

Police and Crime Commissioner for Gwent Decision	
PCCG-2018-036	Police and Crime Commissioner for Gwent Decision
Subject	Complaints File Inspection for 1st October 2017 to 31st March 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 to monitor complaints against officers and staff within the force under the Police Reform and Social Responsibility Act (PRSRA) 2011
2. An inspection of a random selection of Gwent Police's Professional Standards complaint files received between the 1st October 2017 and 31st of March 2018 was undertaken by the Public Response Co-ordinator 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 all complaint types.
4. The majority of the complaint files were found to be in order. The Professional Standards department (PSD) have been provided with feedback of any issues or concerns raised as a result 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. Some of the overarching recommendations as a result of inspection are as follows:
 - i. Where a case has been lengthy and complex, multiple updates to the complainant need to be recorded. It is sometimes difficult to locate these updates in order to ensure they are being provided at least every 28 days in order to comply with statutory requirements. This is because they are often recorded in multiple different progress logs throughout the investigation. It may be worth considering the creation of one Complainant Update Log which would be updated each time contact is made with the complainant. This would provide a clearer audit trail of the updates provided and give a definitive indication to the Investigating Officer of when the next update is due. Notwithstanding this, there has

been an improvement in compliance with timely complainant updates within the most recent cases inspected.

II. If Management Action has taken place following an upheld complaint, it would be beneficial if the advice or agreed actions provided to the Police Officer or Staff Member could be recorded along with the signed Management Action form. This removes any ambiguity as to what learning the member of staff received in the event of a further complaint and permits the quality of the advice provided to be demonstrated.


III. It is not always possible to find certain documentation that has been completed as part of the investigatory process.

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.

Signed 	Date 3/8/18
Contact Officer	
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Background papers	Register of Feedback from PSD