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| PCCG-2025-018 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st April 2024 to 30th September 2024 |
| Summary | To record the decision of the Police and Crime Commissioner regarding the monitoring of complaints where Police Officers or Police Staff members have been subject of a complaint. |

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| **Police and Crime Commissioner for Gwent Decision** |

**DECISION**

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| 1. | There is a statutory requirement for police and crime commissioners (PCC) to monitor complaints against officers and staff within the force under the Police Reform and Social Responsibility Act (PRSRA) 2011. The role of the PCC is to ensure the correct process has been followed in relation to complaints made; the PCC is not able to question or request amendment to the outcome of the complaint. |
| 2. | An inspection of a random selection of Gwent Police’s Professional Standards Department (PSD) complaint files closed between the 1st April 2024 and 30th September 2024 was undertaken by the Head of Assurance and Compliance and the Governance Officer. The files were inspected in an electronic format on the Centurion System. |
| 3. | The dip sample highlighted that the majority of complaints were being handled appropriately and in line with legislation, however there were some areas of improvement identified and fed back to PSD.  We observed that the way some comments within the complaint logging forms were written could be improved. PSD agreed and circulated an email to all complaint handlers reminding them that documents could be provided under data protection legislation and to ensure any recorded information was appropriate.  We noted that record keeping in relation to complaints could be improved. This has been addressed by the Public Complaints and Dissatisfaction Inspector with all complaint handlers. Checks were also taking place to ensure all relevant documentation is being saved.  Discussions also took place between the HoAC and Inspector to ensure there was an audit trail between the complaint handler and complainant regarding the wording of the complaint. It was agreed that best practice would be to provide confirmation of the wording in an email to the complainant. If that was not possible, it would be recorded in detail in the complaint logging form.  We raised concern that evidence such as body worn video may not be available to help deal with complaints due to the backlog waiting to be dealt with. We were assured that this was no longer a concern and that the backlog had reduced significantly.  We also queried if further enquiries should have been made by a complaint handler in relation to the release of a young offender from custody. PSD acknowledged that more documentation should be attached to the complaint file and have worked with Custody to implement a process for the handling of complaints from detainees, or from relevant parties, on their behalf. |
| 4. | I am satisfied that the complaints examined from members of the public against Police Officers or Staff Members of Gwent Police have been properly dealt with by the Chief Constable. |

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| Jane Mudd, Police and Crime Commissioner for Gwent |
| I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.  Any such interests are recorded below.  The above request has my approval. |
| Signed |
| Date  07.10.2025 |

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| Contact Officer |  |
| Name | Joanne Regan |
| Position | Head of Assurance and Compliance |
| Telephone | 01633 642200 |
| Email | Commissioner@gwent.police.uk |
| Background papers | None |