

Keeping People Safe



FREEDOM OF INFORMATION REQUEST



Request Number: FOI-2021-02050

Keyword: Complaints/Discipline

Subject: Complaints Against 101 Call Handlers

Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act we can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

Request 1

How many complaints have been made to the PSNI about 101 call handlers?

Clarification to Requester

Could you please provide a time period for your request? I.e. 2019 – 2021, 2020 – 2021 etc.

Clarification from Requester

Since the formation of the PSNI on 4th November 2001 how many complaints about 101 call handlers have been received by the PSNI?

Answer

402

Request 2

Where can I find these statistics?

Answer

These statistics are not published.

Request 3

What are 101 call handlers trained to tell people when asked 'How do I make a complaint about a 101-call handler?'

Answer

101 call handlers are trained to refer complaints to the Police Ombudsman of Northern Ireland. Any complaints in relation to civilian staff are then passed by the Ombudsman to the Police Service of Northern Ireland, Professional Standards Department for investigation.

Request 4

Has this been the same since the formation of the PSNI on 4th November 2001?

Answer

The 101 non-emergency number was introduced in 2014. Records relating to complaints in connection with 101 call handlers are therefore only available only from that date.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Corporate Information Branch, please quote the reference number listed at the beginning of this letter.

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 Corporate Information Branch, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If, following an Internal Review carried out by an independent decision maker, you remain dissatisfied with the handling of your request, you may make a complaint to the Information Commissioner's Office, under Section 50 of the Freedom of Information Act, 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', or use the ICO self-service portal available at www.ico.org.uk/make-a-complaint/officialinformation-concerns-report/official-information-concern/

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 their 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

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