

Cheshire Police and Crime Panel

Date of Meeting: 15 March 2024

Report of: Brian Reed, Head of Democratic Services and Governance, Cheshire East Council

Subject: Review of Complaints

1. Report Summary

- 1.1 This report provides a brief update of complaints against the Police and Crime Commissioner that were received by the Panel during the calendar year 2023.

2. Recommendations

- 2.1 The Panel is recommended to:

(i) Note the summary of complaints provided in this report.

3. Review of Complaints

- 3.1 A revised procedure for the management of complaints against the Police and Crime Commissioner was introduced in November 2020. A Complaints Management Sub-Committee was established, with the revised procedure giving Panel members an enhanced role in the overall management of complaints. The Sub-Committee is currently chaired by Mrs Gemma Shepherd-Etchells. Councillor Jane Whalen was Deputy Chair of the Sub-Committee until she stood down from the Panel in December 2023.
- 3.2 During 2023 two complaints were received by the Panel, one in September and the second in December. In the case of the complaint received in September, the Chair and Deputy Chair of the Complaints Management Sub-Committee concluded that it fell outside of the Panel's Terms of Reference and that the Commissioner had no case to answer. The complaint received in December was considered by the Sub-Committee. Councillor Jane Whalen recused herself from any consideration of the complaint, as at the November meeting of the Panel, she had announced that she would be standing down and serving as the Campaign Manager for the Labour Party

candidate at the forthcoming Police and Crime Commissioner elections. The outcome of the complaint, as determined by the Complaints Management Sub-Committee, was published on the Panel's page of the Cheshire East Council website in early February 2024.

- 3.3 The time scales set by the Panel's complaints procedure were met in relation to each of the two complaints received during 2023.

4. Equality Implication

- 4.1 There are no equality implications.

5. Financial Considerations

- 5.1 There are no financial implications.

6. Contact Information

Contact details for this report are as follows:

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