

Northamptonshire Police, Fire and Crime Panel

Complaints about the conduct of the Northamptonshire Police, Fire and Crime Commissioner

Informal Resolution Process



This leaflet tell you how we deal with non-criminal complaints about the **Northamptonshire Police, Fire and Crime Commissioner**



A senior manager at West Northamptonshire Council (called the Monitoring Officer) deals with these complaints



When the Monitoring Officer receives a complaint they will record it and then

- send a copy of the record to the person who made the complaint
- send a copy of the complaint to the Commissioner
- arrange for the **Northamptonshire Police, Fire and Crime Panel Complaints Sub Committee** to have a meeting to talk about the complaint



The Monitoring Officer will then send more information to the person who made the complaint and to the Commissioner.



This will say:

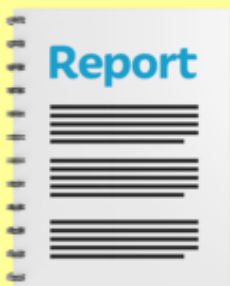
- when the Complaints Sub Committee meeting will happen



- how the Complaints Sub Committee will talk about the complaint (using a process called Informal Resolution)



- how the person who made the complaint can send in any more comments about the complaint if they want to
- how the Police, Fire and Crime Commissioner can send in comments responding to the complaint



The Monitoring Officer will write a report for the Complaints Sub Committee meeting saying what the complaint is about.



When the Complaints Sub Committee meets it will first decide if the complaint has already been resolved.



If the Sub Committee thinks it has it will write to the person who made the complaint and to the Commissioner explaining why.



If the Sub Committee thinks that the complaint still needs to be resolved it will decide what to do using the Informal Resolution Process



The Sub Committee is not allowed to investigate a complaint.



The Sub Committee must decide what it thinks about the complaint using the information provided by the person who made the complaint and by the Commissioner.

The kinds of things that the Sub Committee might do to try to resolve a complaint are



- writing to the person who made the complaint to explain something
- suggesting that the Commissioner writes to the person who made the complaint to explain something



- suggesting that the Commissioner changes a policy, practice or action



- suggesting that the Commissioner says sorry to the person who made the complaint



The Sub Committee will tell the person who made the complaint and the Commissioner when any of these things have been done.



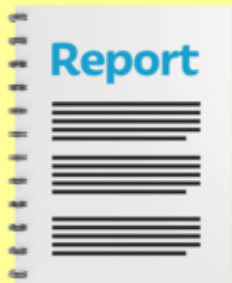
This is the end of the Informal Resolution process.



The Sub Committee will decide whether to publish any information about the complaint.



Before they decide this the Sub Committee will ask the person who made the complaint and the Commissioner what they think about this.



The Monitoring Officer writes a report about complaints every 6 months to the Northamptonshire Police, Fire and Crime Panel.



The Independent Office for Police Conduct (IOPC) investigates complaints about the Commissioner if they think a crime has been committed.



The IOPC can take over a complaint from the Complaints Sub Committee.



The Complaints Sub Committee can also send a complaint to the IOPC if they think the complaint might involve a crime.



The IOPC will then look at the complaint using its own process.

BIG words



The **Northamptonshire Police, Fire and Crime Commissioner** looks after the police force and fire and rescue service in Northamptonshire



The **Northamptonshire Police, Fire and Crime Panel Complaints Sub Committee** is the group of people who try to settle non-criminal complaints made about the Police, Fire and Crime Commissioner



The **Independent Office for Police Conduct** is an organisation that can investigate complaints made about the Police, Fire and Crime Commissioner if they think a crime has been committed.