

GUIDANCE ON COMPLETING THE LOCAL RESOLUTION PROCESS

Administration

- You have been nominated by the Appropriate Authority, PSD to carry out a Local Resolution with regard to this complaint case
- A PSD Caseworker has been allocated to this case and you should keep them informed of progress
- Keep copies of all letters you send to the complainant
- Keep copies of any emails you send to the officers/staff subject to the complaint
- Record all contact with the complainant on an R20 and retain with the complaints paperwork

Initial Steps to Take

Ensure you have a Form K2 – USE THIS FOR ALL NOTES/ACTIONS
K2 2012.doc

Contacting the Complainant

- If a telephone number is known, try to contact the complainant **immediately** by that means. *R20 any attempts to make contact*
- If contact is unsuccessful, send a letter to the complainant as per example letter 1 below. Retain a copy with the complaints paperwork
- If after seven days the complainant has not contacted you or responded to any phone messages, send a letter to the complainant as per example letter 2 below. Retain a copy with the complaints paperwork
- If after 28 days the complainant has not contacted you, update your PSD Caseworker and forward the paperwork

Contacting the person subject of the Complaint

- Inform the officer(s)/staff member(s) that a complaint has been received and that you have been appointed to deal with it.

Action to take when contact is made with the complainant

- Inform the complainant that you have been appointed to deal with their complaint, that you will deal robustly with their complaint and any identified learning for individual officers/staff or organisational learning will be implemented
- Clarify the concerns of the complainant and if possible, agree with them what actions you will take to deal with their complaint
- If necessary inform the complainant that their permission to Local Resolution is not required
- Local Resolution can be conducted over the telephone or by email however, if appropriate offer to meet the complainant in person, this will engage the complainant and often lead to a better resolution
- A Local Resolution should be completed within 28 days
- Advise the complainant that they will have a right of appeal against the outcome of the Local Resolution and that the final outcome will be forwarded to the Appropriate Authority in PSD who, when satisfied that the outcome is appropriate will write to them and notify them of their right of appeal.
- When you have completed the Local Resolution, inform the complainant of the outcome.
- Send all papers to PSD.

EXAMPLE LETTER 1

Dear Mr/Mrs/Miss

COMPLAINT ABOUT THE POLICE

I refer to the complaint you made on

I have been appointed to take your complaint forward and I need to speak with you in order to clarify the exact nature of your complaint and discuss how your complaint will be resolved.

Would you please contact me on (insert telephone no) or via email at (insert email address), if I am not available, please leave a message and I will return your call.

I look forward to hearing from you.

Yours sincerely

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EXAMPLE LETTER 2

Dear Mr/Mrs/Miss

COMPLAINT ABOUT THE POLICE (DISAPPLICATION OF THE REQUIREMENTS OF SCHEDULE 3)

I refer to the complaint you made on concerning the alleged conduct of staff of the Gloucestershire Constabulary.

Despite making reasonable efforts to contact you and to gain your cooperation in dealing with your complaint, to date this has not been possible. Because of this, it is not reasonably practicable to take your complaint forward or complete any investigation into it. Should you still wish to pursue your complaint, please contact me at your earliest convenience.

If I do not hear from you within 28 days from the day following the date of this letter, I will consider disapplying the requirements of the Police Reform Act 2002 in relation to your complaint; this means that no further action will be taken with regard to your complaint which will be closed and it may not be possible to re-open it. You have a right to make representations within the aforementioned 28 days in relation to the above intended course of action.

Whilst you may choose not to pursue your complaint, it is recognised that patterns of behaviour or ineffective practices can be identified which would benefit from action. Please be assured that the matters you have brought to our attention will not be dismissed but consideration will be given to relevant learning which may be evident.

Yours sincerely

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