

Request Reference: 147/18

**Q. I would like to request the number of complaints West Midlands Police has received in 2015-2016 and 2016-2017 and how many of these complaints were upheld.**

A. The following table shows the number of complaints received during 2015/16 and 2016/17 and because there are a number of cases which are still live, and others which have resulted in a positive outcome for the complainant which are not recorded as upheld, I have included all Case Results:

Case Result Status	2015/16	2016/17	Grand Total
De Recorded	3	2	5
Disapplication	72	60	132
Local Resolution	256	197	453
Not Upheld	531	289	820
Special Requirements	22	56	78
<b>Upheld</b>	<b>148</b>	<b>74</b>	<b>222</b>
Withdrawn	94	50	144
Live	69	175	244
<b>Total Complaints</b>	<b>1,195</b>	<b>903</b>	<b>2,098</b>

Data above are correct as at 09 January 2018