



Office of the Police & Crime Commissioner for Cleveland

Complaints Procedure

How a member of the public may complain about their dealings with the Office of the Police & Crime Commissioner or the conduct of the Commissioner's staff.

This procedure does not apply to complaints about:

- **Police officers or police staff who are under the direction and control of the Chief Constable**
- **the Police & Crime Commissioner or his/her deputy**

Separate complaints procedures apply to these people.

Our complaints procedure has 4 stages.

Stage 1

Ideally we will try to deal with your complaint informally. This means that preferably you should phone, write, email or take your complaint to the office or person who dealt with your enquiry. Our staff will do their best to resolve your complaint without you needing to do anything else. If however you do not feel comfortable with making contact with the person who dealt with your enquiry then you should go straight to stage 2.

Stage 2

If you are not satisfied with the service you have received then you should in the first instance write to the Chief of Staff at the Office of the Police & Crime Commissioner, Ladgate Lane, Middlesbrough, TS8 9EH. The Chief of Staff is responsible for the administrative and financial arrangements of the Office of the Police & Crime Commissioner. If your complaint is about the Chief of Staff, then you should address your complaint to the Police & Crime Commissioner at the same address and it will be reviewed by another senior member of staff, normally the Chief Finance Officer/ Deputy Chief Executive.

If, however, you find it difficult to put the complaint in writing, it is possible for arrangements to be made for you to put the complaint in person, or for someone representing you to do so on your behalf.

The complaint should include the nature of the complaint and, if it involves an individual, the name of that person. You should include the circumstances of the complaint in as much detail as possible, and also give the reasons why you are not satisfied with the way you have been dealt with.

Your complaint will be responded to within 14 days of receipt. This will either be a full response or an acknowledgment telling you of the next steps in investigating your complaint.

If you are still dissatisfied once you have received a final response to the complaint, then you may ask for it to be taken to stage 3.

Stage 3

If you require your complaint to be taken to this level then it will be considered by the Police & Crime Commissioner or his/her Deputy whose decision will be final.

You will be advised of the procedure and timescale for this step when acknowledgment of receipt of your request for consideration of your complaint at this level is processed.

Stage 4

In the case of serious complaints the Police & Crime Commissioner may refer the matter to the Audit & Standards Committee to provide guidance and/or recommendations. The Committee's findings will not be made public and you will not be allowed to attend or address the committee unless requested to do so by the Committee's chairman. Recommendations/guidance from the Audit & Standards Committee will be for guidance only and will not bind the Commissioner. If you wish your complaint to be referred to the Audit & Standards Committee then you should write to the Commissioner (within 14 days of being advised of the stage 3 decision), setting out why you think that your complaint is of such importance as to warrant consideration by the Committee.

Note

Our complaints procedure is for you to complain about the way in which the PCC's Office operates or the conduct of the PCC's staff. It is not to be used to challenge the merits of decisions that have been taken by the PCC.