

DYFED-POWYS POLICE AND CRIME PANEL
7TH FEBRUARY 2020

COMPLAINTS PROTOCOL

Recommendations / key decisions required:

To consider the draft complaints protocol

Reasons:

Panel members have expressed concern that the original protocol adopted in 2012 does not adequately provide for the type of complaints received or the limitations upon the powers of the Panel to achieve a meaningful solution in many cases

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
7TH FEBRUARY 2020**

COMPLAINTS PROTOCOL

The Police Reform and Social Responsibility Act 2011 gives Police and Crime Panels certain statutory responsibilities in relation to complaints made against the Police and Crime Commissioner for their area.

However Panels have very little powers in respect of such complaints. All 'serious' complaints (as defined in legislation) must be referred to the Independent Office for Police Conduct (IOPC). The Panel can therefore only deal with low level complaints against the Commissioner.

The Panel has no power to investigate a complaint. It must either deal with it by way of informal resolution or may, in certain prescribed circumstances, dis-apply the relevant legislation and take no further action.

In the last 3 years the Panel has dealt with 9 complaints against the Commissioner or his predecessor. Of these 1 was dealt with by informal resolution, 2 resulted in no further action due to the then Commissioner not being re-elected and 6 have resulted in the legislation being dis-applied and no further action being taken as the complaint was considered an abuse of process.

The revised protocol aims to identify those cases that are an abuse of process at an early stage and deal with them without diverting the full Panel from its other work. This will allow the Panel to concentrate on complaints in respect of which a meaningful outcome can be achieved.

DETAILED REPORT ATTACHED?

YES

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|---------------------|--------------|---|
| Host Authority File | LS-0511/57 | County Hall Carmarthen |
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