

## **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 any mechanisms put in place to identify and act on 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 also available through the PCC website. The reports are discussed at the PCC's Accountability Meeting.