

Want to know more?

Contact Restorative Gloucestershire on:

01453 754252 (voicemail)

or

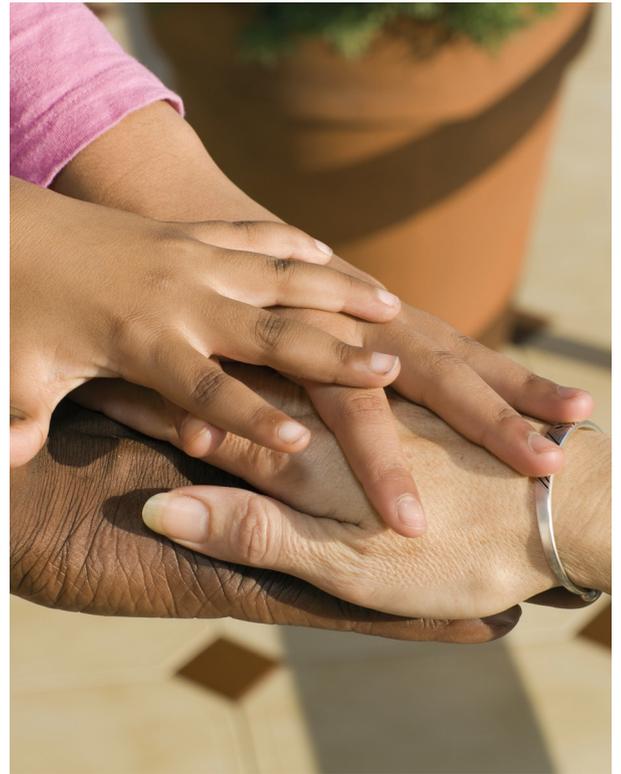
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Gloucestershire Constabulary

**Restorative resolution for complaints
against the police**

Restorative Resolution (RR) is a process that is facilitated by Restorative Gloucestershire. It is used in incidents of complaints against the Police and supports the process of Local Resolution, helping to increase understanding on both sides and demonstrate a transparent process for all involved. RR is adapted from Restorative Justice (RJ) principles; though unlike with RJ, there is not the need for an admittance of wrongdoing but only a willingness to engage restoratively.

Any agreed outcome should have a written action plan, continuous opportunity for written comment to be provided, an outcome letter detailing explanation/ understanding, apologies where relevant and identified learning/ prevention. This process provides an opportunity to reflect on the situation, to set expectations and build trust. Where appropriate, all parties are given an opportunity to attend a restorative conference. Officers cannot be forced to attend a restorative conference.

A recent pilot has been found that:

Satisfaction Levels

In the process – rose from 50% to 82%

In the outcome – rose from 33% to 70%

It was also found that a restorative resolution gave complainants a greater voice and contributed to increasing community confidence. Staff were also provided an opportunity to give

their version of events in a face to face meeting.

Facilitators found police personnel displayed the Force Values; courage, professionalism, compassion and integrity. This was acknowledged by facilitators to respective line managers, in the form of written feedback, at the conclusion of a complaint.

The RR is supported by the Federation:

“We are pleased to support the introduction of restorative resolution to the conduct arena. The initiative will lead to the speedy resolution of low level complaints which will benefit both complainants and officers”

Graham Riley

Gloucestershire JBB Secretary

