

## **PCC Complaints Monitoring Report**

### **Suggested approach from Jo Martin, Democratic Support and Scrutiny Manager**

The Panel is recommended to consider the regular monitoring information from the PCC's Chief Executive and Norfolk County Council's Assistant Director of Governance (Democratic and Regulatory 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 Assistant Director of Governance (Democratic and Regulatory 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 Assistant Director of Governance (Democratic and Regulatory 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. Complaints relating to the PCC**

- 3.1 The PCC's Chief Executive has confirmed that one complaint has been received since the Panel received its last monitoring report, when it met on 13 July 2021:

- **Complaint 1 – Dated: 18 June 2021**

The complainant asserted that the PCC had given the impression of being dismissive in dealing with their concerns and had not provided a full or clear explanation when requesting they direct their correspondence to Norfolk Constabulary. It was determined that the complaint was unsubstantiated and 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, five FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Grant Funding
- Staff Changes
- OPCCN and PCC Costs
- Chief Constable Complaints
- Complaints Review Process

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 Norfolk County Council's Assistant Director of Governance (Democratic and Regulatory Services) has confirmed that no complaints relating to the Panel have been received during the reporting period. Neither have any FOI requests relating to the Panel been received.

#### **6. Action**

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



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