

## SOUTH YORKSHIRE POLICE AND CRIME PANEL

1.	<b>Meeting:</b>	<b>Police and Crime Panel</b>
2.	<b>Date:</b>	<b>27<sup>th</sup> January 2015</b>
3.	<b>Title:</b>	<b>Report of the Legal Adviser – Update on the Operation the Complaints Procedure</b>
4.	<b>Directorate:</b>	<b>Resources</b>

### 5. Summary

To update the panel on the number of complaints received and the handling of complaints since the last report.

### 6. Recommendations

That the panel notes the actions that have been taken in respect of complaints

### 7. Proposals and Details

7.1 A complaint was received about the timeliness of South Yorkshire Police's response to a robbery.

7.2 As this complaint was an operational matter in respect of the Police, and not regarding the conduct of the Commissioner as required to be considered under the complaints procedure, this matter was referred to the South Yorkshire Police. The complainant was informed that this had happened, therefore the issue is concluded as far as the Panel is concerned.

7.3 An anonymous complaint was received to the effect that on two occasions the complainant had been unable to speak to someone when using the 101 number to try to contact the Police. Again as this is a police operational matter it has been referred to them, via the Office of the Police and crime Commissioner.

7.4 As the complaint was made anonymously it has not been possible to inform the complainant of the action taken. As far as the Panel is concerned this matter is therefore considered to be concluded.

7.5 A complaint has been received in respect of the former South Yorkshire Police and Crime Commissioner which has been referred to the Independent Police Complaints Commission. They will decide as to whether this issue will be investigated further and at that stage a further report will be provided to the Panel.

## **8. Finance**

None

## **9. Risks and Uncertainties**

None

## **10. Background Papers and Consultation**

Files and correspondence held by the Legal Adviser.

**Contact Name:** *Stuart Fletcher, Service Manager,  
Legal Adviser, South Yorkshire Police and Crime Panel  
Telephone 01709 823523 or e-mail [stuart.fletcher@rotherham.gov.uk](mailto:stuart.fletcher@rotherham.gov.uk)*