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# Office of the Police and Crime Commissioner for Bedfordshire

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## Complaints Policy

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Implemented : January 2013  
Reviewed: Feb 2014

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# OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE

## COMPLAINTS POLICY

*Implementation date: 1 January 2013*

### 1. Background to Policy

- 1.1 The Police and Crime Commissioner set out an ambitious agenda for building a safer Bedfordshire and more confident communities. It is recognised that generating trust and confidence relies in large part on a Police Service that listens, responds and meets the needs of individuals and communities. It is also important to recognise that when things go wrong complaints against the Police and Crime Commissioner or Bedfordshire Police are dealt with in a fair and open manner.
- 1.2 People making complaints are registering dissatisfaction with the service they have received from Bedfordshire Police or the Police and Crime Commissioner and it therefore follows that any complaint is a serious matter. This policy and its implementing procedures are developed with the intention of restoring confidence to the complainant.
- 1.3 The Police and Crime Commissioner recognises that he has the responsibility to manage in a proper and open manner complaints he receives against the Chief Constable and his own team and office. He therefore needs to ensure there are processes in place to enable this to happen.
- 1.4 Complaints are a valuable source of feedback that allow us to better understand the expectations of the public and can inform a process of continuous improvement and to hold the Chief Constable to account for an efficient and effective police service.

### 2. Policy Aims

- 2.1 The main aims of this policy are;
  - To comply with legislative or regulatory requirements and associated advice on managing and effectively handling complaints against the Chief Constable or Police and Crime Commissioner to ensure that all forms of complaints are dealt with properly and effectively.
  - To provide clear information and guidance regarding the policies and procedures of the Police and Crime Commissioner for handling complaints received against the Chief Constable or his staff including the Monitoring Officer and Chief Executive.

- To ensure that the lessons from such complaints are considered and assessed to inform the development of practice and procedure and the effectiveness of policing in Bedfordshire.
- To promote an open and responsive complaints system that supports the delivery of the Police and Crime Commissioner's ambition for a safer Bedfordshire.

2.2 In implementing this policy the Police and Crime Commissioner will ensure that his actions are in accordance with the requirements of the Human Rights Act 1998 and the Convention Rights embodied within it. This is to protect the human rights of complainants, other users of police services the Police and Crime Commissioner and Officers

### 3. Policy Principles

The Police and Crime Commissioner in establishing this policy and associated procedures is:

- Supporting the Police and Crime Commissioner's ambition to build a safer Bedfordshire by:
  - Protecting the public – cutting crime and anti - social behaviour to reduce harm and improve quality of life
  - Partnership Working –working together to provide quality services and develop confident communities who trust and value their police.
  - Preventing Crime – tackling the underlying causes of crime to reduce the number of victims and break the cycle of reoffending.
- Embracing the principles of public life and supporting the proper use of public resources.
- Ensuring that its diversity values and statements are recognised within its complaints procedures.

#### **FREEDOM OF INFORMATION ACT ASSESSMENT**

This policy is / ~~is not~~ suitable for access by the General Public