

CAMBRIDGESHIRE POLICE & CRIME PANEL

QUICK GUIDE TO COMPLAINTS

Want to know about how to be able to submit a complaint about the Cambridgeshire Police and Crime Commissioner or the Deputy Police and Crime Commissioner?



This quick guide explains what the Police and Crime Panel does, how to complain and what you can expect if you do.

You have a right to complain if you're not happy with the conduct of the Police and Crime Commissioner.

If you have a problem or are unhappy about something that happened to you which involved the Commissioner/Deputy, it can usually

be sorted out by speaking to the Commissioner's Office. But if they cannot put things right for you, then you can make a complaint.

Download a copy of the [Panel's complaints policy](#) and flow chart [here](#) for further information.

What do I need to know about making a complaint?



- The Panel deals with complaints regarding non-criminal behaviour. Criminal complaints about the Commissioner are dealt with by the [Independent Office for Public Conduct](#) (IOPC).
- The Panel can only resolve a complaint through mediating an informal resolution, this means resolving the complaint to the satisfaction of both parties involved via a letter of explanation, an apology or a change in policy.
- The Panel *cannot* investigate the complaint or take disciplinary action.

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How can I complain about the Police and Crime Commissioner?



You can fill in **our online form** and send it to jane.webb@peterborough.gov.uk.

- You can contact the Clerk directly (go to the relevant website for more information).

What are the possible outcomes?



- The Panel may give you an explanation for what happened.
- The Commissioner/Deputy may give you an explanation.
- The Commissioner/Deputy may provide you with an apology.
- The Commissioner/Deputy could be given training and development.
- The Office of the Police and Crime Commissioner (OPCC) may change their policy (rules) or procedures (the way they do things).

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What can I expect if I complain?



- The Clerk will contact you within five working days of receiving your complaint.
- You can expect to be listened to and treated fairly.
- You will be kept updated about the progress of your complaint.
- When your complaint is finalised, you will be contacted about the outcome and any action that will be taken as a result.

If you're unsure about anything, you can contact the Clerk by phone on 07983 322628 or email jane.webb@peterborough.gov.uk.

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