



## PCC Assessment of performance in relation to Complaint Reviews

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 was implemented in May 2021. Within this order the elected local policing body (Police and Crime Commissioner) is directed to provide an assessment of its performance in exercising its functions under paragraph 30(1)(b) of Schedule 3 to the Police Reform Act 2002 and which relates to complaint reviews.

Further details on the review function of the Office of the Police and Crime Commissioner can be found by accessing the following link:

[Complaints reviews | Norfolk PCC \(norfolk-pcc.gov.uk\)](https://norfolk-pcc.gov.uk/complaints-reviews)

The Office of the Police and Crime Commissioner has completed 42 reviews within the period of 01/08/2023 and 31/07/2024. The average time taken to finalise a review is 60 days.

### Delegation and Review Functions

Details of the process and procedure in place for reviews handled by the OPCC, including delegation of functions and decision-making can be found by accessing the following link:

[Complaints | Norfolk PCC \(norfolk-pcc.gov.uk\)](https://norfolk-pcc.gov.uk/complaints)

### Quality Control

The review function is primarily undertaken by the Complaints Review Officer. Where a review has been upheld this is sent to the line manager to ensure that the recommendations are agreed, and this is also sent to the force to action and respond to.

### Satisfaction

As stated, all reviews are considered in accordance with the legislation and statutory guidance. This may mean that some complainants do not receive the outcome they were expecting or desired. The OPCCN endeavours to demonstrate sympathy and understanding to all complainants and ensure any decisions made in respect of a review are explained and documented concisely.

### Review Outcomes

For the period of 01/08/2023 and 31/07/2024, the OPCCN has upheld 8 reviews from the 42 finalised cases where the OPCCN were the Relevant Review Body (RRB). The OPCCN believe this demonstrates that the public can have confidence in the process by which

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complaints against the police are handled by the Norfolk Constabulary Professional Standards Department.

More Information

Complaints and reviews are discussed during the quarterly [PCC Accountability Meeting](#) (PAM) as part of the Police and Crime Plan's Pillar 2 'visible and trusted policing'. This includes trends in complaints and any learning outcomes for the force.