

Annual Complaints Report 2019-20

Agenda Item 6

Reference number: EPFCP/26/20

Report title: Annual Complaints Report 2019-20	
Report to: Essex Police, Fire and Crime Panel	
Report author: Paul Turner, Director, Legal and Assurance, Essex CC	
Date: 22 October 2020	For: Noting
Enquiries to: Paul Turner, Director, Legal and Assurance, Essex County Council paul.turner@essex.gov.uk	
County Divisions affected: All Essex	

1. Purpose of Report

The purpose of this report is to provide the Essex Police, Fire and Crime Panel (PFCP) with an update on the handling of complaints made against the Essex Police, Fire and Crime Commissioner (PFCC) since 25 October 2020.

2. Recommendations

That the information contained in the report be noted.

3. Context/Summary

- 3.1 The Panel has a statutory responsibility under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 for handling complaints regarding the non-criminal behaviour of the PFCC and for resolving such complaints. The PFCP is also required to forward any 'serious' complaint it receives against the PFCC to the Independent Office for Police Conduct. The definition of a 'serious' complaint is 'a qualifying complaint about conduct which constitutes or involves, or appears to constitute or involved, the commission of a criminal offence'.¹
- 3.2 It is important to note that complaints can only be considered if they relate to an act or omission of the Commissioner or Deputy personally. However, such acts or omissions can include acts or omissions relating to how the Commissioner or Deputy has (or has not) dealt with a complaint about the Chief Constable or about the fire service. They can also be about alleged criminal misconduct of the Commissioner or Deputy in their personal life.
- 3.3 The Panel's complaint procedure, which was adopted in October 2019 can be found attached as Appendix A.

¹ Paragraph 2(6) of Schedule 7 of the Police Reform and Social Responsibility Act 2011

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4. Summary of Complaints Received during period 1 October 2019 – 30 September 2020

4.1 Five complaints against the PCC have been recorded during this period. Three have been and taken through the Panel's complaints process to informal resolution by or on behalf of the monitoring officer. Two of these were considered to have been based on a misunderstanding of the role of the commissioner and the third disclosed no evidence of any misconduct.

4.2 The other two complaints are still being considered in the system.

5. Appendices

Appendix A – Essex Police, Fire and Crime Panel Complaints Procedure