

PCC Assessment of performance in relation to Complaint Reviews

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 was implemented in May 2021. Within this order the elected local policing body (Police and Crime Commissioner) is directed to provide an assessment of its performance in exercising its functions under paragraph 30(1)(b) of Schedule 3 to the Police Reform Act 2002 and which relates to complaint reviews.

Further details on the review function of the Office of the Police and Crime Commissioner can be found by accessing the following link:

[Review of complaints dealt with by Suffolk Constabulary](#)

Number of Reviews

The Office of the Police and Crime Commissioner has received 218 reviews within the period of 01/02/20 to 30/05/26.

Of the 218 reviews received, 176 were assessed as valid and fell within the remit of the OPCC as the Relevant Review Body (RRB). The remaining 42 reviews were not handled by the OPCC, as they were either deemed more appropriate for the Independent Office for Police Conduct (IOPC) to review or were assessed as invalid.

Timeliness of complaint reviews

The average time taken to finalise a review, where the Police and Crime Commissioner (OPCC) was the relevant review body, is stated below.

- Mean: 38 Days
- Median: 21 Days
- Mode: 20 Days

Delegation and Review Functions

Details of the process and procedure in place for reviews handled by the OPCC, including delegation of functions and decision-making can be found within the Police Complaints and Conduct System Statement of Policy. This is available via the 'Document Library' section of the OPCC website or by accessing the following link:

[Document library - Suffolk PCC](#)

Quality Control

The review function is primarily undertaken by the Complaints Review Officer. However, at key points in the review process (including decision making over Validity and Outcome) discussions take place with the Chief Executive Officer (CEO), for quality assurance purposes and to help ensure the relevant review is being conducted in accordance with the legislation and statutory guidance.

Satisfaction

As stated, all reviews are considered in accordance with the legislation and statutory guidance. This may mean that some complainants do not receive the outcome they were expecting or desired. The

OPCC endeavours to demonstrate sympathy and understanding to all complainants and ensure any decisions made in respect of a review are explained and documented in a clear and concise way.

Review Outcomes

For the period of 01/02/20 – 30/05/26 the OPCC has upheld 15 reviews from the 161 finalised cases where the OPCC were the Relevant Review Body (RRB). Of the 15 reviews upheld a total of 13 cases required recommendations to be made to Suffolk Constabulary; all recommendations were accepted.

Observations were made on a further 11 cases, however these reviews were not upheld. The OPCC believe this demonstrates that the public can have confidence in the process by which complaints against the police are handled by the Suffolk Constabulary Professional Standards Department.

More Information

More information on the performance of Suffolk Constabulary in relation to complaints and reviews can be found within the Complaints and Professional Standards report, which is published within the OPCC website.