

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	6 July 2018	Item:	12
Title:	Annual Complaints Report		
Contact:	Scrutiny Officer to the Panel		
Tel:	01962 846693	Email:	pcp.complaints@hants.gov.uk

1. Executive Summary

- 1.1 This purpose of this report is to provide the Hampshire Police and Crime Panel (PCP) with an overview of the work undertaken by the PCP's Complaints Sub-Committee over the previous 12 calendar months.

2. Contextual Information

- 2.1 The PCP is responsible for handling complaints made against the Police and Crime Commissioner for Hampshire (PCC), and for informally resolving non-criminal complaints, as well as complaints or conduct matters that are referred back to the Panel by the IOPC.
- 2.2 The PCP is also required to forward any 'serious' complaint it receives against the PCC to the IOPC. The definition of a 'serious' complaint is 'a qualifying complaint made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence'¹.
- 2.3 At its meeting on 19 October 2012, the PCP agreed protocols for how it would handle such complaints. This included the delegation of the initial stages of the complaints handling system to the Chief Executive of the Office of the Police and Crime Commissioner for Hampshire. Should the delegated officer determine that a complaint received should be considered by the PCP's Complaints Sub-Committee, it will be recorded as such and referred to the Panel scrutiny officer.
- 2.4 The complaints protocol is normally reviewed annually to determine if any amendments need to be made. The current version was revised and agreed

¹ As per paragraph 2(6) of Schedule 7 to the Police Reform and Social Responsibility Act 2011

at the 7 July 2017 meeting, and an update has been brought forth for agreement at the 6 July 2018 meeting.

2.5 The complaints procedure is displayed on the PCP's web pages, and can be found below:

<http://www3.hants.gov.uk/hampshire-pcp/pcc-complaints.htm>

2.6 Each complaint recorded will be subject to an 'informal resolution' process, described in the complaints procedure. Prior to undertaking this, the Complaints Sub-Committee has the opportunity to 'dis-apply' the informal resolution process, should the complaint fall into a number of categories outlined in legislation.

3. Complaints Sub-Committee

3.1 The Membership of the Complaints Sub-Committee is as follows:

- Councillor Lisa Griffiths
- Councillor Ken Muschamp
- Bob Purkiss MBE (Chair)
- Councillor Leah Turner

3.2 The Sub-Committee receives legal advice from Portsmouth City Council.

4. Complaints Activity – June 2017 to June 2018

Potential Complaints against the PCC

4.1 Seven potential complaints were received by the delegated officer between 23 June 2017 and 22 June 2018 (see *Table 1*).

4.2 This represents an increase from the previous 12 months (June 2016 - June 2017), when one potential complaint was received.

Complaints Received – Delegated Officer	No. of Complaints
Potential complaints received	7
- Not recorded as a complaint against the PCC	1
- Recorded as a complaint against the PCC	6
- Recorded as a potential 'serious' complaint against the PCC	0

Table 1

Meetings of the Complaints Sub-Committee

4.3 The Complaints Sub-Committee met on five occasions, during the last 12 months. During one of those meetings two separate complaints were determined under the informal resolution procedure.

Outcomes of the Complaints Sub-Committee meetings

4.3 At the time of writing:

- No complaints were on-going.
- One complaint had the informal resolution process dis-applied.
- No complaints had been referred to the IPCC.
- Five complaints had been informally resolved without action. For three of these complaints, however, the Sub-Committee made recommendation to the Commissioner (which did not require an action plan).
- The unreasonable complainant policy had not been applied during the period June 2017 - June 2018 (see Table 2)

Complaints Conclusions	Number of Complaints
Informal resolution process dis-applied	1
Referred to the IPCC	0
Resolved prior to consideration	0
Informally resolved without action	5
Informally resolved with action plan	0
Unreasonable complainant policy applied	0
Complaint still ongoing	0
Complaint withdrawn by complainant	0

Table 2

5 Recommendations

5.1 That the annual complaints report is noted.

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

Procedure for dealing with complaints
against the Police and Crime
Commissioner (Last updated July 2017)

[http://www3.hants.gov.uk/hampshire-
pcp/pcc-complaints.htm](http://www3.hants.gov.uk/hampshire-pcp/pcc-complaints.htm)