

Police and Crime Commissioner for Gwent Decision	
PCCG-2016-060	Police and Crime Commissioner for Gwent Decision Session
Subject	Complaints File Inspection for 1 st April to 30 th September 2015
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 (PRSRA) 2011.
2. An inspection of a random selection of Gwent Police's complaint files ranging from 1st April to 30th September 2015 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 misconduct and direction and control matters were considered with a particular focus on local resolution. This area was chosen due the changes brought in by the PRSRA 2011 which gave the police greater discretion to resolve complaints locally.
4. All files were found to be in order with one exception and it was clear that consideration had been given to the recommendation made at the file inspection regarding the adaptation of correspondence templates with the public.

There was still disparity in the way in which Local Resolution Action Plans are completed. Some are excellent with clear outcomes and include both individual and organisation learning but others had no obvious outcome.
5. Recommendations from the inspection are as follows:
 1. Although the language used within the outcome letters has improved, the letter is still a template that is used for all outcomes. The content could be changed when appropriate to better suit the individual situation.
 2. More work should be undertaken to ensure that the quality of Local Resolution Action Plans is improved and that they are set out in a consistent manner.

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

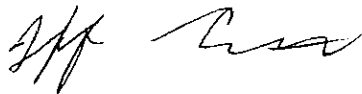
I recommend that the Chief Constable gives consideration to the recommendations detailed within this decision log.

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

22/8/16

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Background papers	None