



HERTFORDSHIRE POLICE AND CRIME PANEL

ANNUAL REVIEW OF COMPLAINTS

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Broxbourne Borough Council

25 July 2013

RECOMMENDATIONS

- 1 that the report from the Chief Executive of the Office of the Police and crime Commissioner on complaints is noted.
- 2 the panel indicates if any amendments are required to the format of the report for future years.
- 3 that no further action is taken on the complaint referred to it for informal resolution.

Purpose of report

The purpose of this report is to meet the statutory requirement on the Panel to ensure it is kept informed about complaints about the Police and Crime Commissioner and any Deputy PCC and any actions taken under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

Introduction

The Panel delegated its functions under the Regulations to the Chief Executive of the Office of the PCC at its December meeting, with the exception of informal resolution of complaints. Informal resolution of complaints is defined as *encouraging, facilitating, or otherwise assisting in, the resolution of the complaint otherwise than by legal proceedings*. In addition, the legislation does not permit the investigation of complaints. The powers of the Panel are therefore very limited. The Chief Executive of the OPCC has provided the

report at *Appendix 'A'* for members' information. As this is the first report, and there is no statutory prescription of what such a report must include, the Panel is invited to consider if it wishes the content of the report to change for future years.

Referral of Complaint for Informal Resolution

The Chief Executive of the OPCC has referred the complaint at *Appendix 'B'* for informal resolution. The complaint is about the issue of publication of information covered elsewhere on the agenda. The Panel could form a committee to informally resolve the complaint, but the response of the Panel to the report on publication of statutory information may make this unnecessary. If the Panel considers that there are no further steps that can be taken to deal with the complaint it may resolve to take no further action on it.