

### Complaints Received Since the Last PCP Meeting (7 December 2017)

| Date received    | Nature of complaint   | Does the complaint, or an element of the complaint, relate to conduct of a relevant office holder? | Does the complaint, or an element of the complaint, relate to an alleged criminal offence? | Details / Action taken  |
|------------------|---|--|--|---|
| 1 December 2017  | Ref: PCP 0029 - A complaint relating to the Commissioners conduct was received. | Yes  | No   | <p>The complaint was considered on 4 January. There were two elements to the complaint and after serious and careful consideration the Sub-Committee resolved that:</p> <ol style="list-style-type: none"> <li>1. The Panel recommends that a letter of apology be sent to the complainant regarding the dealing of the initial queries.</li> <li>2. That the OPCC review its policy on dealing and handling public queries that it receives in order for a general query not to escalate.</li> </ol> <p>The complainant and the Commissioner were informed of the outcome.</p> |
| 21 December 2017 | Ref: PCP 0030 - A complaint relating to the Commissioners conduct was received. | Yes  | No   | <p>The complaint is to be considered on 25 January – A verbal update will be given on the outcome at the meeting of the PCP on 5 February.</p>  |

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