

## SURREY POLICE AND CRIME PANEL 30 JUNE 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.
- 1.2 Where a complaint is received by the Panel<sup>1</sup>, 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.

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<sup>1</sup> 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 Panel meeting, 11 complaints relating to the conduct of the Police and Crime Commissioner for Surrey have been received. Three have been shared with the Chairman for consideration of informal resolution or disapplication. The complainants have been advised that the process has been paused and that their submissions will be investigated following the annual meeting.

- 3.2 Regarding complaint PCP 0042, the Complaints Sub-Committee agreed on 26 April 2022 that the complaint fell under grounds for disapplication of the informal resolution process, as the complaint related to the conduct of the OPCC staff, not the conduct of the PCC, under Regulation 15(3)(a). The complainant was advised of this outcome via email on Wednesday 25 May.

### **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.

### **5.0 CONCLUSION AND RECOMMENDATIONS**

- 5.1 The Panel is asked to note the report.

### **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 Panel to constitute a new Complaints Sub-Committee to handle the complaints received since the last meeting.

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

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