



LEICESTER, LEICESTERSHIRE AND RUTLAND POLICE AND CRIME PANEL: 1 DECEMBER 2025

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 in October 2025 to confirm that the delegation for referring relevant complaints to the IOPC to the Director of Law and Governance

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 sifting of complaints to determine whether they appear to have criminal elements which would require referral 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 and DPCC received in 2025

6. Since the last report was issued in December 2024 the complaints received are as follows:

Complaint	Issue	Outcome
01/25	Complaint about social media endorsements.	Resolved by informal resolution/advice provided.
05/25 06/25	Complaints about the former Deputy PCC and engagement in a video made by a member of the public.	Resolved by informal resolution.
10/25	Complaint about the former Deputy PCC's engagement with political.	Complainant failed to provide details to enable meaningful review.
11/25	This complaint is ongoing and it would not be appropriate to report on the issue at this stage.	Referral to a subcommittee of the Panel.

12/25	This complaint has only just been received and is still being considered.	To be confirmed.
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7. Complaints 02-04 /25, 07-09/25 and 13/25 were about operational policing issues and the complainants were directed to the Leicestershire Police complaints procedure and other relevant avenues for complaint, for example, the Information Commissioner's office.

Equality Implications

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

Human Rights Implications

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

Officer to Contact:

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