

## 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 the 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

- 2.2 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 1 (in relation to the current PCC) – Dated: 30 August 2016**

The complainant asserted that the PCC had not acknowledged receipt of correspondence.

As the complainant had previously received responses from the PCC about the matter at hand, it was considered that the complaint was an attempt to reopen correspondence that had already come to an end. The complainant was informed that their complaint was considered to be vexatious, repetitious and an abuse of the process; 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 (June 2016), seven FOI (Freedom of Information) requests have been received and no internal reviews have been requested. The main themes of the FOI requests are:

- Top five Barrister Chambers (this was subsequently withdrawn)
- Number of Police Officers / Closure of Police Stations / HO Minister Visits
- Parking Tickets on Company Cars – PCC
- Police Verdict on recent possible electoral malpractice
- Cost of PCC in Norfolk since first election
- Financial Position of Norfolk Constabulary – 2014/15 and 2015/16
- PCC Staff Departures
- PCC's Total Annual Budget 2015/16

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 since the Panel's first AGM in July 2014.

5.2 One FOI request has been received since the Panel's last monitoring report (June 2016). This asked for: the names and titles of staff supporting the Panel, and the date appointed to their posts; the names of Panel Members and the date of their appointment; the identities of individuals who had made the determination about their PCC complaint; mailing addresses for complaints relating to the Panel and the County Council's Head/Deputy Head of Democratic Services.

#### **6. Action**

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



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