

# HAMPSHIRE POLICE AND CRIME PANEL

## Report

<b>Date considered:</b>	2 July 2021
<b>Title:</b>	Annual Complaints Report
<b>Contact:</b>	Democratic Services Officer to the Panel
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### 1. Executive Summary

- 1.1 This purpose of this report is to provide the Hampshire Police and Crime Panel (PCP) with an overview of the work undertaken by the PCP's Complaints Sub-Committee over the previous 12 calendar months.

### 2. Contextual Information

- 2.1 The PCP is responsible for handling complaints made against the Police and Crime Commissioner for Hampshire (PCC), and for informally resolving non-criminal complaints, as well as complaints or conduct matters that are referred back to the Panel by the IOPC.
- 2.2 The PCP is also required to forward any 'serious' complaint it receives against the PCC to the IOPC. The definition of a 'serious' complaint is 'a qualifying complaint made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence'<sup>1</sup>.
- 2.3 At its meeting on 19 October 2012, the PCP agreed protocols for how it would handle such complaints. This included the delegation of the initial stages of the complaints handling system to the Chief Executive of the Office of the Police and Crime Commissioner for Hampshire. Should the delegated officer determine that a complaint received should be considered by the PCP's Complaints Sub-Committee, it will be recorded as such and referred to the Panel scrutiny officer.

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<sup>1</sup> As per paragraph 2(6) of Schedule 7 to the Police Reform and Social Responsibility Act 2011

- 2.4 The complaints protocol is reviewed regularly to determine if any amendments need to be made. The current version was revised and agreed at the 7 February 2020 meeting.
- 2.5 The complaints procedure is displayed on the PCP's web pages, and can be found below:  
<https://documents.hants.gov.uk/partnerships/hampshire-pcp/PCP-ProtocolfortheInformalComplaintsProcedure.pdf>
- 2.6 Each complaint recorded will be subject to an 'informal resolution' process, described in the complaints procedure. Prior to undertaking this, the Complaints Sub-Committee has the opportunity to 'dis-apply' the informal resolution process, should the complaint fall into a number of categories outlined in legislation.

### **3. Complaints Sub-Committee**

- 3.1 The Membership of the Complaints Sub-Committee during the 2019/20 municipal year was as follows:
- Councillor John Beavis
  - Councillor Tony Jones
  - Councillor Ken Muschamp
  - Bob Purkiss MBE (Chair)
  - Councillor Jan Warwick
- 3.2 The Sub-Committee received legal advice from Portsmouth City Council.

### **4. Complaints Activity – June 2020 to June 2021**

#### *Potential Complaints against the PCC*

- 4.1 Ten potential complaints were received by the delegated officer between 23 June 2020 and 22 June 2021 (see *Table 1*). All ten of the complaints were received during Michael Lane's term in office as PCC.
- 4.2 This represents an increase from the previous reporting period (June 2019 - June 2020), when three potential complaints were received, however only two of the ten complaints were recorded during 2020-21, which is comparable to the previous year when one complaint was recorded. (see *Table 1*)

<b>Complaints Received – Delegated Officer</b>	<b>No. of Complaints</b>
Potential complaints received	10
- Not recorded as a complaint against the PCC	8
- Recorded as a complaint against the PCC	2
- Recorded as a potential 'serious' complaint against the PCC	0

*Table 1*

### *Meetings of the Complaints Sub-Committee*

4.3 The Complaints Sub-Committee met on one occasion during the last 12 months. Further details of the date and papers for this meeting can be viewed online

<http://democracy.hants.gov.uk/ieListMeetings.aspx?Committeeld=671>

### *Outcomes of the Complaints Sub-Committee meetings*

4.3 At the time of writing:

- No complaints were on-going.
- No complaints had been referred to the IOPC.
- The informal resolution process had been dis-applied for one complaint.
- One complaint had been informally resolved without action, but with recommendation to the PCC
- The unreasonable complaint policy had not been applied during the period June 2020 - June 2021 (see Table 2)

<b>Complaints Conclusions</b>	<b>Number of Complaints</b>
Informal resolution process dis-applied	1
Referred to the IPCC	0
Resolved prior to consideration	0
Informally resolved without action	1
Informally resolved with action plan	0
Unreasonable complainant policy applied	0
Complaint still ongoing	0
Complaint withdrawn by complainant	0

*Table 2*

## **5 Recommendations**

**5.1 That the annual complaints report is noted.**

## **Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

### Document

Procedure for dealing with complaints  
against the Police and Crime  
Commissioner (Last updated October  
2018)

### Location

<http://documents.hants.gov.uk/partnerships/hampshire-pcp/PCP-ProtocolfortheInformalComplaintsProcedure.pdf>