 **Friday 6th March 2015**

**Emma Duckett**

**Police and Crime Panel Officer**

**01924 305310**

**Item 13**

**Complaints Received by the Panel**

**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 PCC.
	2. One new complaint has been recorded by the Panel since the last meeting on 12 December 2014.
	3. The table below summarises the latest position on recently closed or live complaints recorded by the Panel.

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| --- | --- | --- |
| **Complaint** | **Substance of Complaint** | **Status** |
| 669517 | That the PCC did not take action that he was required to by his procedures. | * The complaint is related to an IPCC direction to the PCC. The PCC has completed that work.
* Panel’s suggested informal resolution has been agreed with the PCC and put to the Complainant.
* The Complainant has appealed against the suggested informal resolution.
* The complainant appealed against the suggested informal resolution.
* The Panel considered the appeal on 12 December 2014 and agreed to not uphold the appeal. Complaint now closed.
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| 678718 | That the PCC misconducted himself in public office by seeking a preferred outcome in a personal matter.  | * Complaint recorded and referred to the IPCC (as a conduct matter).
* The IPCC has returned the matter to the Panel to pursue an informal resolution.
* The Panel established a sub-committee to look into the complaint.
* The sub-committee has agreed a suggested informal resolution with the PCC. This informal resolution has been put to the Complainant.
* The Complainant has appealed against the suggested informal resolution.
* The Panel considered the appeal on 12 December 2014 and agreed to not uphold the appeal. Complaint now closed.
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| 765962 | That the PCC failed to conduct a proper investigation and failed to act in accordance with his own procedures | * Complaint recorded and referred to the IPCC.
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* 1. 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.

1.5 In January 2015, the Panel’s secretariat received a complaint and, with advice from the Service Director: Legal and Governance, decided to not record a complaint against the PCC. The complainant has since contacted the Panel to appeal against this decision. Under the Panel’s complaints procedure, the Complaints Sub Panel must now consider the complaint and decide whether a complaint should be recorded.

**2. Recommendation**

2.1 That the Panel forms a Complaints Sub Panel to consider an appeal against the non-recording of a complaint.