

Surrey Police and Crime Panel Complaint Handling Flowchart - Accessible Copy

Complaint or information received against the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey:

Complaint regarding alleged conduct matter by the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey (Including alleged criminal conduct); or

Information regarding alleged criminal conduct by Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey comes to light ('conduct matter').

If either of the above are met, the information is:

Assessed by the Chief Executive of the Office of the Police and Crime Commissioner for Surrey who assesses the matter and unless specified circumstances apply records it and in most cases sends copies to relevant parties (where there is an actual or perceived conflict of interest, matter is referred to the PCP Complaints Sub-Committee for recording/referral).

After recording the complaint:

If criminal conduct alleged, the matter is referred to the Independent Office for Police Conduct (IOPC) and parties are notified of this in most cases; or

In all other cases, matter referred to the Surrey Police and Crime Panel Complaints Sub-Committee (convened by Panel's Support Officer) - complaint takes one of the following routes:

1. Sub-Committee to handle complaint (including complaints referred back by IOPC) in accordance with **informal resolution process** (see Complaints Protocol) – it has powers to require person complained against to provide information or documents or attend before it. No powers to investigate. Various options for informal resolution. Can refer to IOPC;

2. If complaint falls within specified categories, sub-committee can **disapply** informal resolution process and handle as it sees fit or take no further action;
3. Where conduct matter is referred back by the IOPC, Sub-Committee can handle as it sees fit.

End of process:

Parties notified, decision whether to publish outcome following parties' representations to Sub-Committee.