

Police and Crime Commissioner for Gwent Decision	
PCCG-2021-027	Police and Crime Commissioner for Gwent Decision
Subject	Complaints File Inspection for 1 st October 2020 to 31 st March 2021
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.

DECISION

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 received between the 1st October 2020 to 31st March 2021 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.
3. A comprehensive dip sample was undertaken for complaints recorded under Schedule 3 of the Police Reform Act 2002.
4. Feedback to PSD centred on it being difficult to determine what action had been taken where it was identified that lessons had been learnt from a complaint or that a recommendation had been made as a result of a complaint. We queried how they follow up on recommendations they have made to ensure they have been implemented. PSD stated that any officers and staff that were part of a complaint where learning had been identified were sighted on the investigating officers report as were their immediate line managers. It was the role of the line manager to ensure this learning was actioned. However, when PSD receive a response from an officer regarding learning highlighted from a complaint, that response would in future be saved in the complaint folder.

We also noted that it could still be difficult to identify the 28 day updates that all complainants should receive whilst their complaint was ongoing. We are aware that a new process had been implemented and that it may take a while for this to

become embedded and for the more recent complaints it will affect to be part of the dip sampling process. We look forward to this improving in future and will continue to review as part of the dip sampling process. PSD have also provided guidance on where we will be able to view the 28 day updates in future.

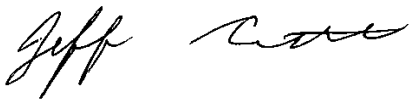
No additional issues or trends were identified as a result of the process.

5. 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.

Jeff Cuthbert B.SC., MCIPD, 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.

Signed	Date
	18/02/2022
Contact Officer	
Name	Joanne Regan
Position	Head of Assurance and Compliance
Telephone	01633 642200
Email	Joanne.Regan@gwent.police.uk
Background papers	None