

SURREY POLICE AND CRIME PANEL

26 SEPTEMBER 2022

COMPLAINTS RECEIVED SINCE THE LAST MEETING

SUMMARY

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

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

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 Deputy Police and Crime Commissioner.
- 1.2 Where a complaint is received by the Panel¹, a report is produced for the next available meeting, setting out the nature of the complaint(s) received and details of any action taken.

2.0 ANALYSIS AND PROGRESS

- 2.1 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 back to it by the Independent Office for Police Conduct.
- 2.2 For the above, the Panel agreed at its meeting on 13 December 2012 to delegate informal resolution of complaints to a Complaints Sub-Committee.
- 2.3 However, 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

¹ At its meeting on 13 December 2012 the Panel agreed to delegate initial receipt / filtering of complaints to the Chief Executive of the PCC's Office.

disputes) are referred to the most appropriate body for resolution instead of the Complaints Sub-Committee.

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

3.1 Since the last meeting of the Panel, the Complaints Sub-Committee considered 11 complaints against the Police and Crime Commissioner.

3.1.1 Four complaints made in May 2022 were progressed collectively (PCP 0043) – the Sub-Committee concluded on Thursday 11 August 2022 that the PCC had not breached the provisions of the Code of Conduct and no further action would be taken. The complainants were advised of this outcome via email on Wednesday 17 August.

3.1.2 Regarding complaint PCP 0044, the Complaints Sub-Committee agreed on 11 August 2022 that the complaint fell under grounds for disapplication of the informal resolution process as it was repetitious, being substantially the same as a previous complaint (whether made by or on behalf of the same or a different complainant), or concerning substantially the same conduct as a previous conduct matter. The complainant was advised of this outcome via email on 17 August.

3.1.3 Six complaints made in June 2022 were progressed collectively (PCP 0045) – the Sub-Committee concluded on 11 August 2022 that the PCC had not breached the provisions of the Code of Conduct and no further action would be taken. The complainants were advised of this outcome via email on 17 August.

3.2 Since the last meeting of the Panel, two further complaints against the Police and Crime Commissioner have been received, each relating to different conduct. A date has been set for these to be considered by the Sub-Committee and supporting information has been sought from both complainants.

3.3 Since the last meeting of the Panel, no complaints against the Deputy Police and Crime Commissioner have been received.

4.0 EQUALITIES AND DIVERSITY IMPLICATIONS

4.1 It is vital that any complaints process is accessible to all residents and that each and every complainant is treated with respect and courtesy. The Complaints Protocol agreed by the Panel on 13 December 2012 is designed to be an equitable process. At the request of the Chairman, the Panel's Support Officer has drafted a new protocol, to provide a clear guide to the local complaints process which reflects learning from previous complaints and incorporates new operational guidance from the Independent Office for Police Conduct.

5.0 CONCLUSION AND RECOMMENDATIONS

5.1 The Panel is asked to note the report.

6.0 WHAT HAPPENS NEXT

6.1 Any future complaints will be reported to the next available meeting of the Panel.

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