

# ASSESSMENTS SNAPSHOT 2022-23



Complaints assessed

**4,703**

1,599 Direct to LECC  
2,451 NSWPF complaints  
653 Triage review

Average 38 days to assess



Videos received

**391hrs**

102 videos per month  
33hrs per month  
26 days to receive



Additional  
correspondence

**3,034**

Requirement to  
investigate - s99(3)

**24**  
(up 50%)

17 - finalised (at 5/10/23)  
7 (41%) - resulted in sustained findings

Outcomes 99(3)

- 10 Officers, with a total of
- 15 Sustained findings, including
- 3 Commander's Warning Notices
- 1 Conduct Management Plan, &
- 1 referral to the IRP

Complaint Issues

Use of force  
Fail to comply with Taser SOPs  
Fail to create records  
Inadequate investigation (DV)



Phone calls

**422**

Recommendations to  
NSWPF - s131(4)

**114**  
(up 84%)

Common issues

Fail to comply with LEPRA (search)  
Fail to comply with BWV SOPs  
Fail to comply with custody SOPs



Requests for  
information from  
NSWPF

**226**  
(up 109%)