

## Northamptonshire Police, Fire & Crime Panel

### Complaints about the conduct of the Police, Fire & Crime Commissioner for Northamptonshire or Deputy Police, Fire & Crime Commissioner for Northamptonshire

#### Complaints Form

This form is for the purpose of making a complaint about the conduct of the Police, Fire & Crime Commissioner for Northamptonshire or the Deputy Police, Fire & Crime Commissioner for Northamptonshire.

In this case “conduct” includes acts, omissions, statements and decisions, whether actual, alleged or inferred.

Please do not use this form if your complaint does not relate to the conduct of the Police, Fire & Crime Commissioner or Deputy Police, Fire & Crime Commissioner.

There are separate procedures for complaints concerning Northamptonshire Police’s officers and staff or its procedures and operation. Details are available on the Northamptonshire Police website.

#### Your details

Please provide us with your name and contact details

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Telephone number:</b>	
<b>Email address:</b>	

#### Your complaint

Does your complaint relate to the:

<b>Police, Fire &amp; Crime Commissioner</b>	
<b>Deputy Police, Fire &amp; Crime Commissioner</b>	

Please provide a brief outline of your complaint:

Please now provide a full explanation of what has been said or done in order for this complaint to be made.

Please take care to provide **all** the information you wish to be taken into account when your complaint is considered.

You should:

- Be specific about what was said or done. For example, instead of writing that you were insulted, you should state what it was that was said.
- Provide dates of incidents. If you cannot provide exact dates please provide a general timeframe.
- Provide any relevant background information.

### **Submitting a complaint**

Complaints must be submitted in writing to the post or email addresses at the bottom of this form. However, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing. We can also assist if English is not your first language.

If you have any questions in relation to completing this form please contact Democratic Services at West Northamptonshire Council, which acts as the secretariat for the Northamptonshire Police, Fire & Crime Panel, at the contact details given at the bottom of this form.

### **Withdrawing a complaint**

A complainant, their solicitor or other authorised representative, may at any time give notification in writing to the address at the bottom of this form that they wish to withdraw a complaint that they have previously made or that they do not wish any further steps to be taken as a result of a complaint. This notification will be recorded. The person who is the subject of the complaint will normally also be notified.

### **Confirmation of complaint**

I confirm that I wish to make a complaint as detailed in this form above	
Signed	
Name	
Date	

Once completed please send this form to:

The Monitoring Officer  
c/o James Edmunds, Democratic Services Assistant Manager  
West Northamptonshire Council  
One Angel Square  
Angel Street  
Northampton  
NN1 1ED

Tel: 07500 605276  
Email: [james.edmunds@westnorthants.gov.uk](mailto:james.edmunds@westnorthants.gov.uk)

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## **How complaints will be dealt with**

### Receipt and recording of complaints

All complaints will initially be considered by West Northamptonshire Council's Monitoring Officer (: the Council's lead-officer for governance) in accordance with powers delegated by the Northamptonshire Police, Fire & Crime Panel. The Monitoring Officer will check the following matters:

- Whether the Northamptonshire Police, Fire & Crime Panel is the correct Panel to deal with a complaint.
- Whether the complaint concerns an issue that is already being dealt with through criminal proceedings. If so the complainant will be advised of this.

If neither of these applies the Monitoring Officer will formally record the complaint. A copy of the record of the complaint will be sent to the complainant. A copy of the complaint will also be sent to the person complained against, unless the Monitoring Officer determines that it would be in the public interest to provide the complaint to them in an anonymised form or not to provide it to them.

A complaint involving conduct that appears to constitute a criminal offence will be referred to the Independent Office for Police Conduct for investigation, within 2 working days.

A non-criminal complaint will be referred to the Northamptonshire Police, Fire & Crime Panel, via its secretariat, within 2 working days.

The secretariat will convene a meeting of the Northamptonshire Police, Fire & Crime Panel's Complaints Sub Committee. This meeting will normally be held within 3 weeks of the secretariat receiving the complaint.

### Informal Resolution of Complaints

The Complaints Sub Committee will consider the complaint using an Informal Resolution process. This process is intended to be a way of resolving a complaint by mediating between the parties involved. It does not represent an investigation of the complaint. Informal Resolution may result in the Complaints Sub Committee recommending actions aimed at producing a satisfactory resolution to the complaint as far as this is possible. These actions could include:

- Recommending that further information or an explanation of a situation is provided to the complainant.
- Recommending a change to a policy, practice or action of the Office of the Police, Fire & Crime Commissioner.
- Requesting that the person complained against offers an apology to the complainant.

The Complaints Sub Committee does not have the power to overturn a decision by the person complained against, to censure them, to require them to make an apology or to issue an apology on their behalf.

The Northamptonshire Police, Fire & Crime Panel has agreed a protocol for Informal Resolution, which is included with this form.

A complainant will be advised of the timescale for a Complaints Sub Committee meeting and given the opportunity to make any further comments in support of their complaint. The person complained against will also be advised and given an opportunity to make comments in response to the complaint. These comments will be considered by the Complaints Sub Committee at its Informal Resolution meeting.

The complainant and person complained against will be advised of the outcomes of any actions recommended by the Complaints Sub Committee as a result of the Informal Resolution meeting. They will also be given the opportunity to comment if the Complaints Sub Committee is considering whether it is in the public interest to publish the record of the Informal Resolution process.

#### Matters that will not be dealt with through Informal Resolution

The Complaints Sub Committee may agree that a complaint should not be dealt with through Informal Resolution on the following grounds:

- The complaint is concerned entirely with the conduct of the Police, Fire & Crime Commissioner or Deputy Police, Fire & Crime Commissioner in relation to a member of their staff at the time when the conduct is supposed to have taken place. In this case a different process applies.
- More than 12 months have elapsed between the incident giving rise to the complaint and the making of the complaint, and either no good reason for the delay has been shown or injustice would be likely to be caused by the delay.
- The matter is already the subject of a complaint.
- The complaint discloses neither the name and address of the complainant nor that of any other interested person and it is not reasonably practicable to ascertain such a name or address.
- The complaint is repetitious, or is vexatious, oppressive or otherwise an abuse of the procedures for dealing with complaints.

In such a case the Complaints Sub Committee will determine how to deal with the matter or whether to take no action in relation to it.

The complainant will be advised in cases when the Complaints Sub Committee agrees not to deal with a complaint through Informal Resolution.