

<b>Police and Crime Commissioner for Gwent Decision</b>	
PCCG-2017-024	Police and Crime Commissioner for Gwent Decision Session
Subject	Complaints File Inspection for 1 <sup>st</sup> April 2016 to 30 <sup>th</sup> September 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 (PRsRA) 2011.
2. An inspection of a random selection of Gwent Police's complaint files received between the 1<sup>st</sup> April 2016 and 30<sup>th</sup> September 2016 was undertaken by the Information Officer and the Public Response Assistant. The files were inspected in electronic format on the Centurion and SharePoint systems.
3. A comprehensive dip sample was undertaken for all areas of complaints.
4. The majority of the files were found to be in order. Any issues or concerns raised during the dip sample process have been logged on the newly created feedback register and provided to the Professional Standards Department (PSD) and a response requested. All feedback and responses received will now be logged by the Information Officer in order to ensure any issues are resolved.
5. Recommendations from the inspection are as follows:
  1. Where an action plan is implemented or management action/words of advice are recommended it would be beneficial if these and the outcomes were logged on the system.
  2. Where template letters are used, it is important to ensure that they are still personalised for the individual case.
  3. There were a few cases where the initial complaint could not be identified. Therefore reference should be made as to how the complaint was received by PSD.
  4. It is not always clear whether complainants are updated in accordance with IPCC statutory guidance as updates are not always recorded on the systems interrogated.

5. It would be beneficial to ensure the completed file was in date order.
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

31/5/17

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<b>Background papers</b>	Register of Feedback to PSD