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| PCCG-2023-007 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st October 2021 to 21st March 2022 |
| 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 2021 and 31st March 2022 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inspected related to those recorded as schedule 3 complaints with the outcomes listed as ‘No Further Action (NFA)’, ‘Withdrawn’, ‘No Case to Answer’ and ‘Unable to Determine if Service was Acceptable’. |
| 3. | On receipt of the data packs produced by the Independent Office for Police Conduct (IOPC), it was noted that Gwent Police was an outlier in their use of NFA outcomes compared to other forces in both the Most Similar Force group as well as nationally. The HoAC decided to undertake a dip sample in this area in order to determine if the complaints were being accurately recorded on the Centurion system.Feedback from this dip sample was provided to PSD querying the use of the NFA outcome category on Centurion in a number of cases as it appeared that some action had been taken. PSD has reviewed its use and accepted that the NFA category was being used when a different category would have been more appropriate. This learning has been fed back to relevant staff within the department. PSD has confirmed they will continue to monitor this area to ensure accurate recording in future. It must be noted that this is a procedural error only and would not affect the outcome of the complaint or the service provided to the complainant. |
| 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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| 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. |
| Signed |
| Date 14.07.2023 |

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| Contact Officer |  |
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| Background papers | None |