

REVIEW OF COMPLAINTS

POLICE AND CRIME COMMISSIONER / PROFESSIONAL STANDARDS DEPARTMENT OF SUFFOLK CONSTABULARY PROTOCOL

Advice of Right of Review

- PSD will advise the complainant in writing of their right to a review to either the IOPC or the PCC.
- The PCC as a relevant review body, will provide notification on the PCC website of:
 - the PCC's powers in respect of the action it can take on the consideration of a review;
 - the need for the application for review to be made in writing to the PCC. If the application is made in hard copy the address is: Chief Executive, Office of the Police and Crime Commissioner for Suffolk, Police Headquarters, Martlesham Heath IP5 3QS. If the application is made by email the address is: SuffolkOPCCReview@suffolk.pnn.police.uk
 - the need for the application to specify the details of the complaint and the reasons a review is being requested;
 - the need for the application to specify the date on which the complaint was made;
 - the need for the application to specify the name of the force whose decision is subject of the application;
 - the need for the application to specify the date on which the complainant was provided with the details about their right of review at the conclusion of the investigation or other handling of their complaint;
 - the fact that applications for reviews must be made within 28 days starting with the day after the complainant was provided with details about their right of review;
 - the fact that there is no further right of review following the end of the review period.

Validity of the Application

- An officer from the OPCC with appropriate decision-making authority will determine the question of validity.
- Where the review application contains a new complaint not covered by the original investigation the OPCC will refer this back to PSD.

Receipt of Application for Review

- The PCC will notify PSD and the original Investigating Officer as to the receipt of any review application. The PCC will notify the person complained against of the receipt of the review application within 48 hours. The PSD will notify the PCC forthwith as soon as they have notified the person complained against of the receipt of the review application, or that they have not been able to notify within the 48-hour period. If the PSD have been unable to notify the person complained against within 48 hours, the PCC and PSD will then agree how the notification of the receipt of the review application will be progressed.

Information

- Where any officers from the OPCC make a request of the PSD for information which they consider necessary to deal with a review, the PSD shall supply all relevant information or facilitate its supply where such information is held by the PSD or Constabulary respectively as soon as is reasonably practicable.

Centurion

- The OPCC will use the Centurion system in their consideration of and documentation of applications for review.
- Officers of the OPCC will have access to all information relating to an application via Centurion.
- Where information relating to an application is not readily available to officers of the OPCC via Centurion or is contained elsewhere than on the Centurion system the PSD will advise the officers of the OPCC of such and will either provide that information or facilitate access to it.
- If background information or specific information relating to policing law, practice, policy and procedure is required the OPCC will approach the PSD to facilitate access to such information.

Authorised OPCC Officers

- Officers authorised to consider and determine applications in the OPCC are as follows:
 - Chief Executive
 - Head of Policy and Performance
 - Correspondence and Support Services Officer
 - Legal Clerk

or as variously authorised from time to time.

- PSD can expect communications about applications from these officers or alternatively other officers in the OPCC acting on their behalf.
- Unless an officer of the OPCC is already allocated to an application, communication with the OPCC on routine day to day matters relating to reviews should be through the Correspondence and Support Services Officer. On issues other than routine matters, communications should be through the Chief Executive.

Responses to Review Outcomes

- Where a response is required from the Chief Constable, as appropriate authority, to the outcome of a review the OPCC would routinely expect such a response, which must be in writing, to be provided within 28 days and that an extension to be sought in exceptional circumstances only. Where a request for an extension is made, the Chief Constable, as appropriate authority, must provide full reasons for the request.
- The OPCC will make the decision upon a request for an extension as soon as is reasonably practicable and will notify the Chief Constable, as appropriate authority, of the decision upon the extension, and where an extension is granted such notification will advise the length of such extension.

Oversight

- The outcome of reviews and response by the Chief Constable, as appropriate authority, will be reported upon to the Accountability and Performance Panel in a form to be agreed.

Christopher Jackson
Chief Executive
Office of the Police and Crime Commissioner