

COMPLAINTS UPDATE

Purpose of the Report

1. To update the Police and Crime Panel on complaints considered under the Complaints Procedure.

Information and Advice

2. The Police and Crime Panel is required to make suitable arrangements for handling complaints against the Police and Crime Commissioner and his Deputy. Criminal complaints must be referred to the Independent Police Complaints Commission, while local arrangements are required for dealing with other complaints. The Panel has adopted a complaints procedure which is attached for reference as an **Appendix** to this report.
3. Since the last report to Panel in April 2015 two complaints have been addressed to the Police and Crime Panel.
4. The first complaint was against the Police and Crime Commissioner. The complainant had complained to the Commissioner about the conduct of the Chief Constable and that the Commissioner had refused to record or look into the complaint and had issued an inappropriate reply which caused alarm and distress. The complainant sought a letter of apology and for the complaint to be recorded and investigated.
5. The County Council's Monitoring Officer has delegated authority for the initial handling of complaints from the Police and Crime Panel. She concluded that the complaint did not need to be dealt with by the PCP for the following reasons: -
 - a. The complainant had already received an apology from the Commissioner for any distress or alarm caused by correspondence,
 - b. The complaint to the Panel was about conduct that was already the subject of another complaints process and
 - c. The complainant's appeal to the Independent Police Complaints Commission found that the complaint was not upheld.
6. The complainant made a complaint about the way the matter was handled. The Chairman of the Panel reviewed this complaint and concluded that the matter had been properly handled by officers.
7. The second complaint related to the actions of Nottinghamshire Police staff and the failure of the Police and Crime Commissioner to hold the Chief Constable to

account for failure to control or discipline officers. Issues of policy were also raised.

8. The County Council's Monitoring Officer concluded that the complaint did not need to be dealt with by the PCP for the following reasons: -
 - a. There are separate procedures for complaints regarding operational policing matters, the Chief Constable and other police officers,
 - b. The complaints procedure relates to complaints about the Commissioner's conduct; this does not cover complaints about the merits of a decision, for example where somebody disagrees with a policy the Commissioner has introduced, and
 - c. The complaint related to conduct that was already the subject of another complaint and repeated the same concerns.
9. The complainant has subsequently made a complaint about the way the matter was handled. This complaint has been referred to the Chair of the Panel for review.

Other Options Considered

10. The report is for noting only.

Reasons for Recommendation/s

11. The report is for noting only.

RECOMMENDATION/S

That the Police and Crime Panel note details of the complaints received in respect of the Police and Crime Commissioner and his Deputy since April 2015.

Background Papers and Published Documents

None

For any enquiries about this report please contact:-

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