

SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

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.
- 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 (IOPC).
- 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.

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.

- 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 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 As noted at the last Panel meeting in September, the Committee Manager (SCC) reported at the meeting that one collated complaint (composed of thirty-seven complaints relating to the same issue) had been received for informal resolution by the Complaints Sub-Committee, the Panel's support officer sought legal advice on the handling of the complaint in order assess how it was to be brought to the Complaints Sub-Committee.
- 3.2 A further three complaints had been received following the last Panel meeting (forty complaints in total C1-C40) which were considered by the Complaints Sub-Committee. Appendix A sets out details of the complaint and details on the action taken.
- 3.3 Outside of the forty complaints considered by the Complaints Sub-Committee, four new complaints had been referred and the Complaints Sub-Committee agreed that those four complaints were suitable for disapplication under the Regulations as they were repetitious.

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 and will be monitored by the Panel's Support Officer to ensure that it is fit for purpose.

5.0 CONCLUSION AND RECOMMENDATIONS

- 5.1 The Panel is asked to note the report and Appendix A.

6.0 REASONS FOR RECOMMENDATIONS

- 6.1 To allow the Panel to have oversight of complaints made against the Police and Crime Commissioner.

7.0 WHAT HAPPENS NEXT

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

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