

## **CUMBRIA POLICE AND CRIME PANEL**

**Meeting date: 21 January 2019**

**From: Monitoring Officer (Cumbria County Council)**

### **COMPLIMENTS AND COMPLAINTS**

#### **1.0 EXECUTIVE SUMMARY**

1.1 *This report advises members of any complaints received in accordance with the Panel's complaints procedure. The report outlines where appropriate, what, if any, action has been taken in respect of the complaints.*

1.2 *This report also records any compliments received.*

#### **2.0 RECOMMENDATION**

2.1 *Members are asked to note the report.*

#### **3.0 BACKGROUND**

3.1 At the meeting on 15 October 2018 the Panel agreed to adopt a revised complaints procedure to consider non-criminal complaints in relation to the Police and Crime Commissioner or other office holders.

#### **3.2 The Procedure**

3.2.1 As part of the revised procedure, the Monitoring Officer of Cumbria County Council will consider all complaints matters in the initial stages. If the Monitoring Officer cannot broker a resolution, a sub-committee of the Panel should be convened to consider the matter further.



- 3.2.2 The Panel will receive a report to each meeting detailing the position with all ongoing complaints, and requesting a sub-committee be convened if appropriate. The report to Panel will also include details of any compliments received.

#### **4.0 DETAILS OF COMPLAINTS RECEIVED**

- 4.1 As detailed at paragraph 4.1 of the previous report to the Panel, dated 15 October 2018, at the time of the last meeting there were four ongoing complaints.
- 4.2 In the previous report, it was recommended that a sub-committee of the Panel be convened to consider two of the ongoing complaints for which resolutions had not been agreed.
- 4.3 That sub-committee was convened on 28 November 2018. The Panel's Chair and Vice-Chair (Cllrs McEwan and Fearon), along with Independent Member, Judith Cooke, were the members of the Panel. Reports were prepared and the sub-committee resolved to consider the matters in private. In respect of both complaints, the sub-committee resolved to take no further action as there was no resolution of the complaint that was within the sub-committee's powers.
- 4.4 With respect to the third ongoing complaint 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 his complaint.
- 4.5 As stated in the previous report, the final ongoing complaints matter was framed as a complaint but did not actually detail any failing on behalf of the Commissioner. A query was raised as to what, if anything, the complaint against the Commissioner was but no response has been received. Accordingly, the initial correspondence will not be treated as having been a complaint and no further action will be taken.

## **5.0 DETAILS OF COMPLIMENTS RECEIVED**

5.1 The Monitoring Officer has not been made aware of any compliments that have been received during the relevant period.

Iolanda Puzio  
Monitoring Officer, Cumbria County Council

*11 January 2019*

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## **APPENDICES**

***None***

## **BACKGROUND PAPERS**

***No background papers***

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