



**Friday 9<sup>th</sup> June 2023**

**Item 8**

**The Old Court Room, Town Hall, Wakefield**

**Police & Crime Panel  
Officer  
07920 833358**

## **Complaints Received by the Panel**

### **1. Background**

- 1.1 Through the Police Reform and Social Responsibility Act 2011, the West Yorkshire Police and Crime Panel has a duty to record and consider non-criminal complaints made against the about the Mayor of West Yorkshire when acting in relation to their PCC functions and any Deputy Mayor for Policing and Crime.
- 1.2 The Monitoring Officer has authority for filtering complaints and must refer the following to the IOPC:
  - 1.2.1 All Recorded Conduct Matters;
  - 1.2.2 All Serious Complaints (i.e. a complaint that constitutes or involves or appears to constitute or involve, the commission of a criminal offence).
- 1.3 Upon receipt of a complaint, the Police and Crime Panel Officer, in consultation with the Panel's Legal Officer, will determine whether it falls within the scope of the Panel's complaints procedure, whether to record it and, if recorded, how the recorded complaint is to be dealt with under the Regulations.
- 1.4 If the complaint falls outside the remit of the Panel, for example, if it relates to operational policing, then the complainant is advised and signposted to the appropriate body.
- 1.5 In particular, complaints that purport to be a complaint about the Mayor when acting in relation to her PCC functions or the Deputy Mayor for Policing and Crime, which in fact relate to the Mayor's lack of intervention into complaints against the Police, its officers and staff or complaints about the Chief Constable are not within the remit of the Police and Crime Panel. In such circumstances, complainants are advised and assisted to make their complaint to the appropriate body.

### **2. Contact During 2022/23**

- 2.1 In the course of the year, the Panel have received complaints from 10 different complainants (often multiple times from the same complainant), in addition to taking numerous telephone calls from people who wished to remain anonymous.

2.2 All complaints were assessed with advice from the Monitoring Officer where required. One complaint has been recorded and is awaiting consideration by the Complaints Sub-Panel. All other correspondence received was deemed to be outside the Panel’s remit. In all of these instances, the Police and Crime Officer has responded to the complainants to explain the remit of the Police and Crime Panel in handling complaints, and to signpost to the correct authority.

<b>2022/23</b>	<b>No</b>	<b>Action</b>
Recorded Complaints	1	On-going
Complaints not recorded	9	8 signposted to WY Police 1 advised and signposted to other organisations

2.3 A conduct matter relating to the DMPC was brought to the Monitoring Officer’s attention in July 2022. This was recorded by Panel and as required by the regulations, it was referred to the Independent Office for Police Conduct (IOPC) with no further role for the Panel.

2.4 One complainant contacted the Local Government Ombudsman to complaint about the Panel’s handling of a complaint. The Ombudsman concluded that there was no complaint to answer, as there was insufficient evidence of fault in the way the Police and Crime Panel’s decision was reached. On 4<sup>th</sup> November, the Local Government Ombudsman published their decision, details of which can be found here [22 008 795 - Local Government and Social Care Ombudsman](#)

### **3. Recommendation**

3.1 That members note the contents of the report.