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| PCCG-2024-029 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st April 2023 to 30th September 2023 |
| 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 2023 and 30th September 2023 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 related to non-schedule 3 complaints only.  |
| 3. | Feedback to PSD as a result of the dip sample requested that consideration was given to the records of non-schedule 3 complaints remaining open until they received confirmation from the officer it had been allocated to, that they had been completed the action requested. This would provide a full audit trail and ensure the complainant was satisfied that their concerns had been dealt with. PSD responded and stated as they were low level dissatisfactions, they did not believe this to be necessary, or an effective way of quickly handling the dissatisfaction raised. Further discussion took place between the HoAC, Inspector and Deputy Head of PSD to determine if the process could be amended to reduce demand and satisfy both parties. It was agreed that the Inspector would dip sample a certain percentage each month to ensure actions allocated were being followed up. Ensuring there was a full audit trail in relation to all matters would also be raised with Chief Officers so this could be considered from an organisational perspective. This will continue to be monitored going forward. |
| 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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| Jane Mudd, 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 |
| Date26.03.2025 |

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| Contact Officer |  |
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| Background papers | None |