



Friday 11th September 2015

Complaints Received by the Panel

Item 13

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1. Summary

- 1.1 Through the Police Reform and Social Responsibility Act 2011, the West Yorkshire Police and Crime Panel have a duty to record and look into non-criminal complaints made against the Police and Crime Commissioner (PCC) for West Yorkshire and any Deputy PCC.
- 1.2 The Panel has recorded one new complaint since the last Panel meeting held on 17th July 2015. The Complaints sub-Panel has considered both this new complaint and an existing live complaint at a meeting held on 21st August 2015.
- 1.3 The following outlines the outcome of consideration of both complaints by the Complaints Sub-Panel on 21st August and the current status of each complaint.

Complaint	Substance of Complaint	Status
765962	That the PCC failed to conduct a proper investigation and failed to act in accordance with his own procedures	<ul style="list-style-type: none"> Complaint recorded and referred to the IPCC on 5 March 15. Letter received from IPCC dated 8 April 15 stating that they will not be investigating the complaint and are returning it to Panel to deal with. Complainant appealed against the IPCC's decision. IPCC referred the complaint back to Panel on 23 July 2015 As agreed at the last full Panel meeting, a Complaints Sub-Panel was arranged to consider the complaint and took place on 21st August. The Complaints Sub-Panel have requested information and clarification on a number of issues from the Commissioner and intend to meet again in late September/early October to consider the complaint with the response from the Commissioner.
XXXXXX	That the Commissioner failed to respond to any communication from the complainant or his MP	<ul style="list-style-type: none"> Complaint recorded on 4th August. Request was made to the Commissioner for additional information/explanation Complaints Sub-Panel considered the complaint and response from the Commissioner on 21st August. The complaint was not upheld as information was

		provided to clearly show that the Commissioner had responded to the complainant's MP and that the complainant had been informed that the matter he had raised was being looked into.
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1.4 Further to the complaints that have been recorded and looked into, the Panel's secretariat has also provided information to members of the public about the different routes available on matters with which they were dissatisfied but did not relate to the PCC.

2. Recommendation

2.1 That Panel notes the outcome of the two complaints above and that the Complaints Sub-Panel meeting again to consider complaint 765962 following further information from the Commissioner.