

**COMPLAINTS PROCEDURE**

**Purpose of the Report**

1. To seek approval of 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. At the last meeting of the PCP it was agreed that an interim complaints arrangement be adopted, as guidance was awaited. The Home Office published its guidance on 9 November.
4. A draft Complaints Procedure is attached at the Appendix to this report.
5. The proposal is that the Host Authority's Monitoring Officer (Nottinghamshire County Council's Monitoring Officer) will be delegated responsibility for much of the procedure. If approved, it is suggested that this arrangement is reviewed after 6 months. In particular the volume of complaints, and the resource and cost implications for the Host Authority, should be considered at that time.
6. Once adopted, the Complaints Procedure will be published on the PCP's website, and the Police and Crime Commissioner, Police Force and Independent Police Complaints Commission will be informed of the arrangements.

**Other Options Considered**

7. The Panel could consider amendments to the draft procedure attached. For example it could decide to delegate responsibility for the initial handling of complaints to the Police and Crime Commissioner's Chief Executive, or it could decide not to delegate any responsibilities and/or to discharge them via sub-committees.

**Reason/s for Recommendation/s**

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

**RECOMMENDATION/S**

- 1) That the draft complaints procedure attached to the report is adopted.

- 2) That the complaints procedure be reviewed after it has been in operation for 6 months.

Background Papers and Published Documents:-

The Police Reform and Social Responsibility Act 2011 (published)

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

The Elected Local Policing Bodies (Complaints and Misconduct Regulations 2012 (published) <http://www.legislation.gov.uk/uksi/2012/62/part/1/made?view=plain>

The Police and Crime Panel report dated 19 October 2012 and minutes of that meeting (published)

Home Office guidance: Police and Crime Panel Regulations – non-criminal complaints and misconduct (published)

<http://www.homeoffice.gov.uk/publications/police/pcc/pcp-complaints-handling-process?view=Binary>

For any enquiries about this report please contact:-

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