

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	South Yorkshire Police and Crime Panel
2.	Date:	30th July 3014
3.	Title:	Update on the Handling of Complaints. Monitoring Officer of Rotherham Metropolitan Borough Council – Host Authority
4.	Directorate:	Resources

5. Summary

To update the panel with regard to the nature and level of complaints that have been received and the action taken.

6. Recommendations

That the Panel notes the complaints that have been received and how they have been considered.

That the Panel:-

- a) Notes the complaints that have been received and how they have been considered; and
 - b) determines how the outcome of the recent deliberations by the sub-committee should be publicised.
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7. Information and Analysis

At the meeting held on 2nd May 2014, the Panel delegated consideration of two complaints to a sub-committee.

That sub-committee met on 7th July and considered the informal resolution of the complaints.

With regard to the first complaint (PR) the sub-committee reached the following conclusions in relation to the individual complaints:-

1. That the Commissioner did not correctly consider the complaints

Based on the evidence provided the sub-committee concluded that the Commissioner had considered the complaint appropriately.

2. That the Commissioner had contacted Members of Parliament but should not have done so.

The sub-committee concluded that the response of the Commissioner to this complaint was appropriate.

3. That the Commissioner contacted the South Yorkshire Professional Standards Department, asking them what they thought of the complainant.

The sub-committee concluded that there was insufficient evidence that the Commissioner had contacted the Department.

With regard to the second complaint (MP), the complainant was concerned about the manner in which the Commissioner had considered the complaint and particularly that the Commissioner had delayed in responding and failed to inform the complainant of the possibility of challenging decisions by way of judicial review.

The sub-committee was satisfied that the Commissioner had not been delayed in either providing any information or taking decisions, in order to prevent the complainant lodging a claim for judicial review.

The Complaints Procedure provides that the outcome of informal resolution can be published if it is considered to be in the public interest. The Panel is asked to consider whether any publication, in addition to that contained in this report and the forthcoming minutes, is required.

In addition there are two outstanding complaints, whilst separate to one another do have certain factors in common. The Monitoring Officer has met with the complainants to advise them of the nature of the information that is required for one of the complaints to proceed. One of the complaints is supported by its complete information.

Once the full information is received the matter will be referred back to the Panel. Should the information be received prior to the next meeting of the panel on 8th September 2014 the Panel is asked to consider delegating authority to a sub-committee to consider the complaints.

8. Finance

None

9. Risks and Uncertainties

None

10. Background Papers and Consultation

Files held by the Monitoring Officer

Contact Name : *Jacqueline Collins, Director of Legal and Democratic Services,*
telephone 01709 825576 8or e-mail jacqueline.collins@rotherham.gov.uk