

<b>Complaints received by BTPA in 2011</b>	
Total number of complaints received by BTPA in 2011	25
<i>Of these the number of complaints for which BTPA was the appropriate authority<sup>1</sup></i>	4
<i>Of these the number of complaints for which BTP was the appropriate authority and were passed directly to PSD</i>	21
<b>Outcome of complaints for which BTPA was the appropriate authority</b>	
Number of complaints recorded	2
Number of complaints not recorded	2
Number of complaints upheld	0
Number of complaints not upheld	2
<b>Grievances received by BTPA in 2011</b>	
Grievances received	3
Grievances passed to BTP <sup>2</sup>	3

<sup>1</sup> 'Appropriate authority' means the organisation which section 65 of the Police Act 1996 states is responsible for complaints and conduct matters against particular ranks of officer. This is BTPA for assistant chief constable ranks and above and BTP up to and including chief superintendents.

<sup>2</sup> The BTPA and BTP grievance policies state that BTP will be responsible for dealing with grievances up to and including the Deputy Chief Constable. Whilst the BTPA is responsible for hearing appeals against any decision regarding a grievance against the DCC and dealing with grievances against the Chief Constable, its own staff and Authority Members.