

**OFFICE OF THE POLICE AND CRIME COMMISSIONER  
FOR HUMBERSIDE  
DECISION RECORD**

Decision Record Number: **35/2022**

Title: **COMPLAINT REVIEW SERVICE**

**Executive Summary:**

Ensure arrangements are in place to maintain current workloads and that the public continue to receive a timely and impartial complaint review service for a three-year period, until 23/09/25.

**Decision:**

To ensure continued resilience on a case-by-case basis, for reviews of recorded complaints handled other than by investigation, it is recommended that the Service Level Agreement between the Office of the Police and Crime Commissioner for Humberside and Sancus Operations Ltd be signed and the provision continued for a three-year period, from 24/09/22 until 23/09/25.

**Background Report:** Closed

**Police and Crime Commissioner for Humberside**

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 decision has my approval.

**Signature**



**Date**

18/9/22