OPCCComplaints Handling Written complaint (e.g. letter / email) Complaint received by telephone / face to face: PCC and staff- e mail PCP but process in the OPCC: PCC and staff – email PCP; process in the OPCC: (PCP - Pass onto the Lead Authority, but put in the (PCP - Pass onto the Lead Authority) log). Call recipient completes complaint form, tells caller Complaint Coordinator completes complaint form. what they will be doing with the information and Information entered in complaints log. timescale for a response. Information entered in complaints log. Complaint to be acknowledged in writing, within 2 days of it being received. With the written acknowledgement a demographic information sheet is sent out for the complainant to complete and return separately in a pre - printed addressed envelope, unless the complainant has already submitted such a form on Complaint information to be assessed by complaint co-ordinator using the Complaint Recording Decision Sheet to determine the nature of the complaint, e.g. direction and control; conduct matter; local resolution appropriate; and complete details on recording decision sheet. DSI matter or criminal complaints against the PCC will need to be referred directly to the IPCC, via the Panel Co-ordinator. Complaint Co-ordinator considers all the information provided and decides whether or not the complaint should be recorded. Logs will need to be updated with detail of the type of complaint. Re complaint about the PCC if there is potential conflicts of interest refer back to PCP for advice. This action should be within 10 days of the complaint being received The Chief Executive (following preparation of documentation by the Complaints Coordinator) contacts complainant (in writing or via their preferred method of contact) summarising complaint and advises them: whether or not the complaint is being recorded and why; if the complaint is not recorded informs them of their right of appeal against non-recording; if the complaint is recorded what will happen next and the timescale; whether the matter is being treated as direction and control /a conduct matter and involves local resolution; Whether reference is to be to the IPCC and progress will be advised on a regular basis. The CE appoints an investigating officer, via the Complaints Co-ordinator Investigating officer drafts: terms of reference for the local resolution or investigation process: an action / investigation plan and: for a misconduct matter a severity assessment: For the approval of the CE OPCC. Investigation undertaken; investigation report prepared; presented to the PCP. The PCP decides whether or not the complaint is upheld

The PCP writes to complainant, saying whether or

not the complaint is upheld and why; Information

on how to appeal is also included

Reports compiled and published twice yearly

giving summary of complaints received,

actions taken and outcomes.