

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 Commissioner's Chief Executive and Norfolk County Council's Head of Democratic Services about complaints relating to the conduct of the Commissioner.

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 Commissioner'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.
- 1.3 The Commissioner'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 spread of complaints handled during the period.

2. Ongoing complaints relating to the Commissioner

- 2.1 The Commissioner'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 12 – Dated: 3 December 2015**

The complaint was forwarded by the Independent Police Complaints Commission (IPCC) for local assessment.

Following consultation with a nominated Panel member, the Commissioner's Chief Executive advised the complainant that there was no evidence to support their allegation against the Commissioner's conduct and that no further action would be taken.

Completed.

3. Freedom of Information Requests

- 3.1 As background information for the Panel, the Commissioner's Chief Executive

has also confirmed that since the Panel's last monitoring report (December 2015), 11 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- PCC Office Costs / Staff Numbers
- Community Safety Fund Allocations 2013/14 and 2014/15
- Chief Constable Oath and Powers
- PCC Funding for Human Trafficking / Modern Slavery
- PCC Appointment diary – 1 July 2015 to 31 December 2015
- Complaints against Chief Constable and/or referrals to IPCC
- Financial projections
- FOI request software
- Victim Support Services
- PCC Grants – organisations dealing with victims of stalking
- OPCCN spend since January 2013

3.2 No internal reviews have been conducted.

3.3 The Commissioner's Chief Executive will attend the meeting to respond to any questions that the Panel may have.

4. Complaints/FOI requests relating to the Panel

4.1 No complaints or FOI requests relating to the Panel have been received since the Panel's AGM in July 2014.

5. Action

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



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