



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2010-01258

**Keyword:** Complaints/Discipline

**Subject:** Complaints about PCSOs

### Request and Answer:

#### Question

Under the Freedom of Information Act, please could you provide details of all incidents in the past two years (financial, calendar or 24 months dating back from now - whichever is more convenient for you), where your force has received complaints from members of the public, businesses, other public services or other organisations about PCSOs.

This may include incidents where your staff have declined to carry out a requested task or job.

Please could you also provide a brief response on behalf of your service, to explain or justify your position in each case.

#### Answer

The Police Service of Northern Ireland does not currently employ Police Community Support Officers (PSCOs). Please see the link below for more information.

[http://www.psni.police.uk/index/about-us/publications/publications-by-category/who we are and what we do/special constable and civilian volunteers.htm](http://www.psni.police.uk/index/about-us/publications/publications-by-category/who_we_are_and_what_we_do/special_constable_and_civilian_volunteers.htm)

Accordingly, I have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.pnn.police.uk](mailto:foi@psni.pnn.police.uk).

If following an internal review, carried out by an independent decision maker, you were to remain

dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psni.police.uk](http://www.psni.police.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.