

Avon and Somerset Police and Crime Panel

27th June 2018

Panel Protocols – Communication Protocol and Complaints Protocol

1. Background

A Communications Protocol was agreed by the shadow Panel at its inaugural meeting on 29th August 2012. This included arrangements for how the Panel and individual members will communicate with the media.

The Panel's Complaints Protocol was agreed by the Panel on 10th December 2012, formalising arrangements for the Panel's complaints handling function.

Both documents were agreed in consultation with the OPCC. It was acknowledged at the time that both be kept under review and updated as necessary, to ensure that they remained appropriate and relevant to the Panel's working arrangements and requirements.

Both documents have been recently updated to ensure good practice based on experience to date, again in consultation with the OPCC. The Government has announced its intention to provide guidance to clarify the definition of a complaint and the parameters of how the Panel should seek to resolve them. This will include the introduction of the power of investigation for Police and Crime Panels in relation to non-serious complaints. This is awaited.

The Panel is invited to confirm the membership of the Complaints Sub-Group for 2018/19.

More generally on the subject of complaints, the Independent Office for Police Conduct has confirmed that they are updating their Operational Advice Note for Police and Crime Panels. This will include further guidance for Panels about how to make a referral, the referral criteria, and specifically, the seriousness assessment and what information the IOCP expects to receive. A link to the IOCP bulletin is provided below, please see page 3 where a link to the advice note can be found:-

https://www.policeconduct.gov.uk/sites/default/files/Documents/OversightBulletin/Oversight_bulletin_Issue_8_Jan-Feb-Mar-2018.pdf

2. Recommendation

Panel members are invited to agree the updated protocols attached as Appendix A and B to the report and confirm the membership of the Complaints Sub-Group for 2018/19.

Patricia Jones (Clerk)

Avon and Somerset Police and Crime Panel

PLjones@somerset.gov.uk

Tel – 01275 885788/0785528450