



**FOI ref no:** SCO/FOI 059 2026

**Date:** 5 March 2026

Dear Applicant,

**Freedom of Information request: reference SCO/FOI/059/2026, received on the 19 February 2026**

You have made a Freedom of Information Act request, stating **“What actually would constitute a specific complaint against any Chief Constable in this country?”**.

**The Staffordshire Commissioners Office does hold the information requested.**

*The IOPC defines a complaint as any expression of dissatisfaction with a police force expressed by or on behalf of a member of the public.*

**Conduct matter**

*Any matter which is not and has not been the subject of a complaint, where there is an indication (whether from the circumstances or otherwise) that a person serving with the police may have committed a criminal offence or behaved in a manner which would justify disciplinary proceedings.*

As stated in our letter of 21 January 2026, the Commissioner’s office is responsible for handling complaints against the Chief Constable relating to their conduct. It must do this in accordance with statutory guidance on the police complaints system published by the IOPC. Regulation A7 of the guidance states:

*“There will be times where a complaint names the chief officer or acting chief officer, but the complaint is actually about something where authority has been delegated to another officer or staff member within the force. Where the local policing body receives a complaint for which it is not the appropriate authority, they must forward the complaint to the appropriate authority. **Therefore, where it is immediately clear that the chief officer or acting chief officer has had no involvement, the local policing body must take the steps outlined in paragraphs 6.5 – 6.7. They should explain the reasons for this to the complainant.**”*

In considering the points raised in your letter of 14 August 2025, we are satisfied that it could not reasonably be expected that Chief Constable Noble would in any way be personally involved in your case. The matters you have raised do not therefore constitute a complaint against the Chief Constable but are organisational complaints which you are free to submit to Staffordshire Police via their Professional Standards Department (PSD). A new complaint can be made by contacting the department on [newcomplaints@staffordshire.police.uk](mailto:newcomplaints@staffordshire.police.uk)



## Freedom of Information Request Appeals Procedure

### 1. Who Can Ask for a Review

Any person who has requested information from the Staffordshire Commissioner's Office which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

### 2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

**By Post:** Independent Review Manager  
Staffordshire Commissioner's Office  
Block 9, Staffordshire Police HQ  
Stafford ST18 0YY

**Email:** [FOI.PFCC@staffordshire-pfcc.gov.uk](mailto:FOI.PFCC@staffordshire-pfcc.gov.uk).

Please remember to quote the reference number in any future communications.

### 3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

### 4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



ICO Website for complaints

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely

**Freedom of Information Decision Maker**