

**Sussex Police and Crime Panel**

**6 October 2017**

**Complaints about the Police and Crime Commissioner**

**Report by The Clerk to Sussex Police and Crime Panel**

**Recommendations**

That the Panel considers the complaints against the Commissioner, and any action that the Panel might take in respect of these.

**1. Background**

- 1.1 In accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2011, the Sussex Police & Crime Panel (PCP) is responsible for the initial handling of complaints against Sussex Police and Crime Commissioner (PCC).
- 1.2 At its meeting of 26 November 2012 the Panel decided to delegate its initial handling duties to the Clerk to Sussex Police and Crime Panel, and to consider a report of the complaints received, quarterly.
- 1.3 Serious complaints (those alleging criminal conduct) are referred automatically to the Independent Police Complaints Commission (IPCC). A sub-committee meets to consider complaints against the PCC requiring informal resolution (those considered "non-serious").

**2. Correspondence Received from 24 June to 27 September 2017**

- 2.1 The Panel takes the view that all correspondence raising issues with policing in Sussex should be recorded, whether or not the issues fall within the Panel's statutory remit.

During the subject period, three people contacted the Panel to raise issues, and three were recorded. The Clerk to the Panel considered this correspondence to determine if any matters raised fell within the remit of the Panel.

**Complaints**

- 2.2 During the subject period no correspondents raised issues which constituted a serious complaint, as defined by the Regulations (see 1.3).

**Correspondence Recorded, but not Considered by the Clerk to be a Complaint within the Panel's Remit:**

- 2.3 Concerning correspondence received and determined by the Clerk to the Panel not to be (within the terms of the Regulations) a complaint within the Panel's remit:
  - 2.3.1 There was ongoing dialogue with an individual, first initiated during the last reporting period, concerning the accuracy of the consultation document used by the PCC to inform the public consultation on the proposed precept increase for 2017/18. The correspondent wishes to make it clear that, contrary to the verbal update given by a PCP officer at the last Panel meeting, the correspondent was not satisfied with the responses provided by the OSPCC on this matter. It falls outside the remit of the PCP to adjudicate on matters of judgment and discretion exercised by the PCC's office. There is nothing so far in the complaint that amounts to a complaint about the conduct of the PCC.
  - 2.3.2 One individual contacted the Panel to complain that their correspondence was being ignored by the PCC and her officers. The Clerk to the Panel determined that the correspondence related to a complaint about the Chief Constable which, having been dealt with in accordance with the statutory process, had been found unsubstantiated. The significant volume of the subsequent correspondence was ultimately judged by the OSPCC to be unreasonably persistent. The complainant had been informed of this decision. The Clerk wrote to the complainant to remind them of the decision, and explain the implications of the decision in the context of their experience.

**Correspondence Recorded, and Considered by the Clerk to be a Complaint within the Panel's Remit:**

- 2.4 Concerning correspondence received and determined by the Clerk to the Panel to be (within the terms of the Regulations) a complaint within the Panel's remit (none received)

**Serious Complaints**

- 2.5 None have been received, or are in process.

**Other**

- 2.6 One individual contacted the Panel to express their gratitude for the PCC's help.

**3. Resource Implications and Value for Money**

- 3.1 The cost of handling complaints is met from the funds provided by the Home Office for the operation and administration of Sussex Police and Crime Panel.

**4. Risk Management Implications**

4.1 It is important that residents can have confidence in the integrity of the system for handling complaints against the Sussex Police and Crime Commissioner and their Deputy (where one has been appointed).

5. **Other Considerations – Equality – Crime Reduction – Human Rights**

5.1 Not applicable

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