



REPORT TO:	North Wales Police and Crime Panel
DATE:	4 June 2013
CONTACT OFFICER:	Ken Finch, Strategic Director (Democracy, Regulation and Support) – Conwy County Borough Council
SUBJECT:	Complaints Procedure

1. PURPOSE OF THE REPORT

- 1.1 To approve the draft Complaints Procedure for the North Wales Police and Crime Panel (PCP).

2. EXECUTIVE SUMMARY

- 2.1 The PCP has a statutory role in the handling and determination of certain complaints made against the North Wales Police and Crime Commissioner (PCC) and Deputy Police and Crime Commissioner (DPCC)
- 2.2 The report seeks approval for the delegation of certain responsibilities to the Host Authority's Strategic Director (Democracy, Regulation and Support) in consultation with the Chair, Vice Chair and an Independent Co-opted Member of the PCP.
- 2.3 The Chief Executive to the Office of the North Wales Police and Crime Commissioner (OPCC) will also be consulted on the strategy for determining whether complaints will be considered by the Panel, the OPCC or referred to the Independent Police Complaints Commission (IPCC).
- 2.4 Appendix 1 of the report sets out the proposed method for the operation of the Complaints Procedure.

3. RECOMMENDATION(S)/OPTIONS

- 3.1 That the Complaints Procedure be approved and that the North Wales Police and Crime Panel delegates the management and resolution of complaints to the Host Authority's Strategic Director (Democracy, Regulation and Support), in consultation with the Chair, Vice Chair and an Independent Member of the Panel.

4. BACKGROUND INFORMATION

- 4.1 The PCP has statutory responsibilities as to the handling and determination of certain complaints made against the PCC and DPCC. Approval is sought from the Panel to delegates its functions to the Strategic Director (Democracy, Regulation and Support) at Conwy County Borough Council (the PCP's Host Authority), who must consult with the Chair, Vice Chair and one Independent Member (subject to availability) in determining the types of complaints received, and the strategy for managing complaints for local resolution and the Panel's final resolution of complaints.
- 4.2 There are 3 different categories of complaints:
- 4.3 A Complaint - a general complaint about the PCC or DPCC that is not a Conduct Matter or a Serious Complaint, or is a complaint that is referred to the PCP by the IPCC or a police force. The PCP is responsible for the informal resolution of these complaints.
- 4.4 A Conduct Matter - a matter where there is an indication (whether from the circumstances or otherwise) that the PCC and/or DPCC may have committed a criminal offence. Conduct Matters can arise without a complaint being made (for example, press stories). The PCP must notify the IPCC of Conduct Matters. The IPCC are responsible for considering all Conduct Matters.
- 4.5 A Serious Complaint - a complaint about the conduct of the PCC or DPCC, which constitutes or involves, or appears to constitute or involve the commission of a criminal offence. The PCP must notify the IPCC of Serious Complaints. The IPCC are responsible for considering all Serious Complaints.

5. CONSULTATION

- 5.1 Consultation has been carried out with the Chair of the North Wales Police and Crime Panel.

6. RESOURCE IMPLICATIONS

- 6.1 The Home Office provides funding to the host Local Authority for administering a Police and Crime Panel.

7. RISK

- 7.1 The PCP will be unable to carry out its statutory duties without an effective complaints procedure in place.

8. PUBLICATION

- 8.1 The Complaints Procedure and a register of recorded complaints will be published on the PCP's website.

9. REASON(S) FOR RECOMMENDATION(S)

- 9.1 To establish a complaints procedure in order for the PCP to carry out its statutory responsibilities.