**Friday November 8th, 2013**

**Jonathan Skinner**

**AWYA**

**01924 305191**

**Item 9**

**Elizabethan Gallery, Wakefield**

**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 that are appointed.
	2. The Panel has a very distinct role, but it is worth noting that there is a much 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.
	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 had not responded to correspondence in accordance with his own rules (on timescales). | * Complaint recorded and looked into.
* Suggested resolution made.
* Appeal made.
* Considered by Complaints Sub-Panel.
* 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.
* Suggested resolution made.
* 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 and looked into.
* Suggested resolution to be made based on liaison with IPCC.
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1.4 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 report and latest position on the management of complaints.