

SURREY POLICE AND CRIME PANEL

Complaints Protocol

13 December 2012

SUMMARY

The Police and Crime Panel has a responsibility to informally resolve non-criminal complaints about the conduct of the Police and Crime Commissioner and Deputy Police and Crime Commissioner, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission. This report encloses the proposed Protocol for dealing with such complaints.

RECOMMENDATIONS

The Police and Crime Panel is asked to agree the Complaints Protocol in Appendix 1.

1.0 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 the Deputy Police and Crime Commissioner (DPCC).
- 1.2 The Protocol attached at Appendix 1 sets out the manner in which complaints will be dealt with, including details of timeframes once a complaint has been submitted.
- 1.3 The Protocol is intended to clearly outline the complaints process and is therefore quite detailed. Therefore, in addition to the formal Protocol, a shorter, plain English version has been produced for use in relevant public documents and on the Panel's website.

2.0 ANALYSIS AND PROGRESS

- 2.1 The protocol has been drawn up in consultation with members of the Panel's proposed Complaints Sub-Committee and the Office of the Police and Crime Commissioner.
- 2.2 Being a new and untested process, it may be the case that there is a need to review the Complaints Protocol in the future, to ensure that complaints are dealt with in an efficient and timely manner.

3.0 EQUALITIES AND DIVERSITY IMPLICATIONS

- 3.1 It is vital that any complaints process is open to all residents and that each and every complainant is treated with respect and courtesy. The Complaints Protocol has been designed to be an equitable process and will be monitored by the Panel's Support Officer to ensure that it is fit for purpose.
- 3.2 In addition to the formal Protocol, a shorter, plain English version of the document has been put together, and this will be made available on the Panel's website.

4.0 CONCLUSION AND RECOMMENDATIONS

- 4.1 The Panel is asked to agree the Protocol, as contained in Appendix 1.

5.0 REASONS FOR RECOMMENDATIONS

- 5.1 Agreeing the Protocol will ensure that the Panel can fulfil its duty to informally resolve non-criminal complaints about the conduct of the PCC and DPCC.

6.0 WHAT HAPPENS NEXT

6.1 Once agreed, the Protocol will form the basis of the complaints process.

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