



REPORT TO THE POLICE AND CRIME PANEL

27th July 2021

REPORT OF THE CHIEF OF STAFF AND MONITORING OFFICER

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – APRIL
2021 – JUNE 2021**

1. Purpose of the Report

- 1.1 To provide the Police and Crime Panel with a report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2021 and June 2021

2. Background

- 2.1 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Office for Police Complaints (IOPC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel's powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled. A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer.
- 2.4 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition, the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes.
- 2.5 There were two complaints received in this period.

Date received	Overview of complaint	Action
8 th March 2021	<p>The complainant has complained that the PCC / OPCC has not responded to his correspondence (tweets, emails).</p> <p>The complainant requested information about the precept survey and complained that a member of the public used a photo of the Chief Constable and PCC on Twitter.</p>	<p>Having checked the OPCC records, the complainant has received answers to his emails.</p> <p>The Chief of Staff offered to speak to the complainant on three occasions – none were taken up.</p> <p>When requesting a meeting with the PCC, the complainant has been very vague when asked to provide further details for the purpose of the meeting.</p> <p>The complainant was advised to provide his questions and they would be answered. No questions were received.</p> <p>The OPCC cannot control the photos used on social media by third parties.</p> <p>Not upheld</p>
22 nd April 2021	<p>The complaint was not happy with how the precept consultation was conducted and was not able to give his opinion. That the PCC did not act with integrity and the process was not transparent.</p>	<p>All correspondence that the complainant sent to the OPCC was responded to.</p> <p>OPCC staff offered to have a virtual meeting / telephone call to discuss the concerns raised – this was not accepted by the complainant.</p> <p>There was no evidence to support the claim that the PCC had failed to act with integrity.</p> <p>Not upheld</p>

3 Recommendation

3.1 Members are asked to note the report.