

Complaints & Standards Committee overview to date 27/5/25

7 group **members** plus 2 in vetting

3 **meetings** held to date – Dec 24, Feb 25, Apr 25

Scrutiny undertaken:

23 **informal complaint cases** in total of which 10 were **failed informal complaint cases** which were subsequently recorded as formal complaints.

20 **comments / questions** raised by the scrutiny committee to date, or which one resulted in local feedback. No major issues identified so far.

The local feedback item was: **“to reflect learning back to the investigating Officer that when closing an investigation with a victim to provide clarity on action/s taken”**

An overview of the complaint allegations scrutinised is below:

- *NFA on case*
- *'Not proportionate' to pursue despite CCTV available*
- *Poor communication from TVP*
- *NFA on assault case*
- *Complainant unable to collect possessions from property*
- *Police confiscated keys*
- *Difficulty getting a response from Police to resolve*
- *Paid extra rent as a result*
- *Evidence that Z had forged documents and used fake car license plates was ignored by police*
- *Difficulty collecting seized car from Mansfield due to conflicting explanations from police and Mansfield around reference numbers*
- *Wanted investigation reopened and accountability for the destruction of his Mercedes*
- *Complaint of domestic violence against daughter not taken seriously by police and - allowed to continue. Multiple violent events including non-fatal strangulation*

Allegation categories included to date (Note. A single complaint may contain multiple allegations which fall into different categories):

- Not a thorough investigation
- Delivery of duties and service
- Police powers, policies and procedures
- Handling of or damage to property or premises
- Individual behaviours
- Investigation
- Return of property