



Matthew Barber
Police & Crime Commissioner
for Thames Valley

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██████████
Thames Valley Police & Crime Panel Scrutiny Officer
Deputy Chief Executive Directorate
Buckinghamshire Council

By Email

25th September 2023

Dear ██████████

Response to the Complaints Sub-Committee on the report of 6 September 2023 in the matter of ██████████ on behalf of ██████████

Following the dismissal of the complaint by ██████████ on behalf of ██████████ by the Complaints Sub-Committee I am writing to respond to the specific requests for information made by the Sub-Committee.

The numbering below has been adopted from the report prepared by the PCP.

(3) That the PCC be asked to provide details of the office structure within his office, to deal with complaints, including what contingency arrangements are in place when offices who deal with complaints are absent.

The structure of the OPCC in relation to complaints is as follows.

Administrative Assistant, Governance Officer and Governance Manager – check the main PCC inbox; complaints are dealt with in the following way:-

- Complaints about the Force are forwarded to the Appropriate Authority.
- Complaints about the Chief Constable are dealt with by the Governance Manager.
- Complaints about staff are sent to the Chief of Staff. If the Chief of Staff is away for a prolonged period of time, it is expected that the Head of Governance and Compliance will progress these complaints.
- Complaints about the PCC are given to the Head of Governance and Compliance for referring to the Chief of Staff for a recording decision. In the event that the Head of Governance and Compliance is absent, these will be dealt with by the Complaints Review Manager for forwarding to the Chief of Staff. At present there is no delegation for recording decisions when the Chief of Staff is absent.

Both the Head of Governance and Compliance and the Complaints Review Manager are Broadband 5 and as such hold more senior positions.

In relation to how correspondence is dealt with, please see the attached document which demonstrates the pathway of correspondence and complaints (caseworker process map).

In relation to complaints against the PCC, these are the responsibility of the Police & Crime Panel who have delegated the recording of such complaints to the Chief of Staff of the OPCC, Gillian Ormston.

In the case of this particular complaint the absence, due to annual leave, of my Chief of Staff did not cause any issues. Gillian Ormston had an out of office response which will have informed ██████████ that the Chief of Staff was unlikely to respond immediately. The query was dealt with anything whilst Mrs Ormston was on leave and regardless the response was

received within 10 days, the timescale identified in the Protocol for Informal Resolution Procedure.

Should the Chief of Staff be away for a considerable period of time, for example, long term sick leave, that this delegation could be passed to her Deputy Monitoring Officer, Miss Waskett. Such a change is of course in the gift of the Panel.

(4) That the PCC be asked to provide details of the information on complaints on the PCC's website and to ensure that this information is easily accessible and clear for residents

Information in relation to complaints are on the PCC's website. [Complaints-procedure-July-2023.odt \(live.com\)](#). The PCC's complaints policy sets out to members of the public how to make complaints against the Chief Constable, a member of staff or the PCC. The document has been saved as open source in order that it complies with the Accessibility Regulations. Please see the link to the PCC's Accessibility Statement, [Accessibility - Thames Valley PCC \(thamesvalley-pcc.gov.uk\)](#). As such, it is respectfully submitted that Thames Valley PCC complies with the requirements of the Accessibility Regulations.

(5) That the PCC be asked to provide details of the equalities training which the staff within his office receive and whether it was appropriate for additional training to be provided for officers, to ensure the complaints process is accessible and to offer assurance to the Sub-Committee."

There is Essential Equality Training for all Officers and Staff – it can be found on the 'Knowzone' (the TVP intranet) which all staff have access to. There are also contacts for the People Services E Learning Team.

In addition, I attached our own Induction Pack (OPCC) which reemphasises the Induction online training (as above) and refers to Occupational Health and RAMP adjustments for disabled staff. We also have Staff Associations; The Disability Police Association and a dedicated Disability Welfare Officer who can provide training, support or assistance with queries. These are open to anyone internally contacting them i.e. you don't have to be disabled to get advice and support. In addition, the OPCC has rolled out accessibility training across the office over the coming months. The Chief of Staff also personally monitors completion of training to ensure all OPCC employees are up to date.

Yours sincerely,



Matthew Barber
Police & Crime Commissioner