

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

Decision Record Number: 11/2020

Title: **Complaint Review Function**

Executive Summary:

From 1 February 2020, the Policing and Crime Act 2017 made the PCC responsible for carrying out reviews of recorded complaints handled under Schedule 3 of the Police Reform Act 2002, where the OPCC is the Relevant Review Body.

Review applications are being processed and adjudicated by the OPCC Statutory Operations Manager, with delegated authority from the PCC to review the outcome and handling of complaints.

The early months of implementation have been challenging in terms of embedding the necessary learning and processes to fully support and align to the new regulations.

In order to assist with demand and resilience, initially for the next 12 months, the OPCC wish to utilise an independent adjudicator on a case-by-case basis. The issues around data sharing have been fully considered and due diligence undertaken.

Decision:

To provide resilience on a case-by-case basis, for the next 12-months, for reviews of recorded complaints handled under Schedule 3 of the Police Reform Act 2002, it is recommended that:

1. Up to a maximum of £15,000 allocated for the 12-month period; and
2. The Service Level Agreement between the Office of the Police and Crime Commissioner for Humberside and Sancus Solutions Limited be signed.

Background Reports: Confidential

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 request has my approval.

Signature

Date 24/09/20



CONFIDENTIAL