

Police and Crime Commissioner for Gwent Decision	
PCCG-2020-041	Police and Crime Commissioner for Gwent Decision
Subject	Complaints File Inspection for 1 st October 2019 to 31 st March 2020
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.

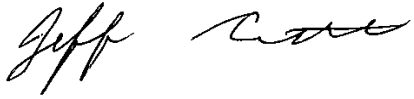
DECISION

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 (PRORA) 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 2019 and 31st March 2020 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 all complaint types.
4. Feedback to PSD centred around the 28 day updates that all complaints should receive whilst their complaint was ongoing as they were not easy to identify on Centurion. PSD have reminded all investigating officers of the requirement to log the 28 day updates and have also provided guidance to the OPCC as to how these can be found more easily.

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., 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.

Signed 	Date 04.02.2021
Contact Officer	
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Background papers	None