

CAMBRIDGESHIRE POLICE AND CRIME PANEL

COMPLAINT FORM

Complaint about Cambridgeshire Police and Crime Commissioner or Deputy Police and Crime Commissioner

Your Details

1. Please provide us with your name and contact details

Full Name (including title):

Address:

.....

Preferred contact number:

Alternative contact number:

Email address:

2. Your address and contact details will usually be released in order to deal with your complaint - we will tell the following people that you have made this complaint:

- The office holder you are complaining about.
- Any other person whom we consider it necessary to inform to carefully consider your complaint.
- The IOPC (Independent Office for Police Conduct)

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate in to be able to deal with it. If you have serious concerns about your details and a summary of your complaint being released, please see Section 5 of this form.

Making Your Complaint

3. Your complaint will initially be considered, usually within seven working days, by the Clerk and Monitoring Officer to the Police and Crime Panel.

Where your complaint alleges potential criminal conduct of the Commissioner/Deputy, your complaint will be referred to the IOPC.

Where your complaint relates to the general conduct of the Commissioner or Deputy, the Clerk will prepare a report for the Police and Crime Panel in accordance with the complaint procedure.

You will be kept informed as your complaint goes through each stage of the complaints procedure.

4. Please explain in this Section (or on separate sheets) whether the complaint relates to the Commissioner or the Deputy Commissioner and details of your complaint.

It is important that you provide all the information you wish to have considered so we can decide if any action can be taken.

- You should be specific, wherever possible, and include details about exactly what you are alleging the office holder said or did. For instance, instead of writing that you were insulted, you should state what it was they said.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates, it is important to give a general timeframe.
- You should explain whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information

Please provide us with the details of your complaint – you can continue on a separate sheet if there is not enough space on this form.

Request to withhold Identity

5. In the interests of fairness and natural justice, office holders who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint and then further details of it, if there is a decision to investigate it or take other action on it. We will not withhold your identity, or a summary or the details of your complaint, unless you have exceptional reasons why we should do so.

If you think you have such reasons and want us to consider withholding your identity and/or any details of your complaint, either altogether or for some period of time, you must indicate at the submission of the complaint (Section 7). You must also attach to this form a separate sheet which fully explains what information you want withheld and your reasons for your request.

If you do request confidentiality (and this is not guaranteed), we will usually allow you the option of withdrawing your complaint if we do not consider there are grounds for withholding identity. It is important to understand that in certain exceptional circumstances, where the matter complained about is very serious, we may still proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Additional Help

6. Complaints must be submitted in writing which includes email submissions. Should you require assistance with accessing this form, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing or provide the form in an alternative language if required.

If you need any support completing this form, please let us know as soon as possible. You should initially contact the Clerk and Monitoring Officer to the Panel (whose contact details are given below) who will try to arrange appropriate assistance for you.

Submission of Complaint

7. **(Delete as appropriate)**

By signing below, I consent to my complaint being considered and presented to those parties identified in paragraph 2 of this form.

OR

By signing below, I consent to my complaint being considered but I object to my details being provided to those listed in Section 2 of this form. I have provided full reasons to why I wish my identity to be withheld as required by Section 5 of this form. I understand that my identity will be kept confidential until such time my request has been considered by the Clerk and Monitoring Officer to the Panel. I understand that I will have the opportunity to withdraw my complaint if it is decided that my identity will be disclosed.

Signed

Dated.....

This form once completed should be sent, along with any supporting documents to:

The Clerk and Monitoring Officer to the Police and Crime Panel
Peterborough City Council
Town Hall
Bridge Street
Peterborough
Cambs PE1 1HF

Email jane.webb@peterbough.gov.uk