

Cheshire Police and Crime Panel

Date of meeting: 11 June 2021

Report of: Brian Reed, Head of Democratic Services and Governance

Subject: Review of Complaints

1. Report Summary

- 1.1 This report provides the Panel with a brief update of complaints made against the Commissioner that have been received since the revised procedure was introduced and the Complaints Management Sub Committee created in November 2020.

2. Recommendations

2.1 Recommended that:

- (i) The Panel note the summary of complaints provided in this report.
- (ii) The Panel authorise the Panel's Secretariat to amend the wording on the Panel's page of the Cheshire East Council website, to provide greater clarity over the nature of the complaints that can be considered by the Panel.

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.
- 3.2 For the 2020/21 Municipal Year the Sub Committee was chaired by Mrs Sally Hardwick, with Cllr Martyn Delaney serving as Deputy Chair. The other members of the Sub Committee were Cllr Jan Davidson, Cllr J Paul Findlow, Cllr Norman Plumpton Walsh, Cllr Dave Thompson and Cllr Peter Walker.
- 3.3 In the period from November 2020 to early May 2021 four complaints were received. In line with the new procedure the Chair and Deputy Chair of the

Complaints Management Sub Committee reviewed each complaint. In one case the complaint was rejected as it was deemed to be repetitious, with the same complaint having been reviewed by Cheshire East Council's Monitoring Officer under the previous procedure. Two other complaints were rejected as the Chair and Deputy Chair of the Complaints Management Sub Committee considered that they related to issues where the Commissioner had not been involved.

- 3.4 One complaint was passed to the Commissioner for comment and was then reviewed by the Sub Committee. The summary of that complaint, as published on the Panel's page of the Cheshire East Council website, in accordance with the revised procedure, was:

This complaint related to the Police and Crime Commissioner not following up a commitment made to meet with a portfolio holder of one of the Cheshire Councils over an issue of concern to the complainant, and the Office of the Police and Crime Commissioner not keeping the complainant updated. The Office of the Police and Crime Commissioner have apologised to the complainant, reviewed internal systems and committed to attempt to arrange a meeting with the relevant portfolio holder.

The complainant was content with the outcome of the complaint.

- 3.5 The time scales set by the revised procedure were met in relation to each complaint.
- 3.6 Mrs Sally Hardwick and Cllr Martyn Delaney, as the Chair and Deputy Chair of the Sub Committee have observed that it would be helpful for more information to be provided to potential complainants on the type of complaints that the Panel can consider. As indicated above, two of the complaints that they rejected related to issues where the Commissioner had not been involved. It is recommended that the information provided on the Panel's page of the Cheshire East Council website is updated to provide more clarity.

4. Equality Implications

- 4.1 There are no equality implications.

5. Financial Considerations

- 5.1 There are no financial implications to report to the Panel in considering this matter.

6. Contact Information

Contact details for this report are as follows: -

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