

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 12 – Dated: 16 May 2019**

The complainant referred to the Constabulary's handling of a violent assault, which had resulted in their being left unsafe and vulnerable. Having sought further clarification, the complainant confirmed that while their correspondence referred to a complaint about the PCC, the matter in fact related to the Chief Constable. The complainant was advised that no further action would be taken in respect of a PCC complaint.

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 2019), five FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Software used within the OPCCN
- Roles of the PCC
- How Council Tax is spent
- Organisational structure and wage ranges
- Temporary Agency labour

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 that no complaints or FOI requests relating to the Panel have been received during the reporting period.

6. Action

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



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