



ORIGINATOR: CHIEF CONSTABLE

PAPER NO. AP13/17

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
30 APRIL 2013**

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY:

1. This report relates to Complaints and Professional Standards information for the period 1 April 2012 to 31 March 2013.
2. The report provides the following information at Appendix 1.

Complaints about Police Officers and Police Staff
Dissatisfaction and Service Recovery
Lessons Learned

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the contents of this report.

1. KEY ISSUES FOR CONSIDERATION:

1.1 The legislative framework governing the recording and management of public complaints is the Police Reform Act 2002. Aspects of this legislation have been amended by the Police Reform and Social Responsibility Act 2011 which came into effect on 22 November 2012.

1.2 Appendix 1 contains the following information:

Table A – Key indicators relating to the handling of complaints

Table B – Contextual information relating to allegations recorded and outcome

Table C – Complaint cases and allegations

Table D – Allegations finalised by investigation

Table E – Allegations finalised by other means

Appeals

IPCC Referrals

Direction and Control Complaints

Service recovery/Dissatisfaction

Complaints from Visibly Ethnic Minority Groups

Lessons Learned

1.3 The complaints statistics for the period 1 April 2012 – 31 March 2013 are attached at Appendix 1. The number of public complaints received for the year is 259 which is consistent with the period 1 April 2011 – 31 March 2012 in which 261 complaints were recorded. The number of allegations contained within each complaint, however, has shown a decrease of 26% over the same time periods with a total of 351 allegations for the period 1 April 2012 – 31 March 2013 compared to 475 allegations in the previous year.

1.4 The IPCC produce complaint statistics on a quarterly basis but due to the recent changes in legislation have not produced a bulletin for the last two quarters. It is anticipated that a report containing statistical and performance information for all 43 Forces in England and Wales for the year ending 31 March 2013 will be produced in May 2013. Information comparing the performance of Suffolk Constabulary to other most similar Forces is therefore unavailable for inclusion in this report.

1.5 Direction and Control Complaints which are those concerning policies and procedures rather than the conduct of an individual, have been subject to change following the introduction of new IPCC Statutory Guidance. From the 22 November 2012 all such issues are recorded as public complaints under the category of 'organisational'.

1.6 It will be noted that information regarding the Dissatisfaction Register which is managed outside of the Professional Standards Department, is not available for inclusion in this report due to an ongoing review of the process. New procedures will include a facility for Professional Standards to dip sample matters recorded as dissatisfaction to ensure compliance with IPCC Statutory Guidance.

1.7 A new category entitled 'Service Recovery' has been introduced as part of a Complaint Reduction initiative to ensure complainants are provided with an opportunity for issues to be addressed in an immediate and non bureaucratic manner. This is a similar process to that for Dissatisfaction but is initiated within Professional Standards and is focussed on the needs and preferences of the complainant in relatively low level issues (i.e. those that fail to reach a certain threshold of seriousness).

1.8 Lessons Learned as a result of complaints received by Suffolk Constabulary are included in Appendix 1. In addition, lessons learned as a result of complaints received by Norfolk Constabulary and those published by the IPCC based on national

cases are considered at a joint force quarterly meeting chaired by Deputy Chief Constable Paul Marshall. Details of Lessons Learned discussed at this meeting are included in Appendix 1.

2. FINANCIAL IMPLICATIONS:

2.1 There are no significant financial issues associated with this report.

3. OTHER IMPLICATIONS AND RISKS:

3.1 There are no significant risks in relation to this report. The Suffolk Police and Crime Commissioner's Risk Register does not include any risks relating to complaints, and no changes are recommended to the Register at this time.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	No
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	No
Has communications advice been sought on areas of likely media interest and how they might be managed?	No
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes