



SURREY POLICE AND CRIME PANEL

24 April 2025

COMPLAINTS RECEIVED SINCE THE LAST MEETING

SUMMARY

This report sets out all complaints against the Police and Crime Commissioner that have been dealt with since the last meeting of the Police and Crime Panel.

RECOMMENDATIONS

The Police and Crime Panel is asked to note the content of the report.

1. INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner and Deputy Police and Crime Commissioner.
- 1.2 The Panel has a responsibility to informally resolve non-criminal complaints about the conduct of the PCC, as well as criminal complaints or conduct matters that are referred to it by the Independent Office for Police Conduct.
- 1.3 In accordance with the Regulations, complaints received by the Panel that do not relate to the conduct of the PCC (such as operational concerns and policy disputes) are referred to the most appropriate body for resolution instead of the Complaints Sub-Committee.
- 1.4 At its meeting on 13 December 2012 the Panel agreed to delegate informal resolution of complaints to a Complaints Sub-Committee. A revised Complaints Protocol agreed by the Panel on 26 September 2022 delegated initial receipt and filtering of complaints to the Chief Executive of the PCC's Office.
- 1.5 The Chief Executive is responsible for determining whether to disapply the informal resolution process in accordance with statutory criteria for disapplication (for example where the complaint is 'repetitious', 'vexatious', 'oppressive' or an 'abuse of procedures'). The Sub-Committee has the option of calling in such a decision.

2. COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 2.1. Since the last meeting of the Panel, the Complaints Sub-committee has been notified of 2 recorded complaints made against the Commissioner.
- 2.2. Both of these were received by the sub-committee on Tuesday 25 March 2025 with the recommendation of the Chief Executive of the Office of the Police and Crime

Commissioner for Surrey that the Sub-Committee disapply the Regulations and not consider the complaint.

2.3. Of the first of these complaints, the Sub-Committee disagreed with the Chief Executive's recommendations to disapply the Regulations, remitting the complaint to for consideration under the informal resolution procedure. The support officer for the Panel has written to the complainant and the Sub-Committee will meet to consider the complaint in due course.

2.4. Of the second complaint, the Sub-Committee agreed with the Chief Executive's recommendation to disapply the Regulations and will thus not consider the complaint.

2.5. No complaints against the Deputy Police and Crime Commissioner have been received.

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