



Durham Police and Crime Panel

19 July 2021

Complaints Update

Report of Helen Lynch, Monitoring Officer and Clerk to the Police and Crime Panel

1 Purpose of the Report

- 1.1 To update members of the implementation on the procedure for handling complaints relating to the Police, Crime and Victims Commissioner (PCVC) or the Deputy Police, Crime and Victims Commissioner (where appointed).
- 1.2 To update members on number of formal complaints received since the last meeting.

2 Executive Summary

- 2.1 On 16 October 2020 the Police and Crime Panel approved an update to the procedure for handling complaints relating to the PCVC or the Deputy PCVC. In addition to this the Police and Crime Panel agreed to receive at each regular meeting an update on the number of formal complaints received including those which may have been rejected without consideration by the Panel in accordance with the procedure.

3 Recommendation

- 3.1 The Panel are asked to note the report.

4 Complaints Procedure

- 4.1 The Police and Reform and Social Responsibility Act 2011 sets out the role and responsibility of Panels, this includes handling complaints relating to the Police and Crime Commissioner and their Deputy where appointed.
- 4.2 The Police and Crime Panel on 16 October 2020 reviewed and agreed an update to the procedure for dealing with complaints and conduct matters about the PCVC and their Deputy. The updates to the procedure were made following recommendations of the Local Government Association (LGA) on the best practice for complaints handling.
- 4.3 Following the approval by the Panel to adopt the updated procedure, the procedure took effect for all complaints received after 16 October 2020. A copy of the updated procedure is available on the Durham County Council website and is also available on request.
- 4.4 The formatting of the procedure has been altered for presentation on the Durham County Council website to ensure that this complies with current accessibility laws. This has been altered to ensure that the procedure is accessible to those who use assistive technology such as screen readers.

5 Complaints Update

- 5.1 The Panel have delegated responsibility to the Monitoring Officer to the Police and Crime Victims Commissioners Office for the initial receipt of complaints, and referral to the Panel, if there appears to be any substance in it. There may be instances where a complaint is not presented to the Panel such as withdrawn complaints or those which are outside of the policy to be considered.
- 5.2 In order to promote transparency and ensure effective scrutiny it was agreed on 16 October 2020 that the Panel would receive a report at each regular meeting on formal complaints received relating to the PCVC, including those which have not been presented to the Panel.
- 5.3 Between 3 March 2021 and 9 July 2021 there have been no formal complaints received in accordance with the procedure.

Background Papers

None

Appendix 1

Legal Implications

The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 set out the functions of police and crime panels in relation to the handling of complaints concerning the conduct of police and crime commissioners, and provide for local arrangements to be made in order to resolve complaints.

Finance

None specific for this report.

Consultation

None specific for this report.

Equality and Diversity / Public Sector Equality Duty

None specific for this report.

Climate Change

None specific for this report.

Human Rights

None specific for this report.

Crime and Disorder

None specific for this report.

Staffing

None specific for this report.

Accommodation

None specific for this report.

Risk

None specific for this report.

Procurement

None specific for this report.