

Police and Crime Panel

6 April 2023

Complaints Update

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

Electoral division(s) affected:

None

Purpose of the Report

1. To update members on the 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 Police and Crime Commissioner (PCC) or the Deputy PCC.
3. 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

4. The Police and Crime Panel is asked to note the report.

Background

5. The Police Reform and Social Responsibility Act 2011 sets out the role and responsibility of Panels, which includes handling complaints relating to the Police and Crime Commissioner and their Deputy where appointed.
6. On 23 June 2022, the Panel approved an updated procedure for dealing with complaints and conduct matters about the PCC and their Deputy. The Procedure reflects the Local Government Association's best practice guidance for complaints handling.
7. All complaints received after 23 June 2022 are dealt with in accordance with the updated procedure.
8. Responsibility for the initial receipt of complaints and referral to the Panel is delegated to the Clerk to the Panel. There may be instances where a complaint is not presented to the Panel where they fall outside the procedure or are withdrawn by the Complainant.
9. In order to promote transparency and ensure effective scrutiny, the Panel receives a report at each regular meeting on the number of complaints received including those which have not been/will not be presented to the Panel.

Complaints Update

10. The last report the Panel received in relation to complaints was at its meeting on 1 February 2023. That report referenced a complaint which was received on 15 November 2022 and was being dealt with in accordance with the Procedure. The Panel will consider a report in respect of that complaint at its meeting on 6 April 2023.
11. Two complaints have been received since the last report. The first was received on 6 March 2023 and appears to be a complaint against the Constabulary rather than the PCC. The complainant was invited to complete a complaint form setting out how their complaint related to the PCC. They were also given the relevant contact details should they wish to pursue a complaint with the Chief Constable. The complainant has not returned the complaint form and therefore the matter has been closed.
12. The second complaint was received on 19 March 2023. Again, this relates to a complaint against the Constabulary. The complainant has been advised that their complaint has been passed to the PCC to consider.

Background papers

- None

Other useful documents

- None

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Appendix 1: Implications

Legal Implications

The Police and Crime Panel must have arrangements in place for dealing with complaints in accordance with the Police Reform and Social Responsibility Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

It is good practice for Panels to maintain oversight of the number of complaints and how they are dealt with in accordance with the agreed arrangements.

Finance

None.

Consultation

None.

Equality and Diversity / Public Sector Equality Duty

None.

Climate Change

None.

Human Rights

None.

Crime and Disorder

This is a key focus of the role of the Police and Crime Commissioner and Police and Crime Panel.

Staffing

None.

Accommodation

None.

Risk

None.

Procurement

None.