

Police and Crime Commissioner for Gwent Decision	
PCCG-2014-087	Police and Crime Commissioner for Gwent Decision Session
Subject	Complaints File Inspection February 2014
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 2011.
2. An inspection of a random selection of Gwent Police's complaint files was undertaken on 4th February, 2014 by the Head of Corporate Governance and the Information Officer. The inspection was facilitated by the Head of Professional Standards and her team.
3. Complaints relating to misconduct and direction and control matters were considered including those which had been locally resolved. In the interests of improving public confidence, particularly focus was placed on the complaints classified as incidents of incivility.
4. All files were found to be in order. However, two recommendations were made.
 - Consideration to be given to reviewing the language used in correspondence with members of the public.
 - There were some examples of action plans used during local resolution which were merely statements of fact. Actions and next steps should be included.
5. I am satisfied that that the complaints examined from members of the public against officers and staff of the Force had been properly dealt with by the Chief Constable.

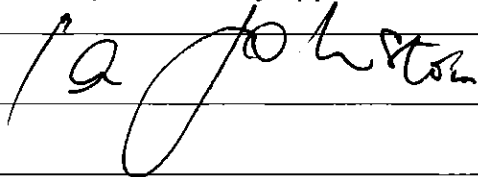
I recommend that the Chief Constable gives consideration to the recommendations detailed within this decision log.

Ian Johnston QPM, 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

2.12.14

Contact Officer	
Name	Siân Curley
Position	Head of Corporate Governance
Telephone	01633 643025
Email	sian.curley@gwent.pnn.police.uk
Background papers	None