

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	6 October 2017	Item:	12
Title:	Quarterly 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 quarter.

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 IPCC.
- 2.2 The PCP is also required to forward any 'serious' complaint it receives against the PCC to the IPCC. 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.

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

- 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 at the 7 July 2017 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 – September 2017

Potential Complaints against the PCC

4.1 One potential complaint was received by the delegated officer between 16 June 2017 and 15 September 2017 (see *Table 1*).

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

Table 1

Meetings of the Complaints Sub-Committee

4.2 The Complaints Sub-Committee have met once since the previous quarterly report.

Outcomes of the Complaints Sub-Committee meetings

4.3 At the time of writing:

- No complaints are on-going.
- No complaints had the informal resolution process dis-applied.
- No complaints have been referred to the IPCC.
- One complaint has been informally resolved without action.
- The unreasonable complainant policy has not been applied during this quarter (see Table 2)

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Complaint withdrawn by complainant	0

Table 2

5 Recommendations

5.1 That the quarterly 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.)

<u>Document</u>	<u>Location</u>
Procedure for dealing with complaints against the Police and Crime Commissioner (Last updated April 2015)	http://documents.hants.gov.uk/partnerships/hampshire-pcp/2015-04-10-pcp-item11complaintsprotocol-v2.pdf
Quarterly Complaints Report (April 2017)	http://documents.hants.gov.uk/partnerships/hampshire-pcp/2017-04-07PoliceandCrimePanellItem10QuarterlyComplaintsreport.pdf