

20th November 2021
FOI882 – CON-31458/BM

Sent via email – [REDACTED]

Dear [REDACTED]

RE: FREEDOM OF INFORMATION REQUEST – FOI882– CON-31458

Avon and Somerset Police and Crime Commissioner's (PCC's) office have now completed the search for the information which you requested on the 27th October 2021.

Your request:

Would you please disclose information concerning how you / your office deal with complaints made against the Chief Constable. The type of information which I would like is;

1. Details of each step followed from the minute a complaint is received and up until a recording decision, letter is sent to the complainant;
2. Which internal forms / documents are used, completed during a complaints process
3. How are reasons, decisions and rationale recorded during above process. And which (if any) form/s / document/.s and or reports are required to be completed (including when case is closed)
4. If the Chief Constable is required to be (or is) contacted once a complaint is received. And, if so, if the Chief Constable is asked or is required to supply you (as PCC) / your office with comments or an account in reply to the allegations / complaint/s during the assessment stage (and in advance of recording decision being issued)

With regards to above. I would also be grateful if you could disclose either screenshots or copies of the required, i.e. blank copies of those documents showing the layout, information required etc

Our response:

All of the processes for managing a complaint against the Chief Constable are outlined in the Independent Office for Police Conduct (IOPC) Statutory Guidance 2020, please click [here](#) to view. This statutory guidance is adhered to by the Police and Crime Commissioner's (PCC's) office.

1. See the IOPC statutory guidance which provides all of the steps followed by the PCC's office.

2. The only form used for this is an IOPC referral form. Other than that there are no other forms, documents or reports used, just correspondence with the complainant. I have attached the current IOPC referral form to this response.
3. All information [REDACTED] recorded within the complaint file which is held within our in-house case management system. Reasons, decisions and rationales are recorded either in the IOPC referral form and/or in the complaint resolution provided to the complainant.
4. The Chief Constable is notified once a complaint is received, but it is dependent on the nature of the allegations as to when they are asked to provide a response e.g. whether a public complaint or conduct matter. Please see Chapter 6 and Chapter 8 of the guidance for further information on recording decisions.

If you are unhappy about how your request has been handled and wish to make a complaint or request a review of the decision then you should write to:

The Interim Chief Executive
Avon and Somerset Police and Crime Commissioner's Office
Valley Road
Portishead
Bristol
BS20 8JJ

Please note, Avon and Somerset Police and Crime Commissioner's office provides you with the right to request a re-examination of your case under its review procedure. The appeals document is attached for your reference.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by Avon and Somerset Police and Crime Commissioner's office. The Information Commissioner can be contacted at: <http://ico.org.uk/>.

Yours sincerely,

Freedom of Information Officer

Avon and Somerset Police and Crime Commissioners Office