

AVON AND SOMERSET POLICE AND CRIME PANEL

25 March 2025

REPORT OF THE CHIEF OF STAFF

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER AND COMPLAINT REVIEW UPDATE

PURPOSE OF THE REPORT

1. To provide members of the Avon and Somerset Police and Crime Panel with oversight of all complaints made against the Avon and Somerset Police and Crime Commissioner, ensuring scrutiny of the initial handling by the Chief of Staff in the Avon and Somerset Police and Crime Commissioner's Office.

BACKGROUND

2. The Avon and Somerset Police and Crime Panel (the Panel) is the designated Appropriate Authority for handling complaints against the conduct of 'Relevant Office Holders,' specifically the Avon and Somerset Police and Crime Commissioner (PCC), in accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, as outlined in section 31 and Schedule 7 of the Police Reform and Social Responsibility Act 2011.
3. The Panel has delegated the initial handling process—including categorization, decision-making, referral of criminal allegations to the Independent Office for Police Conduct (IOPC), disapplication decisions, and initial responses to the complainant—to the Chief of Staff in the Office of the Avon and Somerset Police and Crime Commissioner. However, the Panel retains scrutiny and oversight of all complaints and any escalations for informal resolution.

SUMMARY OF COMPLAINTS RECEIVED

4. Since the last Panel meeting, a new complaint has been received concerning PCC Clare Moody, submitted on 12/02/25. The complaint, raised directly with the Panel, expresses dissatisfaction with the outcome of the complaint review.

COMPLAINT REVIEW UPDATE

5. The complaint review process enables the PCC to independently assess the outcome of complaints, upon request by an involved party. This process evaluates whether the complaint was handled lawfully and in accordance with the correct procedures. If a review request is deemed invalid, it may be due to the application being submitted outside the statutory time frame or falling outside the scope of the process.
6. The complaint review manager has handled 882 reviews up to 3 March 2024. 19% were upheld, 69% not upheld and 10% were void.
7. The OPCC sets an aspirational target of 90 days to complete a review. The [Q4 IOPC Avon and Somerset Police Complaints Information Bulletin](#) highlights that complaint reviews handled by the PCC as the Local Policing Body were completed in an average of just 9 working days during 2023/24. This is notably more efficient compared to the national average of 50 working days and the [Most Similar Group](#) average of 51 days. In contrast, IOPC Complaint Reviews for the same period took an average of 136 days to complete.

RECORDED COMPLAINTS AGAINST THE CHIEF CONSTABLE

8. Since the last Panel meeting, no complaints have been received by the OPCC against the Chief Constable that have been recorded under Schedule 3 of the Police Reform Act 2002, as amended.

EQUALITY IMPLICATIONS

There are no identified equality implications related to the handling of complaints against the Avon and Somerset PCC. The protected characteristics of complainants are not always known, and all complaints are logged and published transparently to ensure openness.

RECOMMENDATIONS

9. Members are requested to review and provide feedback on this complaints report, including any recommendations or suggestions for informal resolution, through the statutory process for escalating complaints against the PCC to the Panel.

Sally Fox, Director of Performance and Accountability
On behalf of Alice Ripley – Chief of Staff