



Response Date: 23/02/2026

2026/185 - Complaints

In response to your recent request for information regarding;

1. The number of complaints recorded against officers or the force that include allegations of homophobia, homophobic behaviour, or discrimination based on sexual orientation, for each calendar year from 2019 to the most recent available complete year

2024 – One complaint / four allegations – Service acceptable x 4.
2023 – One complaint – Service acceptable.
2022 – One complaint – Service not acceptable – Learning from reflection.
2021 – One complaint – Service acceptable.
2020 – Nil.
2019 – One complaint – Not upheld.

2. Where possible, please break down the figures by whether the complaint was made by a member of the public or made internally by a member of staff.

The figures relate to public complaints as legislation does not afford serving officers or staff the ability to record a complaint against their own Force / colleagues.

3. Where possible, please break down the outcome of the complaint and whether it was upheld

As detailed at 1. above.

Please note that the response covers complaints logged or recorded within the IOPC category of F9 Discrimination based upon sexual orientation, which does not have subsets for "homophobia".

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 19/02/2026

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

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