COMPLAINT HANDLING FLOWCHART

| Complaint re alleged conduct (including criminal) by PCC/DPCC | Info re alleged criminal conduct by PCC/DPCC comes to light ("conduct matter") |

received by Chief Executive of the Office of the PCC who assesses matter and, unless specified circumstances apply, **records** it and, in most cases, sends copy to parties (where actual or perceived conflict of interest, matter referred to Complaints Sub-Committee for recording/referral). After recording,

if criminal conduct alleged, matter immediately referred to IPCC and parties notified in most cases

in all other cases, matter referred to Complaints Sub-Committee (convened by Panel's Scrutiny Officer)

Certain other functions also performed by Sub-Committee e.g. deciding whether to 'convert' withdrawn complaint into conduct matter, securing steps to obtain and preserve evidence, deciding whether to supply copy of complaint to person complained against (considering possible prejudice to any future investigation) etc

Sub-Committee to handle complaint (including complaint referred back by IPCC) in accordance with **informal resolution process** (see complaints procedure and protocol) – powers to require person complained against to provide info/docs or attend before it. No power to investigate. Various options for informal resolution

where conduct matter is referred back by IPCC, Sub-Committee can handle as it sees fit

End of process, parties notified, decision whether to publish outcome following parties' representations