

Annual Assessment of the Police and Crime Commissioner's Complaint Review Function 2020/21

January 2022

1. Police complaint review performance

When a member of the public is dissatisfied with how their complaint has been handled by their local police force, the Office of the Police and Crime Commissioner may be contacted to conduct a police complaint review. We must determine whether the police's handling of the complaint and the outcome was reasonable and proportionate. Where mistakes are identified and the review is upheld the Police and Crime Commissioner will make recommendations to the police to rectify the issue.

2. The timeliness of complaint reviews

Between the 1st April 2020 – 31st March 2021, the OPCC received 170 requests for a review. Of the 170 complaint reviews completed by the OPCC in the period, 29% were upheld. The OPCC sets an aspirational target of 90 days to complete a review but statistics for this period show that reviews are usually completed within 30 days.

3. The functions the Police and Crime Commissioner has delegated and what measures have been taken to ensure quality, integrity and impartiality

The PCC delegates the operational review handling to a Review Officer. The officer employed during this period has previous relevant experience and College of Policing approved training and has been selected for their knowledge, skills and experience and ability to handle complex cases in line with statutory guidance. The PCC does not routinely delegate review handling to other organisations, but on rare occasions this may be necessary. If so, reviews are only delegated to a reputable private legal services company, who also provide police training to a College of Policing approved standard.

The PCC is committed to ensuring that the complaint review function undertaken by his office has integrity, is impartial and provides quality of service. The PCC will personally review findings and responses to review cases before outcomes are sent to complainants. As part of this process the PCC will ensure that review decisions are sound and in line with the requirements of the complaints legislation and [IOPC statutory guidance](#).

This function has been subject to an independent audit to further ensure compliance with legislation and ensure that reviews are handled with integrity and to a high quality of standard.

4. Quality assurance mechanisms the Police and Crime Commissioner has established to ensure that review decisions are sound and in line with the requirements of the complaint's legislation and IOPC statutory guidance

The complaint review function within the OPCC is audited by SWAP [Audit](#).

Review decisions are also reviewed by the [Independent Residents Panel](#) who provide scrutiny and assurance to ensure that decisions are in line with legislation and guidance. Every review case is discussed with the PCC to provide further assurance.

The [Police and Crime Panel](#) (the Panel) is responsible for handling non-criminal complaints against the PCC and criminal complaints and conduct matters that are referred back to the Panel by the Independent Office for Police Conduct (IOPC). Arrangements for the Panel's role in complaints handling are set out in the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and accompanying Home Office Guidance.

The Panel's Complaints Sub Committee provide an additional level of scrutiny with regards to the complaint review handling process and wider PCC statutory function of providing oversight to the police complaints regime.

5. How the Police and Crime Commissioner assesses complainant satisfaction with the way in which they have dealt with complaints

The PCC will assess complainant satisfaction through the careful monitoring of the conversion rate between complainants who remain dissatisfied and subsequently request a review into the outcome of their complaint.

The numbers of upheld reviews allows the PCC to understand whether dissatisfaction may be justified and where improvements should be made.

Where upheld the review officer will always ensure that learning and feedback is provided to [Professional Standards Department](#) to ensure improvement and avoid happening again

The OPCC is looking at additional methods of measuring complainant satisfaction for 2022/2023.