

Report to the Thames Valley Police & Crime Panel

Title: Report of the Thames Valley Police & Crime Panel Complaint Sub-Committee

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Author: Clare Gray, Scrutiny Officer,
Thames Valley Police & Crime
Panel



Background

1. The Panel has a statutory duty to handle non-criminal complaints against the Police & Crime Commissioner for Thames Valley.
2. A Sub-Committee of the Panel discharges this duty on its behalf. The Chairman of the Sub-Committee is currently Cllr. Emily Culverhouse.
3. It was agreed that the Sub-Committee should submit its report to the Panel on a quarterly basis, when complaints had been considered.

Complaints Received

4. One complaint was considered at the Sub-Committee meeting on 4th August 2016. This meeting was adjourned to ask for further information and the second meeting was held on 26 August 2016.
5. The complaint related to the alleged failure of the OPCC to respond to emails directed to the PCC's email address pcc@thamesvalley.pnn.police.uk. The OPCC had acknowledged and responded to the complainant but were unable to do so in a timely manner because of technical issues and they were initially unaware of the email. The complaint was upheld with the recommendation that adjustments be made to the PCC's public email address (which the OPCC has already proactively implemented) so that all emails should be delivered in the future (including potential 'spam' emails unless the security system identifies a suspected embedded virus) and a letter of apology and explanation be sent to the complainant. As the OPCC are formalising their Complaints Procedure the Panel have asked to see a copy of this procedure once it has been finalised.
6. The Chief Executive has delegated powers from the Police and Crime Panel to decide which complaints are appropriate for the Panel Sub Committee's consideration. If the Chief Executive decides not to take action he must notify the Panel and the complainant. The OPCC have provided

Members with information on two complaints that have not been referred to the Sub Committee for consideration.

7. Since 3 May 2016 the OPCC has received three complaints against the PCC (including the two complaints referred to above that have not been referred to the Sub-Committee for consideration). The first complaint was a repeat complaint which had already been considered by the Sub-Committee. The second complaint is the complaint above considered at 4 August meeting. The third complaint was made anonymously and no contact details were given. This has been retained on file.

Recommendation

1. It is recommended that the Thames Valley Police & Crime Panel note the report of the Complaint Sub-Committee