

PCC Assessment of performance in holding the Chief Constable to Account in respect of Complaints

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 provides that PCCs must publish the most recent IOPC quarterly complaints data for their force and the IOPC annual statistics report, alongside a narrative setting out how the PCC is holding the chief officer to account.

How Norfolk Police Force measure complaint satisfaction

There is no direct measure of complainant satisfaction. However, there are several indirect measures in terms of the information collated and published about performance by the IOPC on their website for the county of Norfolk.

[Police complaints statistics | Independent Office for Police Conduct](#)

The PCC also keeps four key areas under review:

1. The proportion of dissatisfaction dealt with outside the formal complaints process (outside schedule 3) and which enables prompt action to resolve issues raised by the public and those which then result in a formal complaints process.
2. The timeliness of contact with the complainant to deal with the complaint.
3. The quantity of complaints which, when being investigated within the formal complaints process (inside schedule 3), exceed a 12-month investigation time period.
4. The proportion of complaints where complainants apply for a review. This shows that, for whatever reason, the complainant is not happy with the outcome of the formal process.

The other key consideration is the nature of complaints and organisational learning arising which if dealt with effectively, should support public satisfaction with the service delivery in the future.

Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why.

Learning recommendations arising from IOPC are published on the [Norfolk Constabulary website](#). There is a requirement for Chief officers and local policing bodies to publish recommendations made to them and their response on their websites in a way that is clear and easy for members of the public to find. There is currently one learning recommendation for Norfolk Constabulary.

In relation to national recommendations arising from super-complaints these are regularly updated on the [OPCCN website](#) in relation to responses from the Norfolk Constabulary and the Police and Crime Commissioner.

A summary of systems in place to monitor and improve performance in the timeliness of complaints handling and identify themes or trends in complaints

A report on Complaints and Professional Standards, which includes information on the trends in complaints and any learning outcomes for the force, is published on a six-month

basis and this is available through the PCC website. The reports are discussed at the PCC's Accountability Meeting.

Data is provided in the Complaints and Professional Standards Report on timeliness of first contact by the force and timeliness of resolution. Timeliness is also a key consideration by the office of the PCC in its dip-sampling of complaint cases.

The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a 12-month period.

The number of written communications issued by the force under regulation 13 is included in the report on Complaints and Professional Standards and discussed at the PCC's Accountability Meeting.

Quality Assurance mechanisms in place to monitor and improve the quality of its responses to complaints

There are quality assurance mechanisms within the Professional Standards department before complaint outcomes are sent to the complainant, but this is further checked through OPCCN dip sampling.

Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.

The oversight arrangements by the PCC includes three strands:

1. Monitoring of the Complaints and Professional Standards reports, which routinely include timeliness, trends, lessons learned and specifying details around complaints that allege discrimination. The content is kept under review and the reports are publicly available on the PCC website.
2. The Office of the PCC attends quarterly meetings with Constabulary Professional Standards Department and the Independent Office of Police Conduct to discuss local policy, national policy and learning from the complaints and review processes.
3. Undertaking dip sampling to ensure appropriate process is being undertaken and that any learning is fed through to the Professional Standards Department.