

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	3 October 2014	Item:	12
Title:	Quarterly Complaints Report		
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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 Ken Carter
- Councillor Keith Dibble
- Councillor Ken Muschamp

3.2 The Sub-Committee receives legal advice from Portsmouth City Council.

4. Complaints Activity – June 2014 to September 2014

Potential Complaints against the PCC

4.1 There were three new potential complaints received by the delegated officer between 13 June 2014 and 12 September 2014 (see *Table 1*).

Complaints Received – Delegated Officer	Number of Complaints
Potential complaints received	3
- Not recorded as a complaint against the PCC	0
- Recorded as a complaint against the PCC	3
- Recorded as a serious complaint against the PCC	0

Table 1

Meetings of the Complaints Sub-Committee

4.2 The Complaints Sub-Committee have met four times in the last quarter (three times in person, once electronically) to consider two of the three new complaints, and one complaint which was outstanding from the previous quarter. These meetings took place within three weeks of the complaint being referred to the Complaints Sub-Committee for review, and the complainant utilised the opportunity to make additional comments in support of their complaints.

4.3 The PCC has been given the opportunity to make comments on the content of the complaints received, and has done so for the complaints considered.

4.4 One complaint is outstanding and due to be considered by a meeting of the Complaints Sub-Committee after the end of the quarter.

Outcomes of the Complaints Sub-Committee meetings

4.5 At the time of writing:

- One complaint is ongoing.
- Three complaints have been informally resolved without action (see *Table 2*), including a complaint which was referred to the IPCC in the previous quarter.

Complaints Conclusions	Number of Complaints
Informal resolution process dis-applied	0
Referred to the IPCC	0
Resolved prior to consideration	0
Informally resolved without action	3
Informally resolved with action	0
Complaint still ongoing	1
Complaint withdrawn by complainant	0

Table 2

4.6 The Complaints Sub-Committee has not determined that the detailed outcomes of the complaints considered should be published, as per Part 4 Regulation 28 (13) of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

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 (April 2014)	http://documents.hants.gov.uk/partnerships/hampshire-pcp/2014-04-04PoliceandCrimePanelItem10QuarterlyComplaintsreport.pdf