

<b>Police and Crime Commissioner for Gwent Decision</b>	
<b>PCCG-2018-016</b>	<b>Police and Crime Commissioner for Gwent Decision</b>
<b>Subject</b>	<b>Complaints File Inspection for 1<sup>st</sup> April 2017 to 30<sup>th</sup> September 2017</b>
<b>Summary</b>	<b>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.</b>

## **DECISION**


1. There is a statutory requirement for Police and Crime Commissioners to monitor complaints against officers and staff within the force under the Police Reform and Social Responsibility Act (PRSA) 2011
2. An inspection of a random selection of Gwent Police's Professional Standards complaint files received between the 1<sup>st</sup> April 2017 and 30<sup>th</sup> of September 2017 was undertaken by the Public Response Co-ordinator. The files were inspected in an electronic format on the Centurion Force Information System and Sharepoint system.
3. A comprehensive dip sample was undertaken for all complaint types.
4. The majority of the complaint files were found to be in order. The Professional Standards department (PSD) have been provided with feedback of any issues or concerns raised as a result of the inspection. Their responses to the feedback will be recorded by the Information Officer upon receipt to ensure any outstanding issues have been resolved.
5. Recommendations as a result of inspection are as follows:
  - I. From the files provided, it can be difficult to clarify if Police Officers or Police Staff members subject of the complaint have been updated as required in accordance with Independent Office of Police Complaints (IOPC) statutory guidance. It may be worth considering recording all updates on one update progress log, including oral updates.
  - II. It would be beneficial to have sight of the final hearing outcome letters once a hearing has taken place.
  - III. To review the wording of all correspondence to ensure it accurately reflects the circumstance.

6. 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., 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 	Date 9/5/18
Contact Officer	
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Background papers	Register of Feedback from PSD