

**Police and Crime  
Commissioner**  
for Hertfordshire

<b>MEETING</b>	<b>POLICE AND CRIME PANEL</b>
<b>DATE</b>	<b>21 July 2016</b>
<b>TITLE OF REPORT</b>	<b>Report of Complaints and Conduct Matters for the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016</b>
<b>SUBMITTED BY</b>	Deputy Chief Executive of the Police and Crime Commissioner for Hertfordshire

**1 PURPOSE**

- 1.1 The purpose of this paper is to present an overview to the Police and Crime Panel of complaints and conduct matters in regard to the Police and Crime Commissioner and the Deputy Police and Crime Commissioner which have been handled by the Chief Executive under the powers delegated to him by the panel.

**2 BACKGROUND**

- 2.1 Under current legislation, the Police and Crime Panel is responsible for the initial handling and informal resolution of complaints against the Police and Crime Commissioner, and any Deputy Commissioner appointed, other than serious complaints or conduct matters which must be referred to the Independent Police Complaints Commission.
- 2.2 The legislation allows some of the powers and duties of the Panel to be delegated to the Chief Executive of the Commissioner.
- 2.3 In the meeting held on 6 December 2012 the Panel decided to delegate its functions with regard to complaints with the exception of the power to informally resolve a complaint.
- 2.4 The Panel also requested the Chief Executive of the Commissioner to provide an annual report on complaints and conduct matters (this report).

**3 COMPLAINTS REPORT**

1 complaint has been made. This was a wide ranging complaint about staff and officers of the constabulary and the Police and Crime Commissioner's failure to act on the complainant's grievance with them. Because this also included a complaint that the PCC had not responded to the complaint in a timely manner and that the member of the PCC's office who had replied did not have the power to do so, this was referred to the panel and considered. The panel replied to the complainant pointing out that much of his complaint was outside the remit of the PCC and so would not be taken further. A recommendation was made to the PCC though that the complaints procedure should be made clearer so that the public receive a clear and timely response to their correspondence and complaints and the procedure should be published on the PCC website. This recommendation was accepted by the Police and Crime Commissioner, the new procedure is outlined on the website and the process is regularly reviewed to ensure that complaints and correspondence from the public are dealt with in the best possible way.

**4 RECOMMENDATION**

The Panel is asked to note this report.