

# 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.

# CAMBRIDGESHIRE POLICE & CRIME PANEL

## QUICK GUIDE TO COMPLAINTS

### How can I complain about the Police and Crime Commissioner?



You can fill in [our online form](#) and send it to [democratic.services@peterborough.gov.uk](mailto:democratic.services@peterborough.gov.uk).

You can contact the Senior Democratic Services Officer (Police and Crime) 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).

### What can I expect if I complain?



- The Senior Democratic Services Officer (Police and Crime) 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 Senior Democratic Services Officer (Police and Crime) by phone on 07983 322628 or email [democratic.services@peterborough.gov.uk](mailto:democratic.services@peterborough.gov.uk).