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| PCCG-2025-006 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st October 2023 to 31st March 2024 |
| 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 October 2023 and 31st March 2024 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. | The dip sample highlighted that neither complainants nor officers were receiving updates every 28 days in line with statutory requirements. It was acknowledged that this was an area that needed improvement, particularly in relation to the updating of officers throughout a complaint. We were advised that a system had been implemented to ensure regular updates were being provided to both parties.  We queried why there was no Body Worn Video (BWV) footage available to the complaint handler despite the officer having the body worn camera on at the time of the incident. PSD advised that if officers do not mark footage as evidential, it is deleted after 28 days and was subsequently not always available when considering a complaint. PSD confirmed they continue to raise BWV compliance at meetings in force to ensure officers are aware of their responsibilities. This will help to ensure the footage is retained and can be used to assist in the handling of complaints.  We noted that a complaint had been logged as a non-schedule 3 (low level) complaint, when consideration could have been given to it being recorded under schedule 3 of the Police Reform Act 1996. It was confirmed that the complaint had not been documented to the required standard, but processes had since been improved within the complaints handling team to ensure consistency and accuracy in recording decisions.  Feedback from PSD indicated that a number of concerns raised during the dip sample had since been resolved. We advised this was due to the delay in response from PSD to the dip sample feedback due to resourcing issues within the department. This had been discussed with the Deputy Head of PSD and the complaints Inspector, and a new process had been implemented to expediate the backlog of dip sample feedback and ensure the process was up to date. |
| 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 |
| Date  07.10.2025 |

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| Background papers | None |