

Reply to: Leah Smith

Tel No: 01953 423506

9 November 2021

Dear Member of public,

**Freedom of Information Request FOI/OPCCN/205**

I am writing in connection with your email dated 27 October 2021 in which you requested the following information:

**“Would you please disclose information concerning how you / your office deal with complaints made against the Chief Constable. The type of information which I would like is;**

- 1. Details of each step followed from the minute a complaint is received and up until a recording decision, letter is sent to the complainant;**
- 2. Which internal forms / documents are used, completed during a complaints process**
- 3. How are reasons, decisions and rationale recorded during above process. And which (if any) form/s / document/.s and or reports are required to be completed (including when case is closed)**
- 4. If the Chief Constable is required to be (or is) contacted once a complaint is received. And, if so, if the Chief Constable is asked or is required to supply you (as PCC) / your office with comments or an account in reply to the allegations / complaint/s during the assessment stage (and in advance of recording decision being issued)**

**With regards to above. I would also be grateful if you could disclose either screenshots or copies of the required, i.e. blank copies of those documents showing the layout, information required etc”**

I have reviewed our records and I can advise the following: -

- 1. The process of Chief Constable Complaint is as follows: -**

- When a complaint is received, an acknowledgement is sent to the complainant and the complaint is then forwarded to the Chief Executive (CE) and the Director for Performance and Scrutiny and Deputy Monitoring Officer (Director) who carry out the decision process via direction and control of the Police and Crime Commissioner (PCC).
  - An initial assessment will be made regarding the eligibility of the complaint, and should the complaint be eligible in line with the Office of the Police and Crime Commissioner for Norfolk's (OPCCN) policies, this will then be recorded onto the Force Information System called Centurion, which is used to log complaints. If more information is required, the complainant is contacted to ask for any additional information that may be required to make an assessment of their complaint.
  - If any information is required from Norfolk Constabulary, the Complaints and Compliance Officer liaises with the relevant teams in order to retrieve information that may help and guide the CE and Director in their investigation and decision making in a fair and proportionate manner.
  - The Chief Constable will be made aware of the complaint and given opportunity to record a statement and any relevant evidence regarding the allegations against them.
  - The CE and Director will then carry out an assessment based on the information and evidence collected in order to reach a decision.
  - A letter will be sent to the complainant outlining the decision and any actions taken by the OPCCN regarding their complaint. The letter will further outline that the complainant may wish to request a review of the complaint decision with the relevant review body within 28 days, details of which are given on the letter.
2. The complaint is logged onto Centurion, as stated above. This holds all relevant information, rationales and decision-making processes pertaining to the complaint. The outcome letter to the complainant will also contain all decision-making rationale for the purposes of a fair, transparent and proportionate complaints process. No further internal forms are used as each complaint is assessed independently. Our headed letter template is used for the outcome letter. This has been attached on page three for your reference.
  3. As per question two.
  4. As per question one, the Chief Constable is informed of any complaints and given opportunity to respond and give any evidence relevant to the allegation.

Yours sincerely

*L. Smith*

Leah Smith  
Complaints and Compliance Officer and FOI Decision Maker  
Office of the Police and Crime Commissioner for Norfolk

Address Line 1  
Address Line 2  
Address Line 3  
Address Line 4  
Postcode

**Our Ref:** XX/XX  
**Reply to:** XXXXXXXXXXXXXXXX  
**Direct Dial:** 01953 42XXXXXX  
[ date ] 2021

Dear

**Subject**

Yours sincerely,

Office of the Police and Crime Commissioner  
for Norfolk

## Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes  
Chief Executive  
Office of the Police and Crime Commissioner for Norfolk  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

Telephone: 01953 424455

Email: [opccn@norfolk.police.uk](mailto:opccn@norfolk.police.uk)

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at [www.ico.org.uk](http://www.ico.org.uk)