

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

Reference	Date recorded	Nature of the case made by the complainant (summary)	Actions taken	Outcome(s) of Informal Resolution
01/2022	22/03/2022	The complainant contended that the Police, Fire & Crime Commissioner (PFCC) had not dealt with the complainant effectively or fairly in relation to complaints they had made about Northamptonshire Police.	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 18 <sup>th</sup> May 2022 and completed Informal Resolution of the complaint.	<p>The Complaints Sub Committee considered information relating to the complaint about the PFCC provided to it by the complainant and by the PFCC. As a result, the Sub Committee made recommendations relating to OPFCC business processes concerning correspondence and complaints. The Sub Committee took the view that the information available to it did not provide sufficient grounds to substantiate the overall complaint.</p> <p>The PFCC wrote to the Sub Committee on 14<sup>th</sup> June 2022 providing assurances about the OPFCC business processes that were the subject of its recommendations.</p>