



## **Durham Police and Crime Panel**

**9 September 2022**

### **Complaints Update**

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

### **Purpose of the Report**

- 1 To update members on number of formal complaints received since the last meeting.

### **Executive Summary**

- 2 On 23 June 2022 the Police and Crime Panel approved an update to the procedure for handling complaints relating to the PCC or the Deputy PCC. 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.

### **Recommendation**

- 3 The Panel are asked to note the report.

## **Complaints Procedure**

- 5 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.
- 6 The Police and Crime Panel on 23 June 2022 reviewed and agreed an update to the procedure for dealing with complaints and conduct matters about the PCC 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.
- 7 Following the approval by the Panel to adopt the updated procedure, the procedure took effect for all complaints received after 23 June 2022. A copy of the updated procedure is available on the Durham County Council website and is also available on request.

## **Complaints Update**

- 8 The Panel have delegated responsibility to the Clerk of the Panel 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 There may be instances where a complaint is not presented to the Panel such as withdrawn complaints or those which are outside of the policy to be considered.
- 9 In order to promote transparency and ensure effective scrutiny it was agreed on 23 June 2022 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.
- 10 Between 15 June and 1 September 2022, no formal complaints have been received. Correspondence was received on 28 June 2022 of a complaint sent to the Clerk to the Panel however on review this was considered to relate to operational policing matters and dissatisfaction of the outcome of a complaint against the force. The complaint did not relate to the PCC and the Clerk forwarded the complaint to the office for the PCC to action and advised the complainant of the course of action taken. The Chair and Vice Chair were advised of this.

## **Background Papers**

- 11 None

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## **Appendix 1**

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### **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.