

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	24 January 2014	Item:	12
Title:	Quarterly Complaints Report		
Contact:	Katie Benton, Scrutiny Officer to the Panel		
Tel:	01962 847336	Email:	Katie.Benton@hants.gov.uk

1. Executive Summary

- 1.1 This purpose of this report is to provide the Hampshire Police and Crime Panel (PCP) with an overview of the work undertaken by the PCP's Complaints Sub-Committee over the previous quarter.

2. Contextual Information

- 2.1 The PCP is responsible for handling complaints made against the Police and Crime Commissioner for Hampshire (PCC), and for informally resolving non-criminal complaints, as well as complaints or conduct matters that are referred back to the Panel by the IPCC.
- 2.2 The PCP is also required to forward any 'serious complaint' it receives against the PCC to the IPCC. The definition of a serious complaint is 'a qualifying complaint made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence'¹.
- 2.3 At its meeting on 19 October 2012, the PCP agreed protocols for how it would handle such complaints. This included the delegation of the initial stages of the complaints handling system to the Chief Executive of the Office of the Police and Crime Commissioner for Hampshire. Should the delegated officer determine that a complaint received should be considered by the PCP's Complaints Sub-Committee, it will be recorded as such and referred to the Panel scrutiny officer.
- 2.4 The complaints procedure is displayed on the PCP's web pages, and can be found below:

http://www3.hants.gov.uk/procedure_of_dealing_with_complaints_from_the_police_and_crime_commissioner.pdf

¹ As per paragraph 2(6) of Schedule 7 to the Police Reform and Social Responsibility Act 2011

2.5 Each complaint recorded will be subject to an ‘informal resolution’ process, described in the complaints procedure. Prior to undertaking this, the Complaints Sub-Committee has the opportunity to ‘dis-apply’ the informal resolution process, should the complaint fall into a number of categories outlined in legislation.

3. Complaints Sub-Committee

3.1 The Membership of the Complaints Sub-Committee is as follows:

- Mr Bob Purkiss MBE (Chair)
- Councillor Goff Beck
- Councillor John Kennett
- Councillor Arthur Mandry
- Councillor Ken Muschamp

3.2 The Sub-Committee receives legal advice from Michael Lawther, Legal Advisor to the PCP.

4. Complaints Activity – September to December 2013

Potential Complaints against the PCC

4.1 There was one new potential complaint received by the delegated officer between 13 September and 12 December 2013 (see *Table 1*).

Complaints Received – Delegated Officer	Number of Complaints
Potential complaints received	1
- Not recorded as a complaint against the PCC	1
- Recorded as a complaint against the PCC	0
- Recorded as a serious complaint against the PCC	0

Table 1

4.2 Of the one potential complaint:

- One was not recorded as a complaint against the PCC, as the complaint wording itself did not make a clear complaint or any reference to the misconduct of the Commissioner.

Meetings of the Complaints Sub-Committee

4.3 The Complaints Sub-Committee have not met in the last quarter to consider any recorded complaints.

5 Recommendations

5.1 That the quarterly complaints report is noted.

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
Procedure for dealing with complaints against the Police and Crime Commissioner (19 October 2012)	http://www3.hants.gov.uk/procedure_of_dealing_with_complaints_from_the_police_and_crime_commissioner.pdf
Quarterly Complaints Report (October 2013)	http://documents.hants.gov.uk/partnerships/hampshire-pcp/2013-10-04PoliceCrimePanellItem9QuarterlyComplaintsreport.pdf