

Complaints Monitoring Report

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

The Panel is recommended to consider the regular monitoring information from the PCC's Chief Executive and Norfolk County Council's Head of Democratic Services about complaints relating to the conduct of the Police and Crime Commissioner for Norfolk (PCC).

1. Background

- 1.1 The Panel has delegated the Initial Handling of Complaints and Conduct Matters (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 2) to the PCC's Chief Executive, in consultation with a nominated member of the Panel.
- 1.2 The Panel has also delegated the resolution of other complaints (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 4) to Norfolk County Council's Head of Democratic Services for informal resolution, in consultation with a nominated member of the Panel.

2. Purpose of today's meeting

- 2.1 The PCC's Chief Executive and the County Council's Head of Democratic Services agreed to provide the Panel with monitoring reports, at least annually, setting out the number and themes of complaints handled during the period.

3. Ongoing complaints relating to the PCC

- 3.1 The PCC's Chief Executive has confirmed the following update in relation to ongoing complaints to date (all other complaints have previously been reported to the Panel as being completed):

- **Complaint 13 – Dated: 19 July 2019**

The complainant wished to advocate on behalf of a service user following their interaction with the PCC during a visit to the service. The complaint was recorded and the PCC provided a written apology.

Completed.

• **Complaint 14 – Dated: 9 August 2019**

The complainant alleged the PCC had broken every line of his Code of Conduct. The complaint was recorded and the complainant advised that, while the material reviewed did not disclose any allegations of misconduct by the PCC, no further action would be taken

Completed.

4. OPCCN Freedom of Information Requests

4.1 As background information for the Panel, the PCC's Chief Executive has also confirmed that since the Panel's last monitoring report (July 2019), 10 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Encampments consultation
- Subject Access Request backlog
- PCC correspondence with Theresa May
- Temporary Agency Labour
- Cost spent on PCC branding since 2012
- Independent Advisory Group (IAG)
- WONDER project
- Employee roles under the Official Secrets Act
- Membership and Associations of the PCC
- Subject Access Requests

4.2 The PCC's Chief Executive will attend the meeting to respond to any questions that the Panel may have.

5. Complaints and FOI requests relating to the Panel

5.1 No complaints relating to the Panel have been received during the reporting period, but two FOI requests have been received:

- Employee roles under the Official Secrets Act
- Subject Access Requests

6. Action

6.1 The Panel is recommended to consider the regular monitoring information.



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