

Dorset Police and Crime Panel



Date of Meeting	10 June 2016
Officer	Chief Executive, Dorset County Council
Subject of Report	Complaints Protocol
Executive Summary	<p>The Complaints Protocol is an important governance document. It provides a clear mechanism and process through which any complaints against the Police and Crime Commissioner can be lodged and objectively considered by an panel of independent members.</p> <p>When the Police and Crime Panel last considered its Complaints Protocol the Office of the Police and Crime Commissioner (OPCC) requested an opportunity to make some minor amendments to enable a final version to be brought back for approval by the Panel. This work has now been completed, an updated document has been shared with the Chairman of the Complaints Sub-Committee and the revised Protocol is attached as Appendix A for approval.</p> <p>In essence the document remains as approved by the Complaints Sub-Committee when it last met. It has just been reordered and clarified and includes a 'triage' mechanism for the PCC's Chief Executive to discuss relevant matters with the County Council's Monitoring Officer. It also includes greater clarity about the respective roles and statutory responsibilities of the Head of Paid Service, Monitoring Officer and Treasurer.</p>
Impact Assessment:	<p><i>Equalities Impact Assessment:</i></p> <p>The Complaints Protocol is specifically designed to ensure ease of access to anyone who may identify particular circumstances for its use. This approach is set out in paragraph 2.4 of the revised protocol.</p>

	<p><i>Use of Evidence:</i> A review of the existing Complaints Protocol</p>
	<p><i>Budget:</i> No budget, VAT or other cost implications have been identified arising directly from this report.</p>
	<p><i>Risk Assessment:</i> Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW Other Implications: None</p>
Recommendation	<p>That the Police and Crime Panel;</p> <p>i) Approve the Complaints Protocol as set out at Appendix A.</p>
Reason for Recommendation	<p>To ensure that the Police and Crime Panel's Complaints Protocol is fit for purpose.</p>
Appendices	<p><u>Appendix A</u> - Complaints Protocol</p>
Background Papers	<p>Dorset Police and Crime Panel 10 November 2015 - Complaints Protocol</p>
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