



Office of the Police & Crime Commissioner for Cleveland Complaints Procedure

COMPLAINTS AGAINST OPCC STAFF – POLICY

**This is a policy/procedure for use by Members of the
Public only, not employees of either the OPCC nor
Cleveland Police**

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.

Contact details for staff complaints

Write to us

Office of the Police and Crime Commissioner
c/o St Marks House
St Marks Court
Thornaby
Stockton-on-Tees
TS17 6QW.

Office Hours – Monday to Friday 0830-1700

Call us

01642 301861

Email us

pcc.office@cleveland.pnn.police.uk

The Staff Complaint's Process

It is important to note that the staff complaint's procedure does not apply to complaints about

Decisions

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 or complaint/review outcomes.

Cleveland Police

Police officers or police staff who are under the direction and control of the Chief Constable have a separate process which can be found on the link below:

[Make a complaint about the police - Cleveland Police and Crime Commissioner \(pcc.police.uk\)](http://pcc.police.uk)

The Police & Crime Commissioner

Complaints in relation to the PCC should be addressed to the Police and Crime Panel which is administered by Redcar & Cleveland Council.

Cleveland Police & Crime Panel Monitoring Officer, Mr Steve Newton
Steven.Newton@redcar-cleveland.gov.uk

Our complaints procedure has 4 stages.

Stage 1

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

Stage 2

If you are not able to resolve your complaint at stage one, then ask to speak to the line manager of the person you have a complaint about or leave details for the person's line manager to contact you. They will listen to your complaint and offer a resolution.

Stage 3

If you are not satisfied with stage two or your complaint is not resolved, then you should in the first instance contact the Chief Executive, by writing or emailing your complaint to the address/email above. Please mark it clearly as a complaint against staff for the attention of the Chief Executive. The Chief Executive is responsible for the administrative and financial arrangements of the Office of the Police & Crime Commissioner. Your complaint will be delegated to a senior member of staff by the Chief Executive for resolution.

If your complaint is about the Chief Executive, then you should address your complaint to the Office of the Police and Crime Commissioner at the office contact details above 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 someone representing you can act 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 28 days of receipt. This will either be a full response or an acknowledgment telling you of the next steps in investigating your complaint. You will be updated every 28 days until your complaint has been resolved.

Stage 4

In many cases your complaint will have been dealt with before stage 4. However, if after stage 3, your complaint is not resolved then you will have a right of appeal to the Joint Independent Audit Committee. Within the Terms of Reference of the Committee is that

they are tasked to maintain an overview of complaints against the Office of the Police and Crime Commissioner and its staff and act as the appeals body when required

If you wish your complaint to be referred to the Joint Independent Audit Committee then you should write to the Chair of the Committee at the address/email above (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.

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 chair. Recommendations/guidance from the Joint Independent Audit Committee will be for guidance only and will not bind the Commissioner.

Document control

This policy applies to all employees of the Office of the Police and Crime Commissioner for Cleveland.

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