



**Friday 14<sup>th</sup> June 2024**

**The Old Court Room, Town Hall, Wakefield**

**Item 8**

**Police & Crime Panel  
Officer  
07920 833358**

## **Complaints Received by the Police and Crime Panel - Annual Update**

### **1. Background**

- 1.1 Through the Police Reform and Social Responsibility Act 2011, the West Yorkshire Police and Crime Panel has a duty to record and consider non-criminal complaints made against the about the Mayor of West Yorkshire when acting in relation to their PCC functions and any Deputy Mayor for Policing and Crime.
- 1.2 The Monitoring Officer has authority for filtering complaints and must refer the following to the IOPC:
  - 1.2.1 All Recorded Conduct Matters;
  - 1.2.2 All Serious Complaints (i.e. a complaint that constitutes or involves or appears to constitute or involve, the commission of a criminal offence).
- 1.3 Upon receipt of a complaint, the Police and Crime Panel Officer, in consultation with the Panel's Legal Officer, will determine whether it falls within the scope of the Panel's complaints procedure, whether to record it and, if recorded, how the recorded complaint is to be dealt with under the Regulations.
- 1.4 If the complaint falls outside the remit of the Panel, for example, if it relates to operational policing, then the complainant is advised and signposted to the appropriate body.
- 1.5 In particular, complaints that purport to be a complaint about the Mayor when acting in relation to her PCC functions or the Deputy Mayor for Policing and Crime, which in fact relate to the Mayor's lack of intervention into complaints against the Police, its officers and staff or complaints about the Chief Constable are not within the remit of the Police and Crime Panel. In such circumstances, complainants are advised and assisted to make their complaint to the appropriate body.

### **2. Contact During 2023/24**

- 2.1 In the course of the year, the Panel have received complaints from 17 different complainants (often multiple times from the same complainant), in addition to taking numerous telephone calls from people who wished to remain anonymous.

2.2 All complaints were assessed with advice from the Monitoring Officer where necessary. One complaint has been recorded and is awaiting further consideration by the Complaints Sub-Panel. All other correspondence received was deemed to be outside the Panel’s remit. In all of these instances, the Police and Crime Officer has responded to the complainants to explain the remit of the Police and Crime Panel in handling complaints, and to signpost to the correct authority.

<b>2023/24</b>	<b>No</b>	<b>Action</b>
Recorded Complaints	1	On-going
Complaints not recorded	17	11 signposted to WY Police PSD 6 advised and signposted to other organisations or asked to provide further information

2.3 The Police and Crime Panel has been notified of one complaint to the Information Commissioner’s Office regarding a Panel’s response to a Freedom of Information Request. This complaint is awaiting the allocation of a case worker at the Information Commissioner’s Office and the outcome is not yet known.

### **3. Recommendation**

3.1 That members note the contents of the report.