



Police, Fire and Crime Panel 24th March 2021

Police Complaints System Update

Emily Evans - Complaints and Customer Service Manager

Changes to the Police Complaints Process



- The Policing and Crime Act 2017
- Any Expression of Dissatisfaction
- Holding Chief Officers to Account



Recording & Handling Complaints



- Receiving & Triaging Complaints
- Service Recovery
- Referring Complaints to PSD

Reviews



- Undertaking Reviews
- Making Recommendations



OPFCC Complaints and Customer Service Team



- Number of complaints Received
- Number of Reviews
- Looking ahead



