

AVON AND SOMERSET POLICE AND CRIME PANEL

5 NOVEMBER 2024

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 Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner for scrutiny of the initial handling by the Chief of Staff Avon and Somerset Police and Crime Commissioner's Office.

BACKGROUND

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Office for Police Conduct (IOPC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief of Staff in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

SUMMARY OF COMPLAINTS RECEIVED

4. No complaints have been recorded against PCC Clare Moody since starting post.

COMPLAINT REVIEW UPDATE

5. The complaint review process allows the PCC to independently scrutinise the outcome of complaints (upon application by an involved party). The process determines whether the complaint was handled lawfully and correctly.
6. The complaint review manager has handled 793 reviews up to the beginning of September 2024. 19% were upheld, 68% not upheld and 13% were void.

RECORDED COMPLAINTS AGAINST THE CHIEF CONSTABLE

7. One complaint received by the OPCC against the Chief Constable since the last panel meeting has been recorded under Schedule 3 of the Police Reform Act 2002 as amended. Allegations related to the Chief Constable's handling of

a report of alleged banking fraud. The complaint was handled by means of explanation in line with reasonable and proportionate handling. The complaint outcome letter concluded that the service level provided was acceptable and right of appeal/review was explained.

EQUALITY IMPLICATIONS

8. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

RECOMMENDATIONS

9. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

Alice Ripley – Chief of Staff