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11th October 2018

Our Ref: FOI2018/05162

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/05162

I write in connection with your request for information received on 13th September. I note you seek access to the following information:

I would like to make a request under the Freedom of Information Act. Could you please provide details of how many complaints have been made regarding policing at football matches since the start of August 2013. I would like the information broken down by individual complaint and provided as a spreadsheet please.

For each complaint could you please provide where possible:

- The date of the incident to which the complaint refers
- The match taking place
- What the complaint was
- The outcome of the complaint

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

Response – Hertfordshire Constabulary's Professional Standards Department has been searched for complaint allegations recorded since 1/8/2013 by way of a text search using the word 'football'. This search identified 1 case relevant to your request; please see the details provided below;

Date: 21/03/2015

Match: Watford vs. Ipswich

Complaint: The police officers following a group of supporters after a match did not take any action when the supporters started banging on the complainants car.

Outcome: Local Resolution

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.