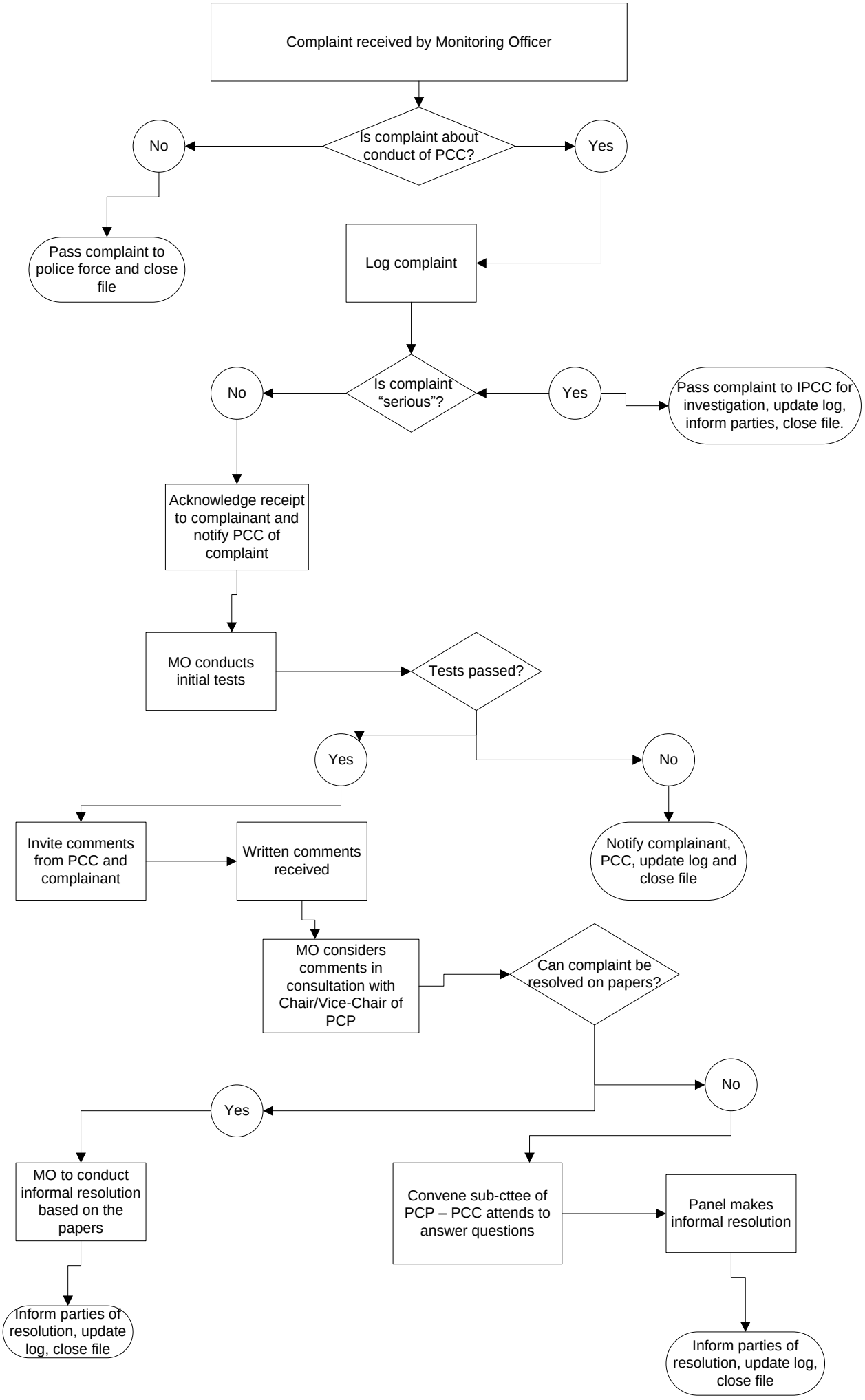
Complaint received by Monitoring Officer
Is complaint about conduct of PCC?
No
Yes
Pass complaint to police force and close file
Log complaint
Is complaint "serious"?
No
Yes
Pass complaint to IPCC for investigation, update log, inform parties, close file.
Acknowledge receipt to complainant and notify PCC of complaint
MO conducts initial tests
Tests passed?
Yes
No
Invite comments from PCC and complainant
Written comments received
Notify complainant, PCC, update log and close file
MO considers comments in consultation with Chair/Vice-Chair of PCP
Can complaint be resolved on papers?
No
Yes
MO to conduct informal resolution based on the papers
Convene sub-cttee of PCP – PCC attends to answer questions
Panel makes informal resolution
Inform parties of resolution, update log, close file
Inform parties of resolution, update log, close file