

**LEICESTER, LEICESTERSHIRE AND RUTLAND POLICE AND  
CRIME PANEL: 2 DECEMBER 2024**

**REPORT OF THE DIRECTOR OF LAW AND GOVERNANCE –  
LEICESTERSHIRE COUNTY COUNCIL**

**ANNUAL REPORT ON COMPLAINTS AGAINST THE POLICE  
AND CRIME COMMISSIONER**

**Purpose of the Report**

1. This report is intended to provide the Police and Crime Panel with an update on complaints relating to the Police and Crime Commissioner (PCC) over the last 12 months.

**Policy Framework and Previous Decisions**

2. At its meeting on 20 December 2012, the Panel delegated authority to the County Solicitor (now the Director of Law and Governance) to:
  - (a) act as the first point of contact for complaints.
  - (b) make decisions in consultation with the Chairman of the Panel as to whether -
    - a complaint has been made which requires resolution under the complaints procedure;
    - that complaint should be referred to the Independent Police Complaints Commission (IOPC);
    - the complaint should be subject to the informal resolution process.
  - (c) make arrangements for the process of informal resolution.
  - (d) in consultation with the Chairman and Vice Chairman, to resolve complaints informally or to arrange for a meeting of the Sub-Committee of the Panel to resolve complaints informally.

3. The Panel reviewed and updated the complaints procedure as part of its review of the Constitution in December 2021 and the process referred to above was amended in one respect to provide for the delegation to refer relevant complaints to the IOPC to the Chief Executive of the Office of the Police and Crime Commissioner (OPCC).

### **Background**

4. The Police Reform and Social Responsibility Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 set out certain responsibilities on the Police and Crime Panel to deal with complaints against the PCC and conduct matters.
5. The Regulations require the Panel:
  - a. to make suitable arrangements for receiving and recording complaints;
  - b. to undertake the initial sorting of complaints to determine whether they appear to have criminal elements which would require referral to the Chief Executive of the OPCC (who in turn is responsible for deciding whether to refer on to the Independent Office for Police Conduct;
  - c. to informally resolve complaints that do not have a criminal element. Informal resolution is intended to represent a locally agreed process involving engagement with the complainant and the person complained against. It does not permit an investigation of the complaint, and the Panel is prohibited from taking any action intended to gather further information other than inviting comments from the complainant and PCC.

### **Complaints against the PCC received in 2024**

6. Since the last report was issued in December 2023 there have been three complaints received, as follows:

<b>Complaint</b>	<b>Issue</b>	<b>Outcome</b>
01/24	Historic operational policing issues and complaints about senior officers. Two complaints relating to the PCC or his office arising from photographs on social media accounts.	One complaint relating to the PCC subject to informal resolution by the provision of information and the other complaint was rejected.
02/24	Complaint about response times.	Resolved by informal resolution/advice provided.

03/24	Complaint about the operation of the PCC's private social media account and operational policing issues.	Resolved by informal resolution as to how to progress complaints about operational policing and an explanation in relation to the social media account.
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No misconduct was evidenced in any of the complaints.

### **Equality Implications**

7. There are no equality implications arising in relation to the issues referred to in this report.

### **Human Rights Implications**

8. There are no human rights implications arising in relation to the issues referred to in this report.

### **Officer to Contact:**

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