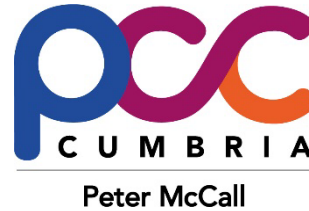


Complaints regarding the Police & Crime Commissioner are dealt with by the Police and Crime Panel. Detailed below are complaints which were presented to the panel, the date of the panel meeting and the outcome of the complaint as reported to the panel.



Complaints made against the Police & Crime Commissioner

Date of PCP meeting	Brief description of complaint	Outcome of complaint as reported at the panel meeting
January 2019	<ul style="list-style-type: none"> Ongoing complaints one and two 	The Cumbria Police and Crime Panel Complaints Sub-Committee had been convened on 28 November 2018 to consider two of the ongoing four complaints for which resolutions had not been agreed. The Sub-Committee had resolved to take no further action as there was no resolution of the complaint that was within the Sub-Committee's powers.
	<ul style="list-style-type: none"> Ongoing complaint three 	At the time of the previous report, the Commissioner provided a response to a complaint that had been refined through correspondence with the Deputy Monitoring Officer. Having received this response with further comments from the Deputy Monitoring Officer, the complainant decided to withdraw the complaint.
	<ul style="list-style-type: none"> Ongoing complaint four 	The final ongoing complaints matter was framed as a complaint but did not actually detail any failing on behalf of the Commissioner. Members noted that a query was raised as to what, if anything, the complaint against the Commissioner was but no response had been received. Accordingly, the initial correspondence would not be treated as having been a complaint and no further action would be taken.
March 2019	<ul style="list-style-type: none"> No complaints ongoing 	

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Date of PCP meeting	Brief description of complaint	Outcome of complaint as reported at the panel meeting
July 2019	<ul style="list-style-type: none"> No complaints ongoing 	
October 2019	<ul style="list-style-type: none"> No complaints ongoing 	
February 2020	<ul style="list-style-type: none"> No complaints ongoing 	
May 2020	<ul style="list-style-type: none"> No complaints ongoing 	
August 2020	<ul style="list-style-type: none"> No complaints ongoing 	
November 2020	<ul style="list-style-type: none"> No complaints ongoing 	
March 2021	<ul style="list-style-type: none"> On-going complaint following the outcome of a complaint review and continued dissatisfaction. 	<p>Correspondence had been exchanged to ascertain the actual complaint against the Commissioner, and this complaint had now been put to the Commissioner. A response to that complaint was due after the date of the Panel meeting, therefore, a further update would be provided to the next Panel meeting.</p>
July 2021	<ul style="list-style-type: none"> The above complaint remained on-going 	<p>Correspondence was exchanged to ascertain the actual complaint against the Commissioner, and this complaint was put to the Commissioner.</p> <p>The OPCC's view of the subject matter of the complaint is that it is not properly within the remit of Police and Crime Panel. This is an important point that needs resolving finally and, on behalf of the Panel, permission is being sought from the Home Office (in accordance with the terms of the grant to the host authority for the Panel) for the Panel to be able to seek Counsel's advice on the point.</p>
October 2021	<ul style="list-style-type: none"> The above complaint remained on-going 	<p>The Panel was informed that as at the date of the report and since the previous report, only one further complaint had been received. It was explained that as with the previous report, the OPCC's view of the subject matter of the complaint was that it was not properly within the remit of Police and Crime Panel.</p>

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Date of PCP meeting	Brief description of complaint	Outcome of complaint as reported at the panel meeting
		<p>Members noted that as set out in the previous report, permission was sought from the Home Office (in accordance with the terms of the grant to the host authority for the Panel) for the Panel to be able to seek Counsel's advice on the point. It was explained that this permission had recently been granted.</p> <p>The Panel was informed that as at the date the report was written, initial instructions had been provided to Counsel but, in Counsel's view, further information was needed to enable advice to be finalised. Accordingly, that information was being collated to allow Counsel to provide final advice.</p>
January 2022	<ul style="list-style-type: none"> The above complaint remained on-going 	<p>The Panel was informed the Counsel's advice detailed in the report had now been received since the date of the report. As the Group Lawyer had not had sufficient time to review the advice and prepare appropriate responses to the complainants, the Panel would be provided with further updates at the next meeting.</p>
July 2022	<ul style="list-style-type: none"> The above complaint remained ongoing 	<p>The Panel was informed that the key points were that both complaints related to matters in which the Commissioner had instigated an Independent Review of particular complaints. Members were informed that where the conduct which was the subject matter was not that of the Police and Crime Commissioner, but that of an Independent Reviewer, it was beyond the legal remit of the Panel.</p> <p>The Panel noted that in the last report there was mention of one anonymous referral that appeared to relate to other matters which was referred to the report author. Members were informed</p>

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Date of PCP meeting	Brief description of complaint	Outcome of complaint as reported at the panel meeting
		there was no further action for the Panel on this matter, as it was neither within its remit or something that could have been progressed in any event.
October 2022	<ul style="list-style-type: none">No complaints ongoing	
	<ul style="list-style-type: none">	