

<b>Police and Crime Commissioner for Gwent Decision</b>	
PCCG-2016-069	Police and Crime Commissioner for Gwent Decision Session
Subject	Complaints File Inspection for 1 <sup>st</sup> October 2015 to 31 <sup>st</sup> March 2016
Summary	To record the decision of the Police and Crime Commissioner regarding the monitoring of complaints made against officers and staff of Gwent Police

## **DECISION**

1. There is a statutory requirement for Police and Crime Commissioners to monitor complaints against officers and staff of the force within the Police Reform and Social Responsibility Act (PRORA) 2011.
2. An inspection of a random selection of Gwent Police's complaint files received between the 1<sup>st</sup> October 2015 and 31<sup>st</sup> March 2016 was undertaken by the Chief of Staff and the Information Officer. The files were inspected in electronic format on the SharePoint system.
3. Complaints relating to oppressive conduct and harassment matters were considered. One file was not examined due to the complainant having on-going correspondence with the Office of the Police and Crime Commissioner (OPCC) as this could have resulted in potential conflict of interest.
4. All files were found to be in order with two exceptions. It was positive to note that letters provided an indication of possible delays in response time; however, there were a number of observations arising from the inspection.
5. Recommendations from the inspection are as follows:
  1. Where recommendations for organisational or other changes are made, these should be recorded within the documentation for audit purposes or a note made signposting to where this would have been followed up.
  2. Consideration should be given to the grammatical accuracy, layout and phrasing of information related to the decision, with any positive messages regarding the outcome of the investigation being set out early in the correspondence.
  3. Any management action undertaken should contain sufficient detail to provide a brief but comprehensive explanation of what was involved.
  4. Information on any feedback provided to complainants regarding the actions taken should also be included.

6. I am satisfied that that the complaints examined from members of the public against officers and staff of the Gwent Police had been properly dealt with by the Chief Constable.

I recommend that the Chief Constable gives consideration to the recommendations detailed within this decision log.

**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.

The above request has my approval.

Signed



Date

11/11/16

<b>Contact Officer</b>	
Name	Siân Curley
Position	Chief of Staff
Telephone	01633 642200
Email	sian.curley@gwent.pnn.police.uk
<b>Background papers</b>	None