

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:

Data Protection – Personal Details

2. The Cambridgeshire Police and Crime Panel (“The Panel”) will ensure that any personal or sensitive information given to them will be treated in the strictest confidence. The Panel will always abide by the Data Protection Act 1998 and its eight principles and will not keep your information longer than necessary. Please read the following statement carefully as it tells you what we are going to do with your information: We will only share your personal information when we are permitted to or are required to by law, or we have your consent to do so as required by the Data Protection Act. Your address and contact details will not usually be released unless necessary to enable us to manage your complaint. However, we will tell the following people that you have made this complaint:

- The person you are complaining about, including any delegated officer acting on their behalf
- The delegated officer acting on behalf of the Police and Crime Panel
- The Democratic Services Officer to the Police and Crime Panel
- Members of the Cambridgeshire Police and Crime Panel, when needed

We will tell them your name and give them a copy of your complaint. If you have serious concerns about your name and or details of your complaint being released, you can request to have your identity kept confidential.

Please be aware that the Panel are required, under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, to refer your complaint to the Independent Police Complaints Commission (IOPC) if upon receipt of your complaint, or during the informal resolution, information is received which indicates the commission of a criminal offence, or if otherwise requested by the IOPC.

Making Your Complaint

3. Your complaint will initially be considered, usually within seven working days, by the Senior Democratic Services Officer (Police and Crime) 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 Senior Democratic Services Officer (Police and Crime) 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 are usually told who has made the complaint. They are also 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 do not usually withhold your identity, or a summary of the details of your complaint, unless you have requested this and have explained the 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 this at the submission of your 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, we will usually allow you the option of withdrawing your complaint if we do not consider there are grounds for withholding your 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 this may necessitate disclosure of your name at some stage, but every effort will be made to avoid this.

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 Senior Democratic Services Officer (Police and Crime) 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 Senior Democratic Services Officer (Police and Crime) 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 Senior Democratic Services Officer and Monitoring Officer to the Police and Crime Panel

Peterborough City Council

Town Hall

Bridge Street

Peterborough

Cambs PE1 1HF

Email democratic.services@peterbough.gov.uk

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