



Sussex Police and Crime Panel

29 January 2021

Complaints about the Police and Crime Commissioner

Report by The Clerk to Sussex Police and Crime Panel

Focus for Scrutiny

That the Panel considers the complaints against the Commissioner, and any action that the Panel might take in respect of these.

1. Background

- 1.1 In accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2011, Sussex Police & Crime Panel (PCP) is responsible for the initial handling of complaints against Sussex Police and Crime Commissioner (PCC).
- 1.2 At its meeting of 26 November 2012 the Panel decided to delegate its initial handling duties to the Clerk to Sussex Police and Crime Panel, and to consider a report of the complaints received, quarterly.
- 1.3 Serious complaints (those alleging criminal conduct) are referred automatically to the Independent Office for Police Conduct (IOPC). Regarding non-serious complaints, a sub-committee can meet to consider any of these which in the Panel's view require informal resolution.

2. Correspondence Received from 3 September 2020 to 8 January 2021.

- 2.1 The Panel takes the view that all correspondence raising issues with policing in Sussex should be recorded, whether or not the issues fall within the Panel's statutory remit.
- 2.2 During the subject period, five people contacted the Panel to raise new matters (either directly, referred via the IOPC, or referred by the Office of the Sussex Police and Crime Commissioner (OSPCC)).

Complaints

- 2.3 During the subject period no one raised issues which constituted a serious complaint, as defined by the Regulations (see 1.3).

Correspondence Recorded, but not Considered by the Clerk to be a Complaint within the Panel's Remit:

- 2.3.1 One person contacted the Panel to complain that their correspondence to the Commissioner had gone unanswered or was answered following a significant delay. Enquiries to the OSPCC broadly confirmed this account, and that a letter of explanation to the complainant was in preparation. Organisational and process-related changes had been implemented to ensure that correspondence would once more be dealt with within the target timescales, in light of the fact that staff would likely be working from their homes for some time to come due to the national emergency. Since the complaint did not concern the actions and decisions of the Commissioner, it did not fall within the remit of the Panel.
- 2.3.2 Three people contacted the Panel to complain about operational policing issues. All were signposted to Sussex Police's provision for reporting complaints about Sussex Police officers.
- 2.3.3 One person contacted the Panel to complain about operational policing issues involving Greater Manchester Police (GMP) officers. The complainant was signposted to GMPs provision for reporting complaints about GMP officers.

Correspondence Recorded, and Considered by the Clerk to be a Non-Serious Complaint within the Panel's Remit:

- 2.4 Nothing received.

Serious Complaints (allegations of criminal conduct)

- 2.4.1 None received

3. Resource Implications and Value for Money

- 3.1 The cost of handling complaints is met from the funds provided by the Home Office for the operation and administration of Sussex Police and Crime Panel.

4. Risk Management Implications

- 4.1 It is important that residents can have confidence in the integrity of the system for handling complaints against the Sussex Police and Crime Commissioner and their Deputy (where one has been appointed).

5. Other Considerations – Equality – Crime Reduction – Human Rights

- 5.1 Not applicable

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