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| PCCG-2023-036 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st April 2022 to 30th September 2022 |
| Summary | To record the decision of the Police and Crime Commissioner regarding the monitoring of complaints where Police Officers or Police Staff members have been subject of a complaint. |

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| **Police and Crime Commissioner for Gwent Decision** |

**DECISION**

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| 1. | There is a statutory requirement for police and crime commissioners (PCC) to monitor complaints against officers and staff within the force under the Police Reform and Social Responsibility Act (PRSRA) 2011. The role of the PCC is to ensure the correct process has been followed in relation to complaints made; the PCC is not able to question or request amendment to the outcome of the complaint. |
| 2. | An inspection of a random selection of Gwent Police’s Professional Standards Department (PSD) complaint files closed between the 1st April 2022 and 30th September 2022 was undertaken by the Head of Assurance and Compliance and the Governance Officer. The files were inspected in an electronic format on the Centurion System. The complaint files inspected were a dip sample across all areas.  |
| 3. | Feedback and queries from this dip sample was provided to PSD on a variety of areas including requesting clarity regarding the frequency of updates provided to complainants when their complaint was sub judice. We also fed back where there was missing documentation and challenged where there was no evidence from line managers that learning upon reflection had been completed. We were advised that the Lessons Learnt tab was now being utilised to record lessons learnt. We also queried delays on the system between the investigation report being finalised and an outcome being provided to the complainant. We were informed that there had been an error made on the system which had been resolved. |
| 4. | I am satisfied that the complaints examined from members of the public against Police Officers or Staff Members of Gwent Police have been properly dealt with by the Chief Constable.  |

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| Jeff Cuthbert B.SC., MDIPD, Police and Crime Commissioner for Gwent |
| I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.The above request has my approval. |
| Signed |
| Date02.04.2024 |

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| Contact Officer |  |
| Name | Joanne Regan |
| Position | Head of Assurance and Compliance  |
| Telephone | 01633 642200 |
| Email | commissioner@gwent.police.uk |
| Background papers | None |