

**Outcome of Informal Resolution by the Northamptonshire Police, Fire and Crime Panel Complaints Sub Committee of a complaint concerning the conduct of the Police, Fire and Crime Commissioner for Northamptonshire**

Reference	Date recorded	Nature of the case made by the complainant (summary)	Actions taken	Outcome(s) of Informal Resolution
02/2022	10/11/2022	<p>The complainant had made complaints to the Police, Fire and Crime Commissioner (PFCC) about policing in their local area. The complainant was dissatisfied with the way that the PFCC responded to these complaints. The complainant felt that the issues they raised had been ignored and that they had not been treated fairly. The complainant felt that the PFCC's response to their complaints did not reflect the PFCC's responsibility for securing an efficient and effective police force and did not reflect the Seven Principles of Public Life.</p>	<p>The complaint was recorded and referred to the Panel's Complaints Sub Committee to consider in accordance with the Informal Resolution Protocol. The Complaints Sub Committee met on 31 January 2023 and completed Informal Resolution of the complaint.</p>	<p>The Complaints Sub Committee considered information relating to the complaint provided to it by the complainant and by the PFCC. The Sub Committee concluded that, on the basis of the information available to it, the PFCC appeared to have made a considered and reasonable response to the complainant's concerns about Northamptonshire Police. The Sub Committee concluded that it could not agree that the PFCC had ignored the complainant's concerns and had not treated them fairly, or that the PFCC's response failed to reflect his responsibilities to secure an efficient and effective police force and to abide by the Seven Principles of Public life.</p> <p>On the basis of these conclusions the Complaints Sub Committee ultimately resolved that it needed to take no further action in relation to the complaint.</p>