

**LEICESTER, LEICESTERSHIRE AND RUTLAND POLICE AND
CRIME PANEL: 23 JUNE 2026**

**REPORT OF THE CHIEF LEGAL OFFICER & MONITORING
OFFICER – LEICESTERSHIRE COUNTY COUNCIL**

**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 and related correspondence received or being processed since 1st December 2025.

Policy Framework and Previous Decisions

2. At its meeting on 20 December 2012, the Panel delegated authority to the County Solicitor (which became 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 the delegation for referring relevant complaints to the IOPC to the Director of Law and Governance (now the Chief Legal Officer & Monitoring Officer).

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 Police and Crime Commissioner (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 or DPCCs received since 1 December 2025

6. Since the last report was issued in November 2025 the complaints received/being processed are as follows:

Complaint	Issue	Outcome
11/25	Complaint about an unsolicited email sent by the PCC to a serving police officer concerning a horse photograph for a future election leaflet.	Considered by the Complaints Sub-Committee on 21 January 2026 and resolved by informal resolution. The PCC was asked to express regret for the offence caused and reminded to maintain appropriate professional boundaries with serving police officers.
12/25	Complaint that remarks made by the PCC in a video created a misleading impression that a county councillor had contacted	Considered by the Complaints Sub-Committee on 21 January 2026 and resolved by informal resolution. The complainant was provided with an

	him about flag flying, allegedly bringing her reputation into disrepute.	explanatory note reflecting the PCC's clarification, and the PCC was advised to ensure future public remarks about third-party contacts are accurate and verifiable.
13/25	Correspondence raising concerns about the handling of police complaints and criminal justice matters, including alleged privacy breaches and data issues.	The complainant was advised that the matters appeared to relate to operational policing and the criminal justice system rather than the PCC complaints remit, and that any data protection concerns could be referred to the Information Commissioner.
01/26	Complaint raising a number of concerns about the conduct of the PCC, some of which fall potentially within the scope of the Panel's complaints procedure and some of which overlap with matters outside the Panel's remit.	The Monitoring Officer carried out an initial assessment. The elements falling within the Panel's remit are to be progressed through the informal resolution process in accordance with the complaints procedure. Consideration by a Complaints Sub-Committee is to be arranged.
02/26	Complaint raising concerns about the conduct of a senior officer within the Office of the Police and Crime Commissioner and the appropriate route by which those concerns should be handled.	The Monitoring Officer advised that the complaint falls to be handled through the OPCC staff complaints arrangements, with appropriate safeguards to secure impartiality in view of the circumstances.
03/26	Complaint concerning the alleged improper use of the Neighbourhood Link resource by the PCC. The complainant asked that the matter be treated as general correspondence for scrutiny by the Panel.	To be presented alongside the complaints report at the Panel meeting on 23 June 2026 as general correspondence for scrutiny.
04/26	Complaint concerning the alleged improper use of the Neighbourhood Link resource by the PCC.	To be presented alongside the complaints report at the Panel meeting on 23 June 2026 as general correspondence for scrutiny.
05/26	Complaint concerning online material used by the PCC which was referred to the IOPC to consider	The IOPC returned the matter to the Police and Crime Panel to be dealt with as appropriate under Part 4 of the Elected

	whether it disclosed any criminal element.	Local Policing Bodies (Complaints and Misconduct) Regulations 2012, having concluded there was no indication of criminal conduct. Complaint to be considered at a Complaints Sub-Committee, to be arranged.
06/26	Complaint concerning the PCC's council tax leaflet and the complainant's concern that questions raised with the OPCC had not been responded to promptly and adequately.	To be presented alongside the complaints report at the Panel meeting on 23 June 2026 as general correspondence for scrutiny.

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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