**Friday April 11th, 2014**

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**AWYA**

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**Item 10**

**Wakefield Suite, Wakefield One**

**Update on complaints**

**1. Summary**

* 1. Through the Police Reform and Social Responsibility Act 2011, the West Yorkshire Police and Crime Panel has a duty to record and look into complaints made against the Police and Crime Commissioner (PCC) for West Yorkshire and any Deputy PCCs appointed.
	2. Whilst the Panel’s role is very specific, it is useful to note the wider system of complaints that cover police officers and employees of West Yorkshire Police, West Yorkshire police systems, senior officers and members of staff in the Office of the Police and Crime Commissioner. The PCC has also initiated a review of police conduct and standards, led by Catherine Crawford.
	3. This report summarises the latest position on those issues that have been recorded and looked into by officers, through delegated powers from the Panel. Complainants’ details are anonymised.

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| **Complaint** | **Substance of Complaint** | **Status** |
| 596025 | That the PCC did not respond to correspondence in accordance with his own rules (on timescales). | * Complaint recorded and looked into.
* Suggested resolution made, including action on two matters. No further action was suggested on the remaining 12 examples.
* The Complainant appealed.
* Appeal considered by Sub-Panel (25/10/13).
* Final decision sent.
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| 597427 | That the PCC and Deputy PCC had not responded to correspondence in accordance with their own rules. | * Complaint recorded and looked into.
* Complaint not upheld and the suggested resolution that no further action be taken.
* No formal response from Complainant.
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| 609966 | That the PCC unjustly applied a policy and was involved in criminal activity. | * Complaint recorded in two parts:
	+ One part referred to the IPCC as it was a serious complaint. That is subject to on-going work between the IPCC and Complainant.
	+ Second part was looked into by the PCP (as it was not a serious complaint).
* The second part of the complaint was not upheld and no further action was suggested.
* The Complainant appealed.
* Appeal considered by Sub-Panel (13/12/13).
* Final decision sent, which did not uphold the appeal.
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| 657060 | That the PCC failed to comply with Article 3 of the European Court of Human Rights in holding the Chief Constable to account for investigating allegations of torture.  | * Complaint recorded.
* Complaint referred to the IPCC by the Chief Executive of the OPCC as it was a serious complaint. This complaint has not been looked into by the Panel.
* No reply has yet been received by the IPCC.
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| 656674 | That the PCC did not respond to correspondence in accordance with his own rules (on timescales)  | * Complaint recorded.
* Complain not upheld and suggestion that no further action be taken.
* On receiving the suggested resolution, the complainant elected to withdraw the complaint.
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| 669517 | That the PCC did not take action that he was required to by his procedures. | * Complaint recorded.
* Panel’s work is on-going.
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* 1. In addition to the above 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 by did not relate to the PCC.

**2. Recommendation**

2.1 That Panel notes the latest position on the management of complaints.