

## 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 9 – Dated: 10 April 2018**

The complainant raised a complaint about their being blocked by the PCC on Twitter.

The complaint was recorded, and referred to NCC's Head of Democratic Services in order to secure informal resolution. As a result of this process, the PCC wrote to the complainant to apologise and confirm they had been unblocked.

**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 2018), 16 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Delegation of Powers
- Victim Services grants
- Freemasons and Subject Access Request
- Social Media (Twitter/Facebook)
- Media Software
- OPCCN Legal costs
- Illegal vote counts
- Courier Service contracts
- Drugs Policy
- Electoral Fraud
- Register of Land owned/occupied by PCC
- Electoral Fraud
- Electoral Fraud
- Electoral Fraud
- Domestic Abuse campaigns
- General Election

4.2 One internal review was requested in relation to the 'OPCCN Legal Costs' FOI.

4.3 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 that no further complaints or FOI requests relating to the panel have been received since the last monitoring report.

#### **6. Action**

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



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