

**REPORT TO THE POLICE AND CRIME PANEL.
REPORT OF THE CHIEF OF STAFF AND MONITORING OFFICER.**

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER REPORT:
1 MAY 2024 to 30 SEPTEMBER 2024.**

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 from the 1 May 2024 to 30 September 2024.

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 was one complaint between 1 May 2024 and 30 September 2024

3. Recommendation

- 3.1 Members are asked to note the report.



Received	Nature of Complaint		Recorded / Action Taken
27 th September 2023	This complaint is about how the Commissioner dealt with a complaint submitted against the Chief Constable.		Not upheld. The complainant submitted a complaint against the Chief Constable and was not satisfied with the response from the PCC. A complaint against the PCC followed. Having read the complaint response, the PCCs actions were reasonable and proportionate.