

Report to the Thames Valley Police & Crime Panel

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

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Background

1. As set out in the Police Reform and Social Responsibility (PRSR) Act 2011, and further explained in the Policing Protocol Order 2011, Police and Crime Panels (PCPs) perform a scrutiny function for PCCs, providing challenge and support, and acting as a critical friend. PCPs are currently responsible for handling non-serious complaints made about a PCC and a Deputy PCC and resolving these through the process for “informal resolution”, as set out in the PRSR Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.
2. A Sub-Committee of the Panel discharges this duty on its behalf. The Chair of the Sub-Committee for 2023/24 is Councillor Emily Culverhouse with Councillor Richard Webber as Vice-Chair.
3. It was agreed that the Sub-Committee should submit its report to the Panel on a quarterly basis, when complaints had been considered.
4. It should be noted that the proceedings of Complaints Sub-Committees are confidential, and no details can be discussed in the public domain of a Panel meeting.

Complaint Received

5. Two complaints against the Police and Crime Commissioner were considered at a meeting of the Complaints Sub-Committee on 6 September 2023. The proceedings of the Complaints Sub-Committee are confidential and cannot be discussed in the Panel meeting.
6. After careful consideration of the complaints, based on the submissions of the complainants and the PCC it was agreed that both complaints did not have any merit and the Sub-Committee dis-applied the requirements of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (Part 4).

It was agreed that both complaints should not be subject to resolution under Part 4 of the Regulations and that no action should be taken in relation to them at all, one complaint was 'vexatious' and "an abuse of procedures", and the other was "an abuse of procedures". Both in accordance with Regulation 15(2) of the 2012 Regulations.

7. However, in relation to one complaint, it was agreed that the PCC provide details of the following to the Sub-Committee: -

- office structure within his office, to deal with complaints, including what contingency arrangements are in place when officers who deal with complaints are absent.
- the equalities training which the staff within his office receive and whether it was appropriate for additional training to be provided for officers, to ensure the complaints process is accessible and to offer assurance to the Sub-Committee.
- information on complaints on the PCC's website and to ensure that this information is easily accessible and clear for residents.

Recommendation

It is recommended that the Thames Valley Police and Crime Panel note the report.