

Local Resolution – New Rules.

Local Resolution is a very useful tool that you need to be thinking about throughout the whole complaints process.

It is actively supported by the IPCC

It brings about closure and negates the need for lengthy and time consuming investigations.

Benefits for the officers involved include no hold up to promotion or career movement. Not a substantiated complaint.

Local Resolution.

- Complainant's consent **no longer required** to commence LR, but always try to gain it.
- LR can only be used if the conduct complained about (even if proved)
 - would ***not justify*** criminal or disciplinary proceedings and
 - the conduct complained about (even if proved) would not infringe Article 2 or 3 HRA.

Disciplinary Proceedings = Misconduct meeting or hearing.

We need to get Local Resolution right because:

1. If the complaint is low level, we decide whether or not it will be dealt this way
2. Their right of appeal is now to a special Appeals Unit here in The Directorate of Professional Standards.
3. There is no further right of appeal.
4. It is now all about outcome rather than process.

What is Local Resolution and what does it involve

LR is an action plan designed to deal with the matter complained about in a speedy and meaningful way.

It must address the concerns and provide a solution to the issues raised by the complainant.

The focus is now on the outcome, not the process of LR.

Things to avoid when dealing with Local Resolution.

1. An apology from the Officer concerned. This is the top of the wish list for complainants and is something that we can't deliver unless the officer is prepared to do it. You can always apologise on behalf of THE SERVICE
2. Training. This runs a close second. The complainant always wants the officer re-trained. Often formal training is not available or not appropriate or cost prohibitive.
3. Face to face meeting. Try to avoid this unless you do have a very apologetic officer. It is likely to descend into a slanging match.
4. Never promise something that you may have difficulties delivering. You could just be re-enforcing the issue complained about.

Try not to come across as TOO defensive of the officers.

Local Resolution. Things that can be done.

1. Take a full account from the complainant about how they felt during the interaction/activity. Inform them that you will speak with the identified officer and have them read their statement.
2. Offer to have a discussion with the officer, allowing them to reflect on how they dealt with the incident and how it could have been dealt with differently.
3. Offer to speak with the officer in an attempt to identify any learning or developmental needs that you can address.
4. Arrange for a member of SMT to speak with the officer to underline the seriousness of the matter.

Remember, you no longer need consent for LR –
but you must try to gain it