DEPARTMENT OF HOME AFFAIRS

The Hon. Member for Arbory, Castletown and Malew, Mr Moorhouse, to ask The Minister for Justice and Home Affairs:

In relation to written complaints about police conduct: (a) what timeframe applies for the initial recording of a complaint after receipt; (b) whether recording is treated as a distinct step separate from decisions about investigation, informal resolution, dispensation, deferral, or discontinuance; (c) who can require the Chief Constable, the Department, or the appropriate authority to record a complaint which has not been recorded; (d) what remedy is available to a complainant whose complaint has not been recorded.

Question W-202601-2180 published on 26 05 2026; Answer published on 09/06/2026

The Minister for Justice and Home Affairs (Mrs Poole-Wilson):

A) Schedule 1 of the Police Act 1993 and Police (Complaints) Regulations 1994 sets out the formal process for handling complaints about the conduct of police officers (i.e. complaints that allege a breach of Standards of Professional Behaviour), including how they are recorded, investigated, and overseen. There is no defined statutory timeframe for the initial recording of this or any other type of complaint after receipt.

B) Paragraph 3 of Schedule 1 provides for the recording of this type of complaint as the first of four initial steps upon receipt.

C) The legislation requires this type of complaint to be recorded.

D) A complainant can contact the Professional Standards Department of the Isle of Man Constabulary for clarification on how their complaint has been handled. The Police Complaints Commissioner is an independent statutory role responsible for ensuring that complaints concerning the conduct of police officers of the Isle of Man Constabulary are properly considered and handled within the statutory framework. However, the Commissioner's powers do not include oversight of the management of the process, which remains the responsibility of the Chief Constable.