

Model 2 Complaints Service Level Agreement (SLA)

Between:	
The Office of the Police and Crime Commissioner (OPCC) for Bedfordshire	
And:	
Bedfordshire Police Force	
Effective Date: 12 th January 2026	Review Date: 12 th January 2027

Purpose

The purpose of this SLA is to ensure transparency, accountability, and timely resolution of complaints in line with statutory obligations and public expectations.

In Bedfordshire, the Police and Crime Commissioner has formally notified the Chief Constable of the adoption of Model 2, in accordance with paragraph 13A of the Policing and Crime Act 2017. This model establishes a mutual agreement between the Office of the Police and Crime Commissioner (OPCC) and Bedfordshire Police regarding the handling and resolution of complaints that fall outside the scope of Schedule 3. It also outlines the process for referring any complaints that do fall within Schedule 3 to the Professional Standards Department (PSD) for appropriate action.

This service will sit within the Office of the Police and Crime Commissioner from 12th January 2026

Scope

This agreement applies to the handlings, logging and resolution of all complaints outside schedule 3 and will incorporate processes and policies Bedfordshire OPCC, Bedfordshire Police, Professional Standards, Joint protective Services.

Requirements:

Bedfordshire Police Force Shall:

- Acknowledge receipt of OPCC enquiries within 5 working days of receiving them.
- Ensure all officers and staff cooperate fully with any information or documentation requests from the OPCC.
- Provide access to all systems including (but not limited to):

- Dems/Dams
 - Athena
 - PNC/LEDS
 - Victims Portal
 - Property Logs
- Action and respond to personal and organisational learning.

Office of the Police and Crime Commissioner Shall:

- Log and acknowledge all complaints upon receipt to the complainant within 2 working days.
- Review expressions of dissatisfaction and provide an appropriate resolution to the complainant, where the matter falls outside the scope of Schedule 3.
- Quality assures the dissatisfaction report and determines whether the outcome is satisfactory or requires further action.
- Communicate the outcome to the complainant within 2 working days of receiving the final dissatisfaction report.
- Provide quarterly performance reports to PCC, Bedfordshire Police Force, PSD and JPS.

Expectations and Standards

- Handling Dissatisfaction matters outside of Schedule 3 ensuring they are conducted in accordance with the [IOPC Statutory Guidance](#), Code of Ethics and PSD RAG.
- OPCC complaints staff must act with integrity, transparency, and professionalism and be vetted to SC level.
- All communication must be professional, concise, respectful, and timely.
- Officers must adhere to all requests from the OPCC, including provision of documents, interviews, and updates.

Compliance and Escalation

Non-compliance will be escalated to the Chief through the Performance and Governance Board – including but exclusive to:

- Accountability and Learning (failure to action trends and patterns)
 - Communication failures (untimely responses, dismissive or unprofessional)
 - Service delivery issues (Failure to provide requested information)
 - Accessibility and Inclusion (Failure to accommodate vulnerable individuals)
- Persistent failure to meet SLA standards may result in a formal review of complaint handling procedures.

Timelines Summary

Action	Responsible Party	Timeline
Complaint receipt acknowledgment	OPCC	Within 2 working days
Officer/Supervisor Acknowledgement	Bedfordshire Police	Within 5 working days
Review update	OPCC	Explanations provided for any case over 15 working days.
Outcome communication to complainant	OPCC	Within 2 working days of outcome.

Reports

Provide quarterly reports to the following:

- PCC
- Force
- JPS
- PSD

Publish the report on the website.

Agreement

This SLA is agreed upon by both parties and will be reviewed annually or as required by legislative or operational changes.

Signed:



Police and Crime Commissioner
Bedfordshire

Date: 07/01/2026

Signed:



TREVOR RODENRURST KPM
Chief Constable
Bedfordshire Police

Date: 9/1/26