



Friday September 12th, 2014

Wakefield Suite, Wakefield One

Update on complaints

1. Summary

- 1.1 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.
- 1.2 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 is also currently finalising his response to the Crawford Review on West Yorkshire Police's handling of complaints and conduct matters.
- 1.3 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.

Complaint	Substance of Complaint	Status
596025	That the PCC did not respond to correspondence in accordance with his own rules (on timescales).	<ul style="list-style-type: none"> • Letter sent with suggested resolution (19/09/13). This included minor actions on two matters. No further action was suggested on the remaining 12 examples. • The Complainant appealed. • Appeal not upheld by Sub-Panel (25/10/13). • Final decision letter sent (01/11/13) and complaint closed.
597427	That the PCC and Deputy PCC had not responded to correspondence in accordance with their own rules.	<ul style="list-style-type: none"> • Decision letter sent (23/09/13). The complaint was not upheld and the suggested resolution was that no action be taken. • No response from Complainant and complaint now closed.
609966	That the PCC unjustly applied a policy and was involved in criminal activity.	<ul style="list-style-type: none"> • Complaint recorded in two parts: <ul style="list-style-type: none"> ○ 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 (19/12)13), which did not uphold the appeal.

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.	<ul style="list-style-type: none"> • 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. • The IPCC decided not to investigate and the Panel took no further action.
656674	That the PCC did not respond to correspondence in accordance with his own rules (on timescales)	<ul style="list-style-type: none"> • Suggested resolution letter sent (07/03/14) and complaint not upheld - no further action suggested. • On receiving the suggested resolution, the complainant elected to withdraw the complaint.
669517	That the PCC did not take action that he was required to by his procedures.	<ul style="list-style-type: none"> • Complaint recorded. • The complaint is related to an IPCC direction to the PCC. Work is on-going in relation to that direction. • Panel's suggested resolution will be provided once work is complete in relation to the IPCC's direction.
678718	That the PCC misconducted himself in public office by seeking a preferred outcome in a personal matter.	<ul style="list-style-type: none"> • 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 has established a sub-committee to look into the complaint. • The sub-committee is due to report to the October Police and Crime Panel meeting.
692445	That the PCC did not respond to correspondence in accordance with his own rules.	<ul style="list-style-type: none"> • Complaint looked-into and suggested resolution (for no action) sent to Complainant on 23/05/14. • No response from Complainant.
692482	That the PCC did not follow-up a meeting and respond to correspondence in accordance with his own rules (on timescale and professionalism).	<ul style="list-style-type: none"> • Complaint looked-into and suggested resolution (for no action) sent to Complainant on 20/6/14. • Complainant appealed and considered by sub-committee on 5th August. • Appeal not upheld.

1.4 Further to the complaints that have been recorded and looked into (above), 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.