

## 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 9 – Dated: 23 June 2015**

This complaint was referred from the IPCC for local resolution.

Following review by the Commissioner's Chief Executive and a nominated Panel member, it was considered that the complainant had abused the complaints procedure by continuing to make complaints about issues that had been the subject of previous Norfolk Constabulary complaint investigations.

The complainant was informed that their complaint against the Commissioner was not substantiated and would be recorded as such.

**Completed.**

• **Complaint 10 – Dated: 6 August 2015**

This complaint was referred from the IPCC for local resolution.

It related to publicity surrounding the conviction and sentencing of an individual, and lacked any evidence to substantiate the specific issues raised.

The complainant was informed that no further action would be taken.

**Completed.**

• **Complaint 11 – Dated: 28 September 2015**

The complainant alleged that by failing to respond to their correspondence and assist in the resolution of a serious case they had raised initially with Suffolk Constabulary and latterly Norfolk Constabulary, the Commissioner had not acted in accordance with his code of conduct.

The complainant was informed that their allegation against the PCC was not substantiated, because all of their correspondence related to a multi-faceted complaint about Suffolk Constabulary and other agencies. The complainant was also advised that neither the Norfolk PCC nor the Norfolk PCP had the appropriate authority to deal with the fundamental matters that they were seeking resolve.

**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 (July 2015), 10 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Independent Advisory Groups
- Special Constabulary
- Commissioning of Sexual Violence/Abuse Services
- CBI Contributions
- Control Room Merger
- PEEL HMIC Report 2014
- PCC Office costs (two separate FOI requests)
- Recorded Information
- PCC Research

3.2 There has been 1 internal review conducted regarding whether the information had been provided in relation to one of the above requests. The outcome of this review was that the initial response that was sent was compliant with the requirements of the Freedom of Information Act.

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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