

SURREY POLICE AND CRIME PANEL 21 APRIL 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.

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 Since the last meeting of the Panel, the Sub-Committee considered three complaints (PCP 0039) against the Police and Crime Commissioner; the Sub-Committee's letter to the Commissioner in respect of the complaints is annexed to this report.
- 3.2 Since the last meeting of the Panel, two complaints against the Police and Crime Commissioner have been received – they relate to different conduct. Supporting information has been sought from both complainants. One complainant provided supporting information, and they and the Police and Crime Commissioner are being consulted in respect of disapplication of the informal resolution process.

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 is drafting 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.
- 6.2 Panel to agree a new complaints protocol at a future meeting.

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