

**AGENDA ITEM**

**REPORT TO CLEVELAND POLICE AND  
CRIME PANEL**

**21 OCTOBER 2014**

**REPORT OF DIRECTOR OF  
LAW AND DEMOCRACY**

**COMPLAINTS PROCEDURE REVIEW**

**SUMMARY**

This report provides further information and documentation regarding the arrangements for dealing with complaints about the Cleveland Police and Crime Commissioner (“the Commissioner”) for the Panel’s consideration.

**RECOMMENDATIONS**

It is recommended that the Panel considers the information and documentation attached to the report regarding the handling of complaints about the Commissioner.

**DETAIL**

1. The arrangements for dealing with complaints about the Commissioner were reviewed and reported to the Panel at its meeting on the 26 June 2014.
2. It was agreed that information and documentation regarding complaints would be brought to a future meeting for consideration. This was to include a policy regarding the unreasonable behaviour of complainants.
3. Attached to the report are copies of the following:
  - A leaflet about how to complain
  - A complaint form
  - A complaints flow chart
  - A guidance note on unreasonable behaviour by complainants.
4. The Panel is asked to consider this information/documentation.
5. Subject to the information/documentation being agreed, it will be posted on Stockton Council’s website and arrangements will be made for links to those pages to be included on the websites of the other Councils in the Cleveland Force area.
6. In addition, enquiries will be made with the Commissioner’s Office about placing a link on his website that will take the public to Stockton’s website and the complaints information/documentation.

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