



**Police & Crime  
Commissioner**  
FOR HERTFORDSHIRE

## **Decision by the Police and Crime Commissioner for Hertfordshire**

**Subject:** Transfer of the Police Complaints Handling Function to Hertfordshire Constabulary

**Report of:** Office of the Police and Crime Commissioner

**Date:** 09/04/2026

### **Summary**

The Police and Crime Commissioner has agreed to:

- **Approve a return to a Model 1 complaints handling framework**, with responsibility for police complaints handling transferred from the Office of the Police and Crime Commissioner (OPCC) to Hertfordshire Constabulary as the delivery body, subject to an agreed transition plan and the issuing of formal notice.
- **Approve a lift-and-shift approach to the transfer**, prioritising continuity of service, staff certainty and full statutory compliance, with no redesign of the operating model at the point of transfer.
- **Approve the proposed transition governance arrangements**, including the establishment of a joint Project Board and the development of Terms of Reference, with future structural decisions to be agreed by the Chief Constable and associated funding to be agreed by the PCC.

This decision reflects the PCC's statutory responsibility for police complaints oversight while ensuring long-term sustainability, continuity and public confidence as national police governance arrangements evolve. The statutory framework, complainant rights, and independent oversight by the Independent Office for Police Conduct (IOPC) remain unchanged by this decision.

### **Recommendation**

To note the decision.

I hereby approve the decision above.

Jonathan Ash Edwards

Police and Crime Commissioner for Hertfordshire

Date: 9 April 2026