

## 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.

#### 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 3 – Dated: 15 November 2013**

The complaint relates to the previously reported publicity regarding the Commissioner's travelling expenses, which resulted in an investigation by the IPCC that concluded there had been no wrong doing.

The complainant requested an apology from the Commissioner through the informal resolution process. The Commissioner felt that he had no reason to do so. While there was no reasonable prospect of the informal resolution process delivering the outcome that the complainant desired, the Head of Democratic Services in consultation with the nominated panel member agreed that no further action was to be taken and that the process was complete. The complainant was advised accordingly.

**Completed**

• **Complaint 6/7 – Dated: 16 January 2015**

The complaint related both to operational matters that had been addressed with the complainant separately by Norfolk Constabulary and to the previously reported publicity regarding the Commissioner's travelling expenses.

Through the informal resolution process, the Head of Democratic Services, in consultation with the nominated Panel member, concluded that the operational element of the complaint should be considered an abuse of process. The complainant was advised that no further action would be taken and that the matter would be recorded appropriately. The complainant was also advised that they had exhausted the complaints procedure in respect of their complaint against the Commissioner and that any future correspondence relating to these complaints would be treated as unreasonably persistent.

**Completed**

• **Complaint 8 – Dated: 14 May 2015**

The Commissioner's Chief Executive, in consultation with the nominated Panel member, concluded that this was not a matter for the Norfolk Police and Crime Commissioner (PCC) nor a complaint about the PCC. It was concluded that no further action should be taken, and the complainant was advised accordingly.

**Completed**

• **Complaint 9 – Dated: 2 July 2015**

This complaint was referred from the IPCC and is currently being reviewed.

**Ongoing**

### **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 (January 2015), 4 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Violence in care homes
- Vexatious requests
- Foreign business travel by the PCC
- Criminal charges

3.2 There has been 1 internal review conducted regarding the decision to apply an NCND (Neither Confirm Nor Deny) status to one of the above requests. The outcome of this review was that the information should be released. The requested information was then subsequently sent to the applicant.

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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