Record of Decision

ORIGINATOR: Head of Standards & Regulation	REFERENCE: OPCC.D.009.16

TITLE:	Dedicated Complaint Managers

OPEN ☒ CONFIDENTIAL ☐	**Reason if Confidential:** Click here to enter text.

EXECUTIVE SUMMARY

The management and investigation of complaints is governed by the Police Reform Act 2002 and the Independent Police Complaints Commission (IPCC) Statutory Guidance to the Police Service on the Handling of Complaints.

Historically Kent Police have been efficient and effective in the administration, management and investigation of complaints. However, in recent years it has struggled with the increasing amount of complaints being reported - a national trend not one unique to Kent - and the increasing complexity which surrounds such matters.

Primarily Sergeants and Inspectors are allocated to investigate complaints, however they have a day to day focus on more critical issues (e.g. high risk missing persons) and limited time to complete them. To address this, in 2015, a pilot project saw an Inspector temporarily placed at North Kent Division to manage complaint investigations. The results were very positive, including a decrease in 'live' complaints, improved investigation times and better communication with complainants. The pilot moved to East Division achieving similar results, and acting as the catalyst for a proposal to create a dedicated post at each of the three Divisions.

The vast majority of complainants are either 'victims or witnesses'. They are members of the community expressing dissatisfaction with the service they have received. It is therefore incumbent on Kent Police to provide a quality service to such individuals and put them 'at the heart' of policing. The provision of a Complaint Manager on each Division will go a significant way towards doing this.

RECOMMENDATION

The Commissioner is recommended to support the appointment of three dedicated Complaint Managers - one for each Division - to reduce the burden on front-line officers and improve the service to complainants.

DECISION

To support the appointment of three dedicated Complaint Managers.

Office of the Kent Police & Crime Commissioner, Kent Police Headquarters, Sutton Road, Maidstone, Kent ME15 9BZ

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Chief Finance Officer:

Comments: N/A.

Signature: .... Date: ....

Chief of Staff:

Comments: This is a very important aspect of Service to the public. It is an area where policing has always struggled to provide a good Service. I believe this is a good use of resources to deliver an excellent Service

Signature: *A.P. Harper* Date: 7th/2016

POLICE AND CRIME COMMISSIONER FOR KENT

Comments: Will help improve service effectiveness & efficiency across the county

Signature: *MRhitt* Date: 7/4/16

BACKGROUND DOCUMENTS:	Report from the Head of PSD to the Director of Corporate Services.

IMPACT ASSESSMENT:	
Police and Crime Plan *(please indicate which objectives decision/recommendation supports)*	Supports delivery of the Commissioner's Six Point Plan by challenging unethical behaviour and/or non-compliance with the College of Policing's Code of Ethics.
Has an Equality Impact Assessment been completed?	Yes ☐ No ☒ *(If yes, please include within background documents)*
Will the decision have a differential/adverse impact on any particular diversity strand? *(e.g. age, disability, gender reassignment, race, religion/belief, sex, sexual orientation, marriage/civil partnership, pregnancy/maternity)*	Yes ☐ No ☒ The recruitment and selection process will be open, transparent and comply with all relevant legislation. The role will manage all complaints in accordance with the Police Reform Act 2002 and the Independent Police Complaints Commission (IPCC) Statutory Guidance to the Police Service on the Handling of Complaints. Therefore it will not have a differential/adverse impact on any particular strand of diversity.