



Cambridgeshire
Police & Crime
Commissioner

To: Business Coordination Board

From: Chief Executive

Date: 24 July 2014

COMPLAINTS POLICY STATEMENT

1. Purpose

1.1 For the Business Co-ordination Board to consider the Commissioner's Complaints Policy Statement.

2. Recommendation

2.1 For the Business Co-ordination Board to approve the Complaints Policy Statement.

3. Introduction

3.1 The Commissioner has a statutory duty under the Police Reform and Social Responsibility Act 2011 to monitor complaints made against officers and staff of Cambridgeshire Constabulary, whilst having responsibility for complaints made against the Chief Constable.

3.2 The Commissioner also has a statutory duty under The Elected Local Policing Bodies (Specified Information) Order 2011 to have a statement in relation to the conduct of relevant office holders, including procedures for the handling of qualifying complaints and conduct matters. This includes complaints made about the Chief Constable.

3.3 In addition, the Independent Police Complaints Commission (IPCC) '*Statutory guidance to the police service on the handling of complaints*', which Commissioners must 'have regard to', places a requirement on Commissioners to make publicly available information on how to make a complaint against the Chief Constable.

4. Complaints Policy Statement

- 4.1 The Policy Statement provides for the position, process and approach that the Commissioner will adopt for complaints against the Chief Constable in line with the IPCC guidance. The Policy Statement also applies the same principles of approach regarding complaints against officers of the Office of the Police and Crime Commissioner. In addition, it signposts the routes of appeal for complaints against the Commissioner and other police officers (other than the Chief Constable) and police staff.
- 4.2 The Policy Statement is given at Appendix A.

5. Governance

- 5.1 The Complaints Policy Statement has been considered and approved by the PSD Alliance Sub-Group. This provides the controls assurance for the Business Co-ordination Board.

6. Recommendation

- 6.1 For the Business Co-ordination Board to approve the Commissioner's Complaints Policy Statement.

BIBLIOGRAPHY

Source Document(s)	
Contact Officer	Aly Flowers, Senior Policy Officer