

# SURREY POLICE AND CRIME PANEL COMPLAINT HANDLING FLOWCHART



Complaint regarding alleged conduct matter by PCC/DPCC (Including alleged criminal conduct)

Information regarding alleged criminal conduct by PCC/DPCC comes to light ('conduct matter')

Assessed by **Chief Executive of the Office of the PCC** who assesses the matter and unless specified circumstances apply **records** it and 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-

**Glossary**  
PCC- Police and Crime Commissioner  
DPCC- Deputy Police and Crime Commissioner  
IOPC- Independent Office for Police Conduct

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If criminal conduct alleged, matter is referred to the **IOPC** and parties are notified of this in most cases

In all other cases, matter referred to **PCP Complaints Sub-Committee** (convened by Panel's Support Officer) - complaint takes one of the following routes-

Sub-Committee to handle complaint (including complaints referred back by IOPC) in accordance with **informal resolution process** (see *Complaints Protocol*) – it has powers to require person complained against to provide info/docs or attend before it. No powers to investigate. Various options for informal resolution. Can refer to IOPC

If complaint falls within specified categories, sub-committee can **disapply** informal resolution process and handle as it sees fit or take no further action

Where conduct matter is referred back by IOPC, Sub-Committee can handle as it sees fit

End of process, **parties notified**, decision whether to publish outcome following parties' representations to Sub-Committee

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