

## Gloucestershire Police and Crime Panel

### Handling of Complaints

#### Process

- The Panel's functions do not cover criminal complaints about the Police and Crime Commissioner **and Deputy Police and Crime Commissioner** which are dealt with by the Independent Police Complaints Commission (the IPCC).
- The Panel does not cover complaints about the police force itself as these kinds of issues should be dealt with by the Chief Constable or Police and Crime Commissioner as appropriate.
- The Panel is responsible for overseeing the handling of complaints regarding non-criminal behaviour of the Police and Crime Commissioner **or Deputy Police and Crime Commissioner**, wherever that complaint arises from.
- The Panel have delegated the initial handling of complaints to the Chief Executive of the Commissioner's Office. The Chief Executive would consider all non-criminal complaints regarding both quality of service and conduct, and act to broker local resolutions to resolve the complaints and restore relationships.
- The Panel would then receive a monitoring report regarding complaints against the Police and Crime Commissioner (and Deputy Police and Crime Commissioner if applicable) at each meeting. This would detail the number of quality of service and conduct complaints and state whether local resolutions had been agreed. In addition this report would outline the number of compliments received.
- If local resolutions could not be brokered and the complainant wished to take the matter further this could be then brought to the attention of the Panel.

#### Relevant Regulations – The Elected Local Policing Bodies (complaints and misconduct) Regulations 2011

- The Panel must ensure that it is kept information about complaints and conduct matters and their handling – regulation 6(1)
- Where a PCP determines that it is the relevant PCP, or is notified of a complaint by, it must record the complaint – regulation 9 (5)

- A PCP must refer a complaint to the IPCC if the PCP determines that it is a serious complaint (it is about conduct which constitutes or involves, or appears to constitute or involves, the commission of a criminal offence), or the IPCC requires it to be referred – regulation 13 (1).

Having had a complaint or conduct matters referred to it, the IPCC may refer the complaint or matter back to the PCP. A complaint referred back in this way must be resolved in accordance with Part 4 of the Regulations (unless the regulations are disapplied). A conduct matter must be dealt with in any manner that the PCP determines, which may include taking no action in relation to it. – Regulation 14.