

**COMPLAINTS PROCEDURE**

**Purpose of the Report**

1. To seek approval of proposals for the Police and Crime Panel's 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. Criminal complaints are to be referred to the Independent Police Complaints Commission, while local arrangements are required for dealing with other complaints.
3. Guidance on complaints arrangements is expected very shortly. It is therefore proposed that a draft procedure, taking the guidance into account, is presented to the Panel for approval at its next meeting.
4. The next meeting of the Panel will take place shortly after the Commissioner's election. It is proposed that, in the event any complaints are received before a procedure is adopted, they be referred to the Monitoring Officer for the Host Authority.

**Other Options Considered**

5. The Panel could consider alternative interim arrangements for the handling of complaints.

**Reason/s for Recommendation/s**

6. It is a statutory requirement for the Panel to make arrangements for dealing with complaints.

**RECOMMENDATION/S**

- 1) That a draft complaints procedure be considered for approval at the next meeting of the Police and Crime Panel.
- 2) That in the interim any complaints against the Police and Crime Commissioner be referred to the Host Authority's Monitoring Officer.

Background Papers and Published Documents:-

The Police Reform and Social Responsibility Act 2011

<http://www.legislation.gov.uk/ukpga/2011/13/contents/enacted>

The Elected Local Policing Bodies (Complaints and Misconduct Regulations 2012

<http://www.legislation.gov.uk/uksi/2012/62/part/1/made?view=plain>

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