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
23 January 2018	• The first complaint reported to the Panel in October 2017 was discussed.	The Panel received a report which outlined where appropriate, what, if any, action had been taken in respect of the complaint.
	• The second complaint reported to the Panel in October 2017 was discussed	No further action was to be taken in relation to this matter.
13 March 2018	• One ongoing complaint.	The Monitoring Officer had subsequently received the required information and an attempt to make a local resolution was being made.
July 2018	• Ongoing complaint	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
	• Second complaint received has now been resolved.	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

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		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
	• Third complaint is ongoing, although progress had been made in reaching a resolution.	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.
	• Final complaint received has not yet been referred to the Commissioner.	Attempts are still being made to define exactly what is the complaint, and whether or not it is within the Panel's remit.
October 2018	• The three complaints reported to the Panel in July 2018 were still ongoing with one being referred to the Panel's Complaints Sub-Committee for consideration due to a local resolution not being accepted	
	• A further complaint was received however, it did not provide details of any failing on behalf of the Commissioner and further information was being sought.	
January 2019	• Ongoing complaints one and two	The Cumbria Police and Crime Panel Complaints Sub-Committee had been convened on 28 November 2018 to consider two of the ongoing four complaints for which resolutions had not been agreed. The Sub-Committee had resolved to take no further action as there was no resolution of the complaint that was within the Sub-Committee's powers.
	• Ongoing complaint three	At the time of the previous report, the Commissioner provided a response to a complaint that had been refined

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		through correspondence with the Deputy Monitoring Officer. Having received this response with further comments from the Deputy Monitoring Officer, the complainant decided to withdraw the complaint.
	• Ongoing complaint four	The final ongoing complaints matter was framed as a complaint but did not actually detail any failing on behalf of the Commissioner. Members noted that a query was raised as to what, if anything, the complaint against the Commissioner was but no response had been received. Accordingly, the initial correspondence would not be treated as having been a complaint and no further action would be taken.
March 2019	• No complaints ongoing	
July 2019	• No complaints ongoing	
October 2019	• No complaints ongoing	
February 2020	• No complaints ongoing	