

Complaints & Standards Committee meeting 7-8-25 - Scrutiny Q&A

| CASE | TYPE | QUESTION | PROFESSIONAL STANDARDS DEPARTMENT (PSD) ANSWER |
|---------|---|--|--|
| 500-25 | Alleged data breach | CSC: If a data breach has occurred, what internal action would be taken? Would confirmation be provided to the complainant? | There would normally be words of advice to the TVP officer / staff member concerned rather than full retraining. Yes an update normally be given. |
| 1260-25 | Return of property | CSC: When a complainant withdraws a complaint shortly after submitting, would this be recorded as a retrospective withdrawal? | No, once a complaint has been recorded it can't be removed from the stats, any updates would just be recorded on the case. |
| 2977-23 | Officer handling of a serious sexual assault crime report | CSC: PSD suggested Organisational Learning that CID officers should attend these reports from the outset – what was the outcome of that suggestion? | PSD to check and respond |
| 3429-24 | Accurate crime report recording | OPCC: Is there a process for chasing up whether informal complaints have been closed in a timely manner other than looking at the timeliness report which looks at cases which are over 12 months old? | This is a work in progress currently |
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