



## FAQ's and Focus for new complaints process (February 2020)

### **Q. How do I use the Low/Med/High priorities in CRT?**

A. This is based on face value of the complaint. Categories must be applied correctly in order to complaints to be graded appropriately.

All Discriminatory complaints must be logged and closed as moved to Sch 3

All Stop/Search complaints must be logged and closed as moved to Sch 3

All use of force (injury sustained) must be logged and closed as moved to Sch 3

All criminal allegations must be logged and closed as moved to Sch 3

**Logging a complaint and initially handling it is not a replacement for formal complaints**

### **Q. What is a discriminatory complaint?**

A. Consider how it is discriminatory – ask relevant questions – A discriminatory allegation is not just because someone says so.... Ask them to think about words or behaviour that indicated that there was some kind of discriminatory behaviour.

### **Q. What do I do if the complaint relates to historic matters? (more than 12 months)**

A. Manage expectations – what can realistically be achieved? What do they want to happen by raising the issue now?

### **Q. If the complainant wants to make a formal complaint, but it is a low level issue?**

A. the complainant may ask to have their issue formally recorded, regardless of the severity – please add any initial handling attempts to the CRT database and close as moved to Sch 3.

### **Q. When do I record in CRT?**

A. when it takes longer to deal with - than the time taken to log it – or if further enquires are made with another supervisor.

### **Q. What role do the IOPC have in dealing with complaints?**

A. they are the Relevant Review Body for more serious complaints and referable matters. They ARE NOT an ESCALATION point for complaints

### **Q. When is a complaint not a complaint?**

A. When it can be dealt with 'there and then'.

A. When the 'complainant' is not eligible to complain – Viewed on Social media or in press release.

### **Q. What can I do with a complaint to successfully initially handle it?**

A. Listen / Explain / Update / Answer questions / organise return of Property / Apologise / Signpost to appropriate process (ICO or VRR) Identify low level learning or organisational improvements.

### **Q. What can I not do in initial handling?**

A. Offer compensation / Promise unrealistic outcomes / provide PSD as a point of escalation

**Q. When I move something to PSD (Schedule 3) what does this mean?**

A. it means that the complaint will be formally recorded in accordance with the legislation (Schedule 3 of the Police Reform Act 2002) this does not automatically mean that an investigation will be undertaken.

**Q. What should I do with a complaint that is classed as a 'HIGH' category?**

A. Log it, gather any readily available information - close as moved to Schedule 3 – template email available to advise the complainant.

**Q. What is the difference between the OPCC (Office of the Police Crime Commissioner and the IOPC (Independent Office for Police Conduct?**

A. the OPCC are the Relevant Review Body for low level complaints – once they are formally recorded.

A. the IOPC are the public oversight body – they only independently investigate matters that have been 'referred' to them or meet the criteria for one of their control strategies – Deaths involving police will generally be subject to an independent investigation.

**Q. What happens with other force complaints – reported in your force but about another force.**

A. Complaint should be advised to contact them directly – this should not be logged in CRT.

**Q. Do we ever conclude the complaint ourselves when requested to do so by an Inspector or Sergeant?**

A. Only if a reasonable and proportionate response has been provided.

**Q. I was asked what is the law regarding the detention under the terrorism act,**

A. [A guide to using that legislation under the Terrorism Act 2000 can be found here](#). Also [guidance around S43 Stop and Search](#) The following was released on Beds intranet by the ACC and available to all eds officers/staff. <https://intranet.bch.police.uk/bedfordshire/news-and-appeals/beds-news-acc-filming-jul20>

**Q. What do we do if the only outcome the complainant will accept is compensation?**

A. Advise them to pursue a civil claim – the complaints process will not determine liability