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**EQUALITY SCREENING REPORT**

**January 2013 – March 2013**

Screening decision

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| 1. | ‘Screened in’ with Equality Impact Assessment |
| 2. | ‘Screened out’ with mitigation |
| 3. | ‘Screened out’ without mitigation |

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| Policy Title | Policy Aim | Screening decision |
| Customer Complaints Policy | To provide a process by which service users may formally raise matters of complaint with the Office, thereby improving customer satisfaction and public confidence in the police complaints system. | Screened out without mitigation |