

FOI 15195 Activities undertaken by the PCC to ensure the police record complaints

Request:

Please provide full details of any activities that the PCC has undertaken to try and ensure that the police record complaints when asked and to ascertain how often they fail to do so.

Schedule of Response Information:

Following receipt of your request, I can confirm the Office of the Police and Crime Commissioner (OPCC) holds information relevant to your request. Please see the information below.

There are multiple ways in which the PCC and her office scrutinise the handling of police complaints:

- The PCC has escalated matters regarding the Professional Standards Department (PSD) to the Chief Constable on a regular basis over the past 18 months.
- A senior manager from the OPCC attends the relevant force's 'Gold Group' meeting which oversees the strategic function of the Professional Standards Department.
- Other members of the OPCC meet with practitioners from the Professional Standards Department on a regular basis in an informal manner.
- The PCC has recently undertaken a formal deep dive review into Devon and Cornwall Police's plans designed to improve complaint handling and service delivery to the public at her newly convened Commissioner's Accountability Board and she will require future updates to assure her of the appropriate progress made. More information on this can be found on our website here: [Commissioner's Accountability Board – Your voice in policing](#)



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