

POLICE AND CRIME PANEL – 6 FEBRAURY 2013

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSONER

Purpose of report

1. To present to members of the Panel a complaints process for approval.

Background

2. The Panel at its meeting on 5 December 2012 agreed:-
 - a. To delegate to the Monitoring Officer of Wiltshire Council the Panel's responsibilities for handling and recording complaints as laid out in the report.
 - b. To establish a Complaints Sub-Committee to informally resolve those complaints referred to it by the Monitoring Officer after consultation with the chairman and vice-chairman of the Panel.
 - c. To note that a detailed complaints process will be reported to the next meeting of the Panel for approval.
 - d. To reserve the right to review recommendations a and b above in light of experience.

The Complaints Process

3. Work has now been completed on developing the flow chart into a detailed complaints process and this is attached as an appendix to this report.
4. The process only deals with complaints against the Police and Crime Commissioner (PCC) or his deputy if one is appointed. However the recording process will capture all complaints received and this will provide the background for a regular report to the Panel on complaints monitoring.
5. It is anticipated that as this process evolves both locally and nationally the procedures will have to be amended in the light of precedent and experience. On that basis it is recommended that the Panel requests for a review of the process after 12 months.

The Complaints Sub Committee

6. The Panel has agreed to appoint a Sub Committee to informally resolve those complaints referred to it by the Monitoring Officer after consultation with the chairman and vice-chairman of the Panel.
7. Now that the complaints process is complete it would be timely to appoint members to that Sub Committee.
8. It is suggested that 3 members would be an appropriate number for the Panel and any member can serve except it is suggested that the chair and vice chair do not serve as they will be involved in the preliminary decision around referring the matter to the sub committee.
9. The appointment of substitutes would also give some flexibility in terms of meeting dates.

RECOMMENDATIONS

- A. That the complaints process as set out in the appendix to the report be agreed.**
- B. That this process be reviewed after 12 months to reflect both local and national learning in this area.**
- C. That 3 members (plus substitutes) of the Panel be appointed to serve on the Complaints Sub Committee.**

JOHN QUINTON, HEAD OF DEMOCRATIC SERVICES WILTSHIRE COUNCIL

JANUARY 2013