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| Police and Crime Commissioner for Gwent Decision | |
| PCCG-2019-011 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st April 2018 to 30th September 2018 |
| 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 April 2018 and 30th September 2018 was undertaken by the Governance Officer and the Public Response Assistant. The files were inspected in an electronic format on the Centurion Force Information System.**
3. **A comprehensive dip sample was undertaken for Local Resolution complaint types.**
4. **The majority of the complaint files were found to be in order. The PSD have been provided with feedback of any issues or concerns raised as a result of the inspection. Their responses to the feedback will be recorded by the Head of Assurance and Compliance upon receipt to ensure any outstanding issues have been resolved.**
5. **The recommendations as a result of the inspection are as follows:**
 - i. **Before a complaint case is closed a further check should be undertaken to ensure that all the complaint correspondence has been attached to the case file as it is sometimes unclear if the officer or staff member subject of the complaint has been updated with the complaint outcome.**
6. **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.

The above request has my approval.

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| Signed  | Date 4/3/19 |
| Contact Officer | |
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| Background papers | Register of Feedback |