

**Complaints regarding the Police & Crime Commissioner are dealt with by the Police and Crime Panel. Detailed below are complaints which were presented to the panel, the date of the panel meeting and the outcome of the complaint as reported to the panel.**



Peter McCall

## Complaints made against the Police & Crime Commissioner

Date of PCP meeting	Brief description of complaint	Outcome of complaint as reported at the panel meeting
18 July 2017	<ul style="list-style-type: none"> <li>No complaints received</li> </ul>	
16 October 2017	<ul style="list-style-type: none"> <li>The complaint relates to what the complainant alleges is unlawful driving along a footpath on or near his home. His complaint is that the Commissioner does not agree the driving is unlawful and that the Commissioner is wrong to reach this conclusion.</li> </ul>	<p>The Commissioner's Chief Executive, provided some initial comments regarding the complaint on that matter on 16 August 2017. Subsequent to this, a review was undertaken of substantial supporting information, which the complainant had provided on a compact disc. After this review a further request for comments has been made to the Commissioner's Chief Executive. In line with the Panel's Complaints Procedure, an attempt will be made to broker a local resolution when the response is received.</p>
	<ul style="list-style-type: none"> <li>As worded it constituted a serious complaint, therefore it was referred to the Independent Police Complaints Commission (IPCC) on 5 September 2017 in line with legislation. The IPCC raised further queries on 28 September 2017 which were answered on 29 September 2017.</li> </ul>	<p>It is a legal requirement that a serious complaint be referred to the IPCC. The IPCC then determines whether or not it is necessary for the complaint or matter to be investigated. In the meantime, the Panel cannot consider the matter further unless and until the IPCC refers the complaint back to the Panel. In line with the Panel's procedures, a further update report will be brought to the next meeting of the Panel detailing the progress with these two matters.</p>

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23 January 2018	<ul style="list-style-type: none"> <li>The first complaint reported to the Panel in October 2017 was discussed.</li> </ul>	The Panel received a report which outlined where appropriate, what, if any, action had been taken in respect of the complaint.
	<ul style="list-style-type: none"> <li>The second complaint reported to the Panel in October 2017 was discussed</li> </ul>	No further action was to be taken in relation to this matter.
13 March 2018	<ul style="list-style-type: none"> <li>One ongoing complaint.</li> </ul>	The Monitoring Officer had subsequently received the required information and an attempt to make a local resolution was being made.
July 2018	<ul style="list-style-type: none"> <li>Ongoing complaint</li> </ul>	The Deputy Monitoring Officer proposed an informal resolution which was acceptable to the Commissioner. Unfortunately, the complainant has not accepted this proposal at the date of this report. Although attempts to assuage the complainant's concerns continue, it will be necessary before the next report to bring the matter to a conclusion. 4
	<ul style="list-style-type: none"> <li>Second complaint received has now been resolved.</li> </ul>	There had been an exchange of number of letters sent between the Commissioner and this particular complainant prior to the Commissioner attending the complainant in a surgery. During the surgery, the Commissioner agreed to write a further letter to the complainant subsequent to the surgery. The complaint was that the Commissioner had not written this letter. As part of an agreed resolution to the complaint, the Commissioner has now written to the complainant and the complaint is resolved
	<ul style="list-style-type: none"> <li>Third complaint is ongoing, although progress had been made in reaching a resolution.</li> </ul>	In an attempt to resolve this complaint, the Commissioner has provided the complainant with his reasoning behind his view. The complainant, in response, has raised a number of issues. Of those, it has been agreed with the complainant that one of those issues merits further consideration by the Commissioner in an attempt to finally resolve this complaint. The Commissioner is, at the date of this report, giving that consideration.

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	<ul style="list-style-type: none"><li>Final complaint received has not yet been referred to the Commissioner.</li></ul>	Attempts are still being made to define exactly what is the complaint, and whether or not it is within the Panel's remit.
	<ul style="list-style-type: none"><li></li></ul>	