

CAMBRIDGESHIRE POLICE & CRIME PANEL (CPCP) FLOWCHART OUTLINING THE COMPLAINTS PROCESS

WHERE TO SEND YOUR COMPLAINT

All complaints relating to the Cambridgeshire Police and Crime Commissioner and Deputy Police and Crime Commissioner should be sent to the Clerk/Monitoring Officer to the CPCP at Peterborough City Council.

(jane.webb@peterborough.gov.uk)

TYPES OF COMPLAINTS

General Complaint

A Complaint, which relates to the Commissioner or Deputy that is not a conduct matter or serious complaint that has been referred by the IOPC.

Serious Complaints

A complaint where there is an allegation that the Commissioner or Deputy has committed a criminal offence.

Conduct Matter

A complaint where that is an indication that the Commissioner or Deputy has committed a criminal offence which has come to light other than through a complaint.

A general complaint will be referred to the CPCP and entered in the Recorded Complaints and Conduct Matters Register. The Complaints Sub Committee will meet to discuss the strategy for informal resolution

A complaint considered as a Serious Complaint will be referred to the Independent Office of Police Conduct (IOPC) for consideration (within set timescales) and entered in the Recorded Complaints and Conduct Matters Register. The complainant will be notified of this action.

A complaint considered a Conduct Matter will be referred to the Independent Office of Police Conduct (IOPC) for consideration (within set timescales) and entered in the Recorded Complaints and Conduct Matters Register. The complainant will be notified of this action.

This page is intentionally left blank