

Police and Crime Panel- Policy for Handling Complaints Against the Commissioner

Version 1

**Approved by Police and Crime Panel
on 29.11.12**

1. When the decision has been made to record a complaint (and there is no decision to disapply), the Chief of Staff of the KPCC will:
 - send a record of the complaint to the complainant and will include the contact details of the Panel officer at KCC;
 - pass the record, and copies of all the associated documentation, to the named individual for the panel. This will be no later than three working days after the complaint has been recorded.
2. On receipt of the complaint, the Panel officer will
 - convene a meeting of the sub committee of the Panel. This will be within four weeks of the Panel receiving the complaint.
 - write to the complainant, setting out timescales, and what they may expect from the process. They will also request that they comment on the matter, and give ten working days to respond.
 - write to the Commissioner, and ask her to comment on the matter, giving her ten working days to respond.
3. The Panel officer will compile a brief report for the panel, setting out the pertinent details of complaint, and making suggestions for the next steps.
4. The sub-committee will first consider if any action needs to be taken. If not, it will record its reasons, and will finalise the case, informing all the parties.
5. If, on considering the report, the committee feels that the matter needs to be formally resolved, it will decide its course of action, and will suggest an action plan based on the local resolution procedures. This plan will be drawn up by the Panel officer. It will also include an indicative timeframe.
6. The committee will also decide whether it wishes to
 - reconvene to consider the matter when the action plan has been completed
 - refer the matter to the Panel when the action plan has been completed
 - agree that the Panel officer, in consultation with the Chair of the sub committee be empowered to sign off the work
 - allow the Panel officer to sign off the work.
7. For less complex complaints, the resolution of the complaint could be reached by the writing of, or commissioning of, an explanatory letter or phone call. After this letter had been sent, the matter would be closed.
8. The plan may include (for example):
 - An explanatory letter being written by an officer of the Panel (or on behalf of the Panel)
 - An explanatory letter being written by an officer of the OPCC
 - A suggested change to the PCC's policy

- A request that an apology is tendered
- The plan may, in more serious cases, first require more information being collected from the officer of the OPCC or the Commissioner (in addition to the response previously given) or that the Commissioner be required to appear before the sub committee or Panel to provide an explanation and answer questions.

9. Once the actions from the plan have been completed, the matter may be referred back to the sub committee or Panel, or signed off by the Panel officer (or Chair).

10. When completed, both parties will be notified and the matter closed.