Process Flowchart for Complaints about the Police, Fire and Crime Commissioner (or Deputy PFCC)

Complaint received by Police, Fire and Crime Panel. If a complaint is received by the PFCC/DPFCC or the Police then they must forward to Panel The Complaint is recorded on behalf of the Panel unless it is out of scope (ie not about PFCC or deputy relates to a different force). Consider referral to Independent Office for Consideration by IOPC which will either Police Conduct The complaint must be referred to deal with the complaint itself or refer back the IOPC if it alleges criminal misconduct. to Panel. **Consider disapplication** The process may be disapplied if the complaint is: Made more than 1 year after the complainant The Panel is not under any obligation first became aware of the matter. to consider a complaint if the Relates to the PFCC's role as employer. procedure is 'disapplied' from it. The same as an existing or previous complaint. Vexatious, oppressive or abusive. **Anonymous** Consult parties on how to resolve complaint. There are four main ways that this could be done 'period for local Informal Informal Resolution Referral for settlement' 'mediation' resolution by by Complaints Sub-May be suitable if it Committee. See Monitoring May be suitable if it is is believed that Officer who will separate flowchart for believed that there is there is a chance express a view on process. a chance that the that the complaint the complaint and complaint may be may be able to be may make able to be resolved by resolved by agreement. Mediation recommendations agreement. A period to the parties. This would involve for local settlement someone acting as is suitable for less would be more mediator. This is not serious cases informal. This is not suitable for all cases. which cannot be suitable for all resolved by agreement. cases. The settlement process will be followed. If the dispute is not resolved then one of the 'informal resolution' processes will be followed. The outcome of the complaint will be recorded, the parties will be notified and the complaint closed. Step taken by external person or body. Step taken by Monitoring Officer

Step taken by Sub-Committee

Step taken by Monitoring Officer in consultation with Chairman of Sub-Committee

Process to be followed for Resolution of Complaints by Complaints Sub-Committee

| Committee | | |
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| Decision to refer to Complaints Sub-Committee | | |
| Reviewing Officer appointed by Monitoring Officer (Optional) | | |
| Complaint sent to all parties. PFCC/DPFCC asked for response generally and on specific questions. | | |
| Reviewing Officer or Monitoring Officer considers request for information to be treated as confidential (if such a request is made). | The request for information to be withheld could be | mad |
| Outcome of request notified to applicant (who can appeal to Sub-Committee). | at any time until the draft report is produced | |
| (If application to have information withheld is refused) applicant decides whether or not information should be shared. | and could be mad the PFCC/DPFCC the complainant. | |
| PFCC/DFPCC's response (less any agreed withheld information) is sent to the complainant, with an invitation for them to respond if this is in the interests of fairness (not on new matters). | | |
| Consider response from complainant (if any) and send to PFCC/DFPCC (with an invitation for them to respond if this is in the interests of fairness.) | | |
| Once all parties have had fair opportunity to respond to points made by the other party, ensure that all material is seen by all other parties (subject to any agreed confidential material). | | |
| Draft Report produced and sent to parties who are given opportunity to comment. | | |
| Report issued to Sub Committee and to parties. Agreed confidential material is not sent to parties. | | |
| Sub-Committee make decision on resolution to complaint by considering report and any material sent in by parties, usually in private without any party being present. Consideration of publication of decision (if appropriate). | | |
| Decision communicated to parties and recorded | | |
| If recommendation made the response to the recommendations is recorded. | | |
| If recommendation made then consideration of publication of decision if appropriate and if not already considered. | | |
| Step taken by reviewing officer. Step taken by Monitoring Officer Step taken by Sub-Committee Step taken by Monitoring Officer in consultation with Chairman of Sub-Committee Process for consideration of requests to have information considered by the Sub-committee whilst not being shared with the other party. | | |