

INDEPENDENT RESIDENTS' PANEL

Complaints Review: Thursday 7 December 2017, 10am–3.30pm

STRUCTURE OF THE SESSION

Seven out of 11 Independent Residents' Panel (IRP) members attended this quarter's meeting, reviewing 35 complaints from a total of 72 requested cases.

Themes: 60 of the most recently completed complaints against the Police (and beyond the appeal period) as at 30 November 2017 were requested by the Panel, within the IPCC complaint allegation categories of:

1. Other neglect or failure in duty (the largest complaint allegation category) – 40 cases requested.
2. Other irregularity in procedure – 20 cases requested.
3. Also requested were 12 of the latest early/informally resolved complaints.

The cases received were actually for the time period up to 30 September 2017 (the financial quarter 2).



Panel members recorded their comments for the Constabulary's Professional Standards Department (PSD) to read, comment upon and use for any individual and organisational learning, including highlighting to the Constabulary Management Board and the Learning Board.

There is also a round-table summary where each Panel member summarises their overall feedback on the complaint cases reviewed.

DISCUSSION WITH THE PROFESSIONAL STANDARDS DEPARTMENT

Avon and Somerset Constabulary's new Deputy Head of the Professional Standards Department (PSD), Detective Chief Inspector Mark Edgington (previously Somerset East Area Commander), attended for the Panel member summary session and was available to respond to any questions about the last Panel report. A PSD update was also provided.

The PSD performance 'dashboard' report is published each month on the Police website [here](#).

The Panel discussed Body Worn Video Camera use with the PSD Deputy Head, who explained the benefits for the public and the police, giving examples of Officer respect and being discerning in each situation. BWV cameras are issued to all Officers with additional pool cameras for Special Constabulary Officers. The BWV screen shows the individual their image (mirror) and Officers don't

have to ask permission to film a person. BWV footage is admissible in Court and Video Interviewing of witnesses is hoped to be a function that will be used by Officers in the future once legislative changes have been made. The PSD make a severity assessment of complaint allegations and BWV footage, in addition to reviewing the incident log and other information, can make the assessment much more accurate. The benefits of turning on the BWV is emphasised to Officers, including the real value of turning it on when being dispatched to an incident, before arrival. BWV cameras for Firearms Officers was also explained, including reviewing helmet-mounted BWV cameras.

The PSD Deputy Head updated Panel members about police digitalisation (the roll out of laptops, mobile phones and tablets to Officers) – one of the PCC’s Police and Crime Plan priorities, for the ‘right people, right equipment and right culture’ with Avon and Somerset Constabulary – which helps keep Officers out on duty. Police vehicles are also being fitted with WIFI. This digitalisation is important, despite and because of the financial challenges.

Panel members enquired about Independent IPCC investigations and IPCC assessments regarding Officers and criminal investigations, suspension decisions and Officers as witnesses.

Officer welfare was discussed, including the implementation of ‘TRiM’, Trauma Risk Management, to care for the health and welfare of Officers and Police Staff after certain incidents.

The PSD Deputy Head also informed Panel members that from 15 December 2017 there will be an amendment to the Police Conduct Regulations which affects retirement of Officers where disciplinary investigations are taking place. (See weblink: [Omission of regulation 10A \(appropriate authority consent to notice of intention to resign or retire\)](#)). There is a Barred List for Police Officers and an Advisory List which includes Police Staff, even if the Staff member resigns (See weblink: [Amendment of regulation 35 \(outcome of misconduct proceedings\)](#)).

Independent Residents’ Panel annual review report - September year-on-year comparison

A Panel member reviewed the member responses over the last 4 years for each September’s review of the most recently completed complaint cases. This review is based on the member responses to the current 6 questions on every complaint case feedback form, as follows, with the option to answer Yes, No, Not Known (or to leave blank). Question 6 was added in 2016:

Q1	<i>Has the complaint been handled in an open, fair and proportionate manner?</i>
Q2	<i>Do you think that the correct final outcome was reached for this complaint?</i>
Q3	<i>Has the appropriate support been offered to the complainant throughout the process?</i>
Q4	<i>Has the complainant been kept appropriately informed about the progress of their case? (at least every 28 days)</i>
Q5	<i>Has the complaint handling process been timely?</i>
Q6	For complaint handling and investigations into Officer or Staff misconduct: Is the complaint handling and outcome fair and free from any form of discrimination or bias?

Date/Question	Q1	Q2	Q3	Q4	Q5	Q6	Total	%
Sept 2014 Yes	18	18	14	25	19	-	94	58
No	3	3	5	3	3	-	17	10.5
Not known	6	10	11	8	16	-	51	31.5
							162	100
Sept 2015 Yes	23	22	16	18	20	-	99	82.5
No	0	1	2	4	3	-	10	8.5
Not known	1	1	6	2	1	-	11	9
							120	100
Sept 2016 Yes	20	19	17	17	21	13	107	83
No	0	0	3	3	1	0	7	5.5
Not known	2	3	1	2	0	7	15	11.5
							129	100
Sept 2017 Yes	26	26	21	23	26	17	139	81
No	1	0	0	1	3	0	5	3
Not known	3	5	10	7	2	0	27	16
							171	100

Panel's annual report:

During the last 4 years, the panel has seen many examples of good practice in the difficult task of complaint handling.

We have compared the outcomes of the dip-sampling reviews over the period. The numbers of reviews are small but our responses to the cases reviewed seem to be more positive now than in the first few meetings.

Record keeping by complaints investigating officers is more consistent, template letters are more jargon-free, correspondence and responses to complaints have improved and the approach to complaint handling has become more empathetic and specific.

If we consider that in the answers we give, a 'Yes' response is a positive evaluation, a 'No' response indicates some area needing improvement and a 'Not Known' response indicates that the data supplied is in some way inadequate, we can see that across the board things are improving. The 'Nos' have gone down year on year, the 'Yes' responses have increased and the 'Not knowns' have tended to reduce. See the table above.

As time has gone on, our wish to be critical friends of the force has led the panel to become more concerned about the fine detail of more recent complaints. Now that the PSD has ensured that many of our early recommendations have been accepted and implemented, we are shifting our scrutiny to issues which we might well have not bothered with in the past, as there were more important issues to deal with.

In addition, we have now to address new aspects of complaints, such as the rolling out of body worn video cameras and the new speedy method of early intervention in dealing with complaints informally. There will always be plenty to do to ensure that the force remains as effective as possible while promoting public trust and cooperation.

THIS FEEDBACK REPORT

This feedback report contains Panel members' comments and views, both positive and negative, along with the responses from the Professional Standards Department. All Panel member completed feedback forms are also forwarded to the PSD to review.

POSITIVE COMMENTS

Panel members highlighted the following positive aspects within the complaint case files:

1. Compliments to the PSD (HQ) Police Complaints Officer Linda HYDE for some excellent and timely examples of early intervention/informal resolution of members of the public's expressions of dissatisfaction with the Police. This includes a reviewed case containing a complimentary response from a complainant regarding the handling of the issue, which contributes to maintaining public trust in the Police. The Panel member would like the PSD to be more ambitious in handling more complaints informally.
2. Examples of incredibly well documented cases, one involving multiple partnership agencies with coordinated discussion. Also, more evidence was held in some reviewed case files.
3. Compliments to PSD (HQ) Complaints Assessor Peta KING for a very detailed log report. Also compliments to PSD (HQ) Police Investigation Officer Shaun SCREEN and the previous PSD Deputy Head Sue WILSHIRE, commended for their work in handling a complainant's Solicitor's documents.
4. PSD (HQ) Police Investigation Officer Nicholas CROCKER was fantastic in the exemplary handling of a reviewed complex complaint case.
5. Very thorough complaint case handling. For example, by PSD (HQ) Police Investigation Officer Diana DERRICK. An excellent finalisation letter, in difficult circumstances.
6. Very good standard of complaint case-handling. Examples of very good finalisation letters with clear explanations of complaint conclusions.
7. Very refreshing and not seen previously by Panel members: The 'advice given' to Officers was actually explained within the case file, which is most welcome.
8. Good, well-handled complaint case examples. The improvement in letter tone and content is noted. Panel members also noticed the positive change in terminology, with no Police acronyms. 'Service delivery' narrative has been replaced with the words 'informal resolution'.
9. Body Worn Video camera footage was viewed.
10. Overall, a Panel member was really impressed with some fantastic letters sent to complainants.
11. Timely (speedy) informally resolved complaints. An example of PSD (HQ) Assessor sending a complaint to be locally resolved and the district Officer responding straight away to the complainant. An additional PSD (HQ) finalisation response was then sent to the complainant.
12. A very full investigation by Inspector Fraser DAVEY.

13. Excellent correspondence and letters, both for the finalisation of the initial complaint by Detective Inspector Jane WIGMORE and for the outcome of the appeal by PSD Steve CROUCH.

PSD response:

We have worked hard this year to improve the quality of our investigations and to ensure that we are providing complainants with timely updates and correspondence in language that is understandable/jargon free. It's pleasing to see this reflected within the cases reviewed and how some of our investigators have gone beyond the complainants' expectations. We are also pleased to now have the technology available to monitor our compliance with the 28 day complainant updates, and review this regularly to ensure we continue to meet the expectations of the public. We have also invested in our investigative training for IOs (Investigating Officer), which will mean they become nationally accredited, similar to other mainstream investigators within the police family. This will ensure we continue to provide the best possible quality investigations into complaints from the public and ensure they have confidence in the complaints process.

QUESTIONS, CONCERNS, NEGATIVE COMMENTS & SUGGESTED ORGANISATIONAL LEARNING POINTS

Panel members highlighted concerns about the following issues and also made suggestions that may improve the quality of policing service, Police Officer performance, conduct, or improve the complaint handling process:

1. What Police consideration is there regarding understanding complainants with mental ill health?
2. One Panel member's review of complaint cases was disappointing overall (3 out of 5 cases were below the standards expected), including an example of tardy handling, no evidence, narrative still stating that the Officer has been asked 'to reflect'. Mistakes should be acknowledged and apologies given.
3. Organisational learning point: If a Police Officer runs for 2 minutes 8 seconds and appears unfit should they have fitness tests?
4. Complaint cases were identified where the complaints Investigations Officer is not keeping the complainant updated at least every 28 days. If an Officer is due to go on annual leave (holiday) then the complainant should be updated before the leave date.
5. Incorrect administration was found, where documents were stored in the wrong case file.
6. If a complainant asks that the complaint is not handled locally due to a lack of trust and confidence in a local Officer handling a complaint against a Team member, is there the option for the PSD to ask another local area to resolve the complaint?

7. If an Investigating Officer declares a conflict of interest in handling a complaint by a complainant who the Officer previously dealt with at an incident, would the reassignment mean that the original IO would not write the final letter?

PSD response:

We will always try to resolve the complainant's concerns regardless of whether they may be suffering from mental health issues. Sometimes this may mean taking some additional time to explain our decision making and following this up in writing. This is why it's so important that we refrain from using police jargon and explain our decisions in an open and transparent way as already highlighted above.

Police officers have to undertake yearly training in the use of their Personal Protective Equipment (PPE). This is to ensure they up to date on any changes to legislation and that they continue to understand the importance of using force proportionately and in the safest way possible. As part of that process, the officers also have to undertake a fitness test by way of running something called a bleep test to level 5.4. This is the same level required for new recruits joining the organisation. Both the PPE and fitness tests are pass or fail and any officers not meeting the required level will receive additional support by way of occupational health or other wellbeing management.

If there is a conflict of interests in terms of the investigator or team investigating a particular complaint, it would not be uncommon for the complaint to be allocated to another PSD team as directed by the Senior Leadership Team. This does not happen often but when it does ensures that the complainant has confidence in the complaint process and prevents allegations of lack of impartiality.

REQUESTS FOR COMPLAINT FILE REVIEWS

Four complaint cases are requested to be reviewed by the PSD as follows:

Complaint case reference 1: The issue from the complainant's Solicitor has been dealt with quickly.

Organisational points: Should a post incident debrief be done so as to capture all witness statements, possibly taken by other attending agencies (Highways and Fire)? This hasn't happened in this case, hence the complaint.

The Local Resolution route, whilst apparently with the agreement of the solicitor and complainant, does seem to gloss over some pretty basic errors and omissions by the complaints investigating officer. Review, if appropriate, and bring fully to attention of motorway collision attending Officers the need to collect all witness statements and to debrief post-incident with all agencies attending so that all witness accounts are collected. Also to be cautious of taking witness statements in hospital when injuries, shock and especially medication are possible factors.

It may be that all the above is or should be what is supposed to happen post collision incident.

Complaint case reference 2: A good, clear letter to the complainant. However, the letter to the complainant states that the Complaints Investigating Officer had not been able to speak to the Police Officers involved, but no reason why was given. This seems unacceptable. Saying sorry was missed and it is considered to be an un-thorough complaint investigation.

Queries:

1. Who is responsible for contacting the next of kin in the case of a death?
2. If the Police are responsible for contacting the next of kin in the case of a death then this incident is considered, on the face of it, to have been incompetently handled.
3. Why was the Complaints Investigating Officer not able to speak to the Police Officers involved?

Complaint case reference 3: This complaint has been dealt with swiftly. The Panel member understands that in domestic situations it may be best to defuse the situation by keeping the parties apart and giving them time to cool off. However, it is very difficult to judge whether what was done in this case was the correct course of action and whether or not the complaint was therefore justified because there is no record of the accounts given by the Officers and the complainant. There is, therefore, no record of what led the Police Officers to the conclusion that the son should go to his mother. The finalisation letter to the father states:

“Leaving your son with you was an option that was considered but, on balance, the officers felt it was best for your son to return to his mother. This is a common tactic when dealing with domestic situations.”

Therefore, it sounds as if the decision to remove was made by the Officers rather than at the request of the child; and the father was clearly unhappy about it because he complained. If it was a unilateral decision by the Officers against the wishes of the father who was in parental control and no Police powers were used, then the Panel member is not clear how the Officers were able to do this? Was it at the request of the child or the mother? If it was a unilateral decision against the wishes of the father and no police powers were used, then the Panel member has concerns about whether the correct outcome has been reached in this case.

The finalisation letter states:

“The investigation into the allegation is not being taken any further due to evidential difficulties”

However as the Panel member understands it there simply was no evidence of assault. Therefore, it might have been better to say that. The language used suggests that there was a difficulty in obtaining evidence, rather than there simply not being any evidence.

Complaint case reference 4: The complaint was well handled but stops at 9 May 2017 and there is no further correspondence or emails to see if the case has been properly finalised. The allegation includes racial discrimination.

PSD Response

Although it is difficult to understand why certain operational decisions are made without some additional context, the points raised are valid and ones that we will look at exploring further. In doing this it may assist in understanding whether the communication to the complainants was appropriate or whether we could have done anything differently in terms of better explaining the decisions of the officers and whether they were appropriate or not as the case may be.

SUMMARY OF COMPLAINT FILE REVIEWS

Complaint case reference 5: Very comprehensive and thorough Police logs (in the Niche database and STORM telephone call logs). Police and the Social Housing company have been working together on this matter and there is a fair resolution. Victim support and Lighthouse support have been suggested. PCC Sue Mountstevens has also replied to the complainant.

A very fair assessment has been made by Police and Social Housing officers.

Panel member organisational suggestion: Some external resolution could be looked into. The Tenant complainants may have mental health issues or possibly an acute response to noise from neighbours – especially children. Nationwide, other Social Housing Associations must have come across similar situations and possibly have interesting solutions. This matter should not simply sit with police to deal with.

Complaint case reference 6: On the evidence provided, it appears that appropriate efforts have been made to discuss the problem with the complainant. The complaint has been handled in a timely manner and investigated, going back 4 years, and the Panel member agrees with the complaint outcome.

Organisational points:

There could or should be a method of referring this for dispute resolution and civil resolution. What are the ways in which the Police can call on the services of civil adjudication and so saving wasted police time?

Is Restorative Justice available in a case such as this where there is little actual evidence from any witness or CCTV?

Possibly civil restraining orders could be issued.

Possibly seek use of text messages, as an actual record of police communications with complainants and thus provide a “paper trail.” In this case it appears that police tried to make contact with the complainant’s landline and mobile phone.

Complaint case reference 7: Informal Resolution This case has used the informal resolution process and has been dealt with in a total of 13 days. The finalisation letter from the Complaints Officer Linda HYDE was very sympathetic and clearly explained what action had been taken and how the Officers involved were apologetic. The complainant sent a complimentary reply, appreciating the thorough complaint investigation, which contributes to maintaining trust in the Police.

Complaint case reference 8: Despite the fact that the complainant was offered a victim's right to review, a senior Police Officer decided to continue to investigate the road traffic collision (RTC). The complaint, alleging inadequate RTC investigation was 'disapplied' (the Police Reform Act 2002 complaint handling rules would not apply) because it was considered to be an abuse of this complaints handling system. However, the investigation showed that the RTC was carried out properly. This was all very transparent and thorough.

Question: Why was the complaint finalisation letter sent to the complainant's Solicitor as it was known that they were no longer acting for the complainant?

Complaint case reference 9: See positive comments in point 3 above.

Complaint case reference 10: A clear finalisation (disapplication) letter, being over 12 months (over 3 years) since the incident so the complaint is out of time. Also the case had been a court case in 2014, with a not guilty verdict.

Complaint case reference 11: The complaint has been concluded within the average time of 64 days (with an initial acknowledgement within 2 days). There is a detailed log of enquiries, including a timeline of events which helps with decision making. The outcome report is factual and details all the elements of the complaints. The finalisation letter is courteous and to the point.

Complaint case reference 12: There are detailed records of all correspondence with all parties involved. There are also detailed statements which would support a litigation claim.

Complaint case reference 13: This has been dealt with in a timely manner. The responses are courteous and the final outcome letter is precise on the findings.

Question: What other support can be offered to complainants with mental ill health? The complainant did not understand the disapplication of the initial complaint allegations from 2009 throughout the correspondence.

Complaint case reference 14: The Complaints Investigation Officer acknowledges the oversight of the Officer complained against and the complaint has been handled within a month. However, for the benefit of the complainant, the final letter could have included more detail of the guidance (if any) of statements and where there has been duplication highlighted from the original statement.

Questions: What is considered reasonable time for a statement to be provided? In this case the complainant had 3 hours and alleges the partner had 13 hours. What guidance is available? Is there any reason why the additional information could not have been attached to the original statement (S9)?

If the information was already contained in the statement, could this have been explained better in the final letter?

Complaint case reference 15: No further comment other than all feedback form questions positively answered (with a 'Yes'). See Appendix 1.

Complaint case reference 16: Informally resolved Timely correspondence and resolution. It highlights the mitigating circumstances as to why the Police needed to act as they did.

The finalisation response (email) is polite and to the point, describing the action taken to rectify the situation.

Organisational questions: How was this person's home address in the Police system? Why wasn't consent sought before sharing these personal details with third party organisations, especially as the circumstances relate to a potential missing person? What checks were made to ascertain the background and assumptions made by the Officer that this was the parent?

Complaint case reference 17: A very thorough investigation report by PSD Investigations Officer Diana DERRICK (see positive point 5 above), thoroughly argued and with very good evidence.

Complaint case reference 18: An excellent, detailed and clear letter sent by PSD (HQ) Police Investigation Officer Nicholas CROCKER to the complainant (see positive point 4 above).

Complaint case reference 19: A very full investigation by Inspector Fraser DAVEY (see positive point 12 above). However, a series of Police mistakes (e.g. releasing the vehicles involved in a collision before examination) has resulted in significant distress to the complainant. This case is not handled in a timely manner.

Queries:

1. The complainant was refused access to the motor accident report because the Officer complained against included personal details of both drivers in the report. Why was it not possible for these to be redacted?
2. The Officer complained against has been accused before (four times) of failure in duty. Action request: Please review 'inclusion of personal details' in Police reports that could enter the public domain.

Complaint case reference 20: There was an investigation and the husband was served with an anti-harassment order. However, negative points and queries:

- 1) there is little or no information about the 'investigation';
- 2) No details of any interchange between the Complaints Investigating Officer and the Police Officer subject to the complaint;
- 3) It took almost 3 months to complete the complaint; and
- 4) The Officer complained against was 'asked to reflect'. Reflect upon what?

Complaint case reference 21: The complainant appears to have some mental health problems and appears to have been dealt with in a serious and professional manner, despite making repeated complaints, some of which were dismissed. The letter regarding the incorrect communication about the caution was good and explained how the error had occurred. It was also very useful to the Panel member reviewing the complaint to be able to see the internal record of the 'words of advice', to see how the matter had been dealt with internally.

Complaint case reference 22: The final letter is very good. In particular, although it uses the phrase 'words of advice', it explains in some detail what advice was given to the Officers regarding their failure to bring a breath test machine with them. In the Panel member's view that gives the complainant confidence that the matter has been suitably addressed. However, the Complaints Investigating Officer (IO) was on leave for most of August and an extension had to be granted. As this was a very straightforward case (but appreciating the limits on resources especially at that time of year), if possible, it could have been re-allocated and completed by a different IO. Also, there were no 28 day updates, even after the granting of the extension. In the circumstances of this particular complaint case, which the complainant had insisted be recorded formally, regular updates and a timely resolution were particularly important.

Operational comments:

1. Do the Officers have a check list of essential equipment such as breath test machines before they leave the station?
2. The Panel member welcomes the suggestion from the investigating Inspector that he will review the Police Station's policy regarding provision of breath test machines. It does seem regrettable in this case that no breath tests were able to be carried out.

Complaint case reference 23: An appropriate level of investigation, right outcome and good final letters, especially the appeals letter. The Panel member was impressed that the Police had coordinated a joint response with the Council.

Complaint case reference 24: There appears to be a thorough investigation and reasonable outcomes based upon the evidence, with a good final letter. However, the investigation took five months which seems a relatively long time given the nature of the allegations and the fact there was not a huge amount of material in the file. There is no record of 28 day updates to the complainant. 28 day updates might have helped in this case where the complainant was prolific in making complaints against the police.

Complaint case reference 25: Informal Resolution case The Panel member's only observation is to note that in this case the complainant was not satisfied with the early intervention process and this resulted in the complaint being formally recorded and passed on for investigation. That is obviously the correct procedure in the circumstances, but it is good to see it working in practice. There is no information on this file about the subsequent formal process so the Panel member cannot follow it through or comment on that formally recorded complaint case.

Complaint case reference 26: No contact is made with the complainant from 19 July 2017 to 12 September 2017, when final report was issued. There are no 28 day updates.

Complaint case reference 27: There is a gap from 22 February 2017 until 31 March 2017 when there was no contact with the complainant i.e. 37 days rather than the maximum 28 days.

Complaint case reference 28: A final letter was sent within 28 days. However, the copy narrative in the folder is undated. Subsequent emails between PSD (HQ) and the Complaint Handling Officer explains that the finalisation narrative – sent by email - was in fact sent 7 days after the complaint

was made. However there is no copy of the email sent to the complainant to validate this nor any response from the complainant. The Officer states that the email was acknowledged as received. If the final response is sent by email then a copy of the sent email should be saved in the complaint file, not just an undated copy of some of the narrative, without any sign-off.

Complaint case reference 29: There is no contact with the complainant from 31 July 2017 until 12 September 2017. Even though the Officer involved was on leave for 2 weeks in August 2017, there should have been an update within 28 days.

Complaint case reference 30: Informally resolved case There is much better terminology in the final letter, using wording such as 'dissatisfaction' rather than 'complaint' and 'early intervention' rather than 'service resolution'. I would like to reiterate that I have dealt with your expression of dissatisfaction through early intervention.

Complaint case reference 31: Positive points highlighted are: Continually trying to engage the complainant in the process; Timeliness in corresponding to the complainant, despite no response or engagement; and proceeding with complaint investigations, even though the complainant is not responding.

Complaint case reference 32: Responses to the complainant are within 29 days. However, an extension was granted based on the narrative that the: "[complainant has not yet replied to my action plan suggestion](#)", but there is no record of this Action Plan within the complaint folder or on the Log of Enquiries. The Action Plan *might* refer to the email correspondence of 27 July 2017 recorded on the Log of Enquiries, but that doesn't necessarily require a response from the complainant.

Queries:

1. Is there some missing documentation (the Action Plan) from this case file?
2. The Officer raised a point that he was not independent enough to lead this complaint review and it was recommended by PSD that an alternative Officer was sought. However, final letter went out in this Officers name. Was this case not re-assigned or was the independence of the Officer re-established?

Complaint case reference 33: A comprehensive final outcome letter to the complainant, detailing why the complaint is not upheld, the roles on the Appeals Officer in reviewing the appeal, and further explaining the relevant sections in the original complaint outcome letter. There is also a timely response (within 28 days) to update complainant.

However, it seems to be an abuse of the appeals system because the original appeal against the complaint outcome was not upheld, so the complainant made a new complaint against the Appeals Officer.

Query: The appears to be an administration error regarding an incorrectly filed document (Staff History document modified on 4/12/2017) in the case folder which is not linked to this complaint.

Complaint case reference 34: Excellent and timely correspondence by Detective Inspector Jane WIGMORE and PSD Appeals Officer Steve CROUCH (as noted in the positive point 13 above).

Complaint case reference 35: Informally resolved case. There is a polite and informative acknowledgment email, apologising to the complainant and setting out the next steps. This is also a very timely response at all points, with rapid co-operation, leading to an apology and resolution of the complaint by the Officer and his Line Manager. There is a good final email, summarising what has happened during the process and the outcomes, closing off the case.

The Panel member recognises the significance and benefits of an Early Intervention/Informal Resolution. A timely apology is often all that is needed to resolve dissatisfaction.

PSD response:

It is pleasing to see that in the majority of the cases reviewed the updates are appropriate and timely with a good level of detail. The review has highlighted the importance of ensuring that when we apologise in a letter, we explain what we are apologising for in greater depth. Other points of note include the comments whereby the investigating officer has asked the officer concerned to "reflect" without detail. Again, this would have provided more confidence to the complainant had we done so. I also note that some of the 28 day updates have slipped which would appear to be relating to those complaints that are sent out to local areas to resolve. Although PSD investigate the majority of complaints, some of the more straightforward Local Resolution ones are investigated by local policing areas. We have now implemented a process to better monitor and hold areas accountable for their 28-day complainant updates, overseen by the Deputy Head of PSD.

The last meeting's Panel report was approved for publication.

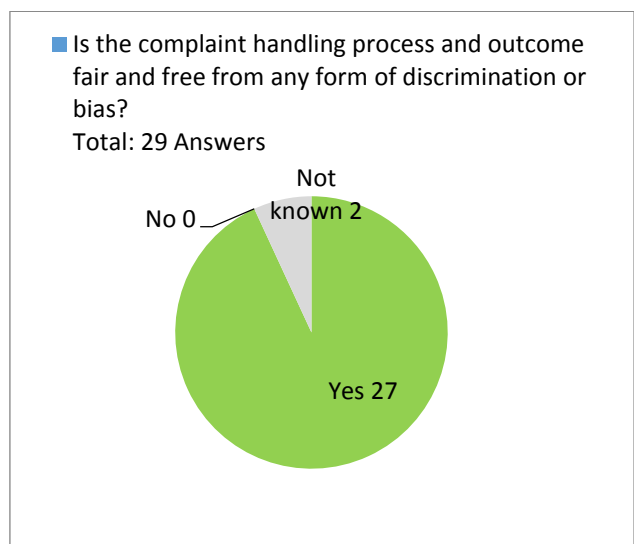
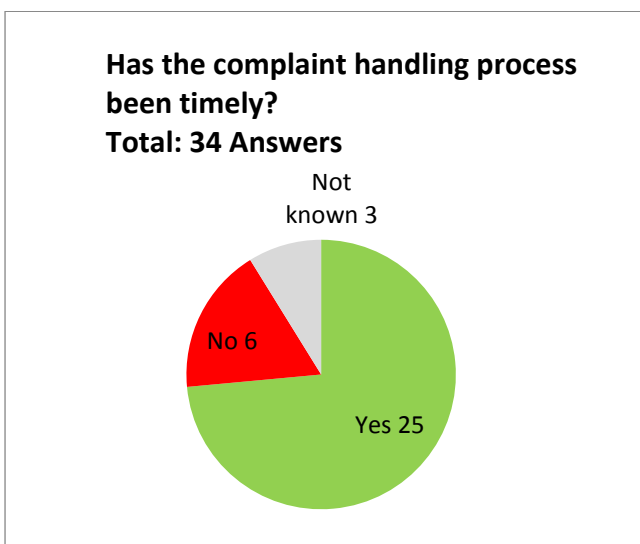
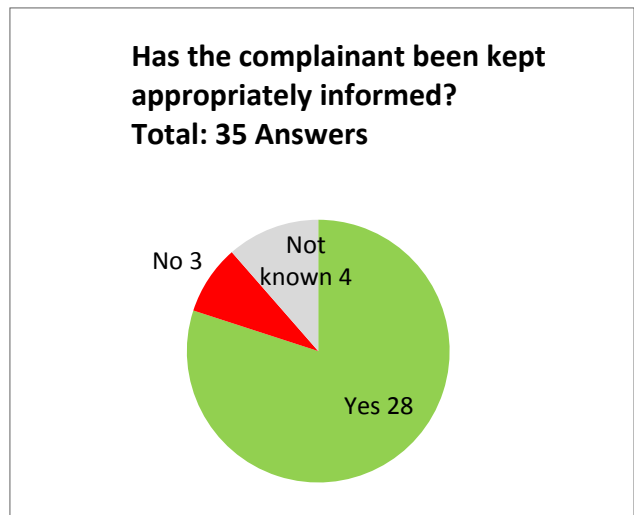
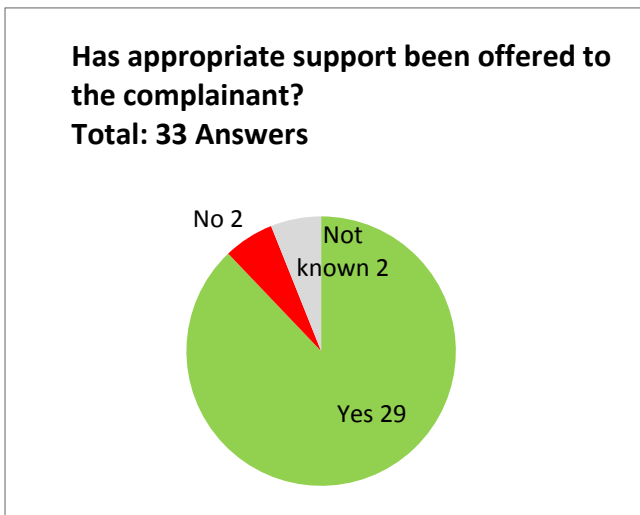
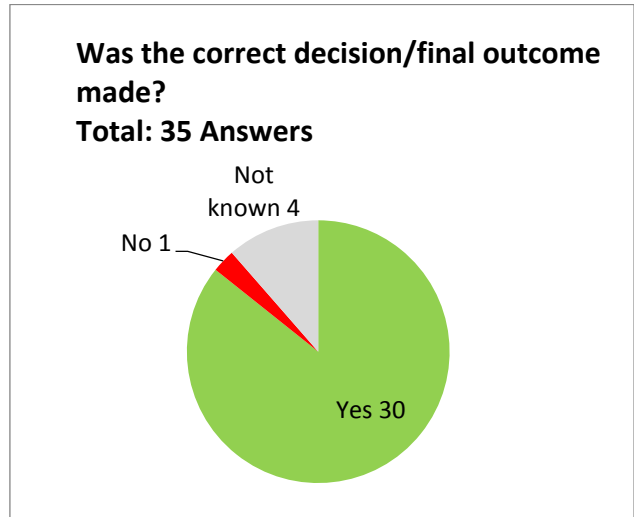
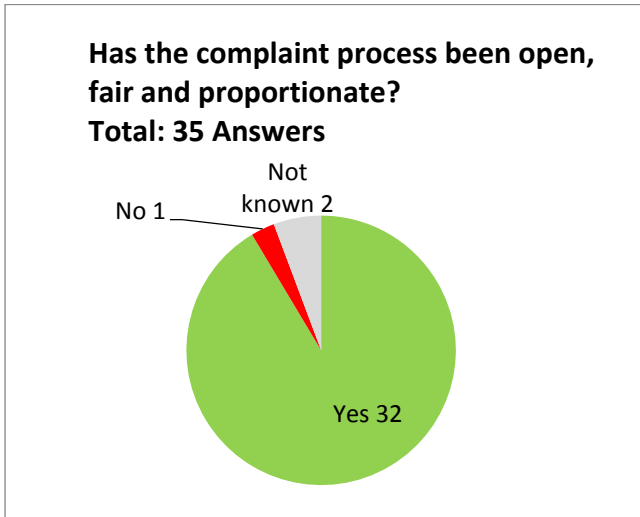
ACTIONS

ACTION 1: Completed - Complaint case selection process for the Panel has been checked with the PSD, to clarify that this does not have to be by financial quarter (e.g. Oct-Dec 2017) and completed cases can be requested up to the month prior to the Panel meeting.

ACTION 2: Completed – The IPCC's document regarding Vexatious complaints and Persistent complainant has been circulated to Panel members.

ACTION 3: Completed – The IPCC Statutory Guidance regarding the criteria for a non-recording of a complaint has been circulated to Panel members.

APPENDIX 1 – FEEDBACK FORM STATISTICS – SIX QUESTIONS



These pie charts relate to the six questions in the feedback form. Panel members record 'not known' when the case file does not give sufficient detail to allow a categorical yes or no answer.

Note: Answers left blank on the feedback form are excluded from the pie-chart figures.