

## Surrey Police and Crime Panel Complaint Handling Flowchart - Accessible Copy

### **Complaint or information received against the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey:**

Complaint regarding alleged conduct matter by the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey (Including alleged criminal conduct); or

Information regarding alleged criminal conduct by Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey comes to light ('conduct matter').

### **If either of the above are met, the information is:**

Assessed by the Chief Executive of the Office of the Police and Crime Commissioner for Surrey who, unless specified circumstances apply, records it and, within five working days of making the record, in most cases sends copies to relevant parties (where there is an actual or perceived conflict of interest, matter is referred to the PCP Complaints Sub-Committee for recording/referral).

### **After recording the complaint:**

If criminal conduct alleged, the matter is referred to the Independent Office for Police Conduct (IOPC) and parties are notified of this in most cases (where conduct matter is referred back by the IOPC, the Chief Executive shall remit it to the Sub-Committee, which can handle as it sees fit); or

If complaint falls within specified categories, the Chief Executive of the Office of the Police and Crime Commissioner for Surrey can **disapply** informal resolution process and handle in another manner, if any; and notify the Complaints Sub-Committee of the grounds on which the decision was made (Sub-Committee can by a majority object and apply the informal resolution process itself);

In all other cases, matter referred to the Surrey Police and Crime Panel Complaints Sub-Committee (convened by Panel's Support Officer within six weeks) - complaint takes one of the following routes:

1. Sub-Committee to handle complaint in accordance with **informal resolution process** (see Complaints Protocol) – it has powers to require person complained against to provide information or documents or attend before it. No powers to investigate. Various options for informal resolution;
2. Panel as a whole may handle complaint if Panel is of the opinion that would lead to a more satisfactory resolution.

### **End of process:**

**Parties notified** as soon as practicable, Sub-Committee decides whether to publish outcome following parties' representations.