

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 complete):

- **Complaint 2 – Dated: 11 January 2017**

The complainant asserted that the PCC had not provided an adequate response to their repeated requests for assistance.

It was determined that there was no conduct issue to address in relation to the PCC. The complainant was reminded of steps that had been taken to help resolve the matter and advised that 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 (February 2017), five FOI (Freedom of Information) requests have been received and no internal reviews have been requested. The main themes of the FOI requests are:

- Police National Computer / Unlawful Access
- College of Policing Consultation Response
- Illegal Hunts – Use of Dogs
- Illegal Hunts – Use of Dogs (revised request)
- Commissioned Services for Survivors of Domestic Violence and Abuse

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 Head of Democratic Services has confirmed the following update in relation to ongoing complaints to date:

• **Complaint 2 – Dated: 26 January 2017**

The individual wished to complain that they had been denied the right to generally address the Norfolk Police and Crime Panel during a public meeting, having been advised that there was no provision to do so.

Having reviewed ongoing correspondence with the complainant, Norfolk County Council's Complaints Team confirmed with the complainant that they had been correctly advised and that the Council would not respond further on the matter.

Completed.

5.2 As background information for the Panel, Norfolk County Council's Head of Democratic Services has also confirmed that since the Panel's last monitoring report (November 2016), two FOI requests have been received. The main themes of the FOI requests are:

- Access to copies of PCP agenda and minutes
- Access to copies of PCP Complaints Handling Sub Panel agenda and minutes

6. Action

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



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