

Dorset Police and Crime Panel – Complaints Sub Committee



Date of Meeting	20 October 2015
Officer	Chief Executive, Dorset County Council
Subject of Report	Complaints Protocol
Executive Summary	<p>At its last meeting on 7 June 2015 the Complaints Sub Committee took a decision to review the existing Police and Crime Panel's Complaints Protocol to ensure that it remained fit for purpose.</p> <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>Whist the review has concluded that the existing Complaints Protocol is largely fit for purpose, the opportunity has been taken to make a few minor amendments and, where possible, to simplify the language and terminology to ensure that its widely accessible to members of the public.</p> <p>The draft revised Complaints Protocol is included as Appendix A for consideration by the Complaints Sub Committee to suggest any further amendments, prior to its formal recommendation to the Police and Crime Panel at its meeting on 10 November 2015.</p>
Impact Assessment:	<p><i>Equalities Impact Assessment:</i> 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 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	The Complaints Sub Committee consider the revised draft Complaints Protocol and suggest any further amendments prior to its recommendation for formal adoption by the Police and Crime Panel.
Reason for Recommendation	To ensure that the Police and Crime Panel's Complaints Protocol is fit for purpose.
Appendices	Appendix A – Draft Complaints Protocol
Background Papers	Dorset Police and Crime Panel 3 June 2013 - Complaints Monitoring Protocol Report
Report Originator and Contact	<p>Mark Taylor, Head of Assurance, Risk and Audit Tel: 01305 224982 Email: m.taylor@dorsetcc.gov.uk</p> <p>Jonathan French, Corporate Complaints Officer Tel: 01305 228664 Email: j.french@dorsetcc.gov.uk</p>