overseen by the Head of Governance, Risk & Compliance. These are officials with training and significant experience in conducting reviews. There are quality assurance (QA) mechanisms in place: each outcome letter being subject to QA by the Head of Governance, Risk & Compliance. Weekly internal performance monitoring is in place and via the IOPC statistics. The OPCC's oversight points and recommendations to PSD are monitored through regular meetings to ensure continued service improvement.

Quality assurance mechanisms the PCC has established to ensure that review decisions are sound and in line with the requirements of the complaints legislation and IOPC statutory guidance:
An assessment template, business process, quality assurance checks and strategic oversight have been developed to ensure consistency of process and compliance with legislation and statutory guidance. The OPCC has a fully trained and appropriately skilled Independent Complaint Reviewer to conduct reviews as recorded under Schedule 3 of the Police Reform Act 2022. Feedback from the IOPC and a regional benchmarking process all contribute to quality assurance.

How the PCC assesses complainant satisfaction with the way in which they have dealt with complaints:

A number of measures are used as indicators of complainant satisfaction, including the number of informal complaints that are escalated to the formal process, and the number of review applications received as a percentage of overall complaints. These measures are contained within the statistics published by the IOPC and scrutinised by the PCC's officials. Trends and themes of reviews and the PCC's casework are regularly discussed with the PCC and any concerns relevant to the Constabulary's handling of complaints are raised with PSD.