



## **Complaints Procedure for the Office of the Police and Crime Commissioner for Thames Valley**

The OPCC wants people to be safe and to feel safe in the Thames Valley, and for the police to provide the public with the best service possible. Everyone has a right to fair and honest treatment by the police, however sometimes something may go wrong in the Force's day-to-day dealings with the public. When this happens, we want to ensure that members of the public are aware of how to complain and this document has been produced to make it easier for individuals to make a formal complaint.

A complaint can vary in its severity but it is defined by the Independent Office for Police Conduct (IOPC) as 'any expression of dissatisfaction with a police force that is expressed by, or on behalf of, a member of the public'. If you do wish to make a complaint, the procedure for complaining will depend on the type of complaint you wish to make and who it is made against, which is explained further below.

**Please note that the Office of the Police and Crime Commissioner (OPCC) or the Thames Valley Police (TVP) Professional Standards Department (PSD) cannot investigate complaints made anonymously and therefore you will need to provide your full name and contact details.**

### **1. Do you wish to make a complaint against Thames Valley Police and/or police officers and staff below the rank of Chief Constable?**

Whilst the OPCC has a role in monitoring how the police respond to complaints, it does not become involved in complaint investigations against the Force unless you are exercising your right to review of the outcome of a complaint already investigated by the Force (see section 5 below for information about complaint reviews). If you are dissatisfied with the service you have received from TVP we would recommend that in the first instance you try and take up any issue with the officer concerned and/or their line manager. Often this is the most straightforward way of resolving a matter. However, if this is not possible or appropriate, the Force's PSD is responsible for handling all complaints regarding the conduct of police officers and staff below the rank of Chief Constable, as well as general complaints regarding the provision of the policing service in Thames Valley including policy and procedures.

If you wish to make a complaint against TVP please contact PSD by writing to:

Professional Standards Department  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

or by telephone: 101 / 01865 841148

or by email: [professional.standards@thamesvalley.police.uk](mailto:professional.standards@thamesvalley.police.uk)

or via the TVP website: <https://www.thamesvalley.police.uk/fo/feedback/tc/thanks-and-complaints>

## **2. Do you wish to make a complaint against the Chief Constable?**

The Police and Crime Commissioner (the PCC) has a statutory duty to consider complaints against the Chief Constable of TVP. If you wish to make a complaint regarding the **personal conduct** of the Chief Constable you will need to address your complaint to the OPCC using the following contact details:-

Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

or email: [pcc@thamesvalley.police.uk](mailto:pcc@thamesvalley.police.uk)

## **3. Do you wish to make a Complaint against the OPCC?**

Whenever you come into contact with the OPCC you have the right to expect a professional service that meets your needs. Should the level of service fall below expectations, you have the right to complain about:

- The PCC's office itself,
- OPCC policies or practices;
- The PCC or Deputy PCC;
- A Member of staff of the OPCC (including contractors),
- A volunteer working on behalf of the OPCC.

Whilst members of the public have a right to submit a complaint, we kindly request that you contact the OPCC with any queries or concerns you may have prior to doing so. This will allow us to try and resolve the matters without the need for escalation to the formal process. If you remain dissatisfied with any response, this does not in any way affect your rights to submit a formal complaint.

If you do wish to make a complaint against any of the above, please submit your complaint to the OPCC using the following contact details:

Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

or via email: [pcc@thamesvalley.police.uk](mailto:pcc@thamesvalley.police.uk)

Once received it will then be passed to the appropriate individual to deal with (e.g. line manager of any member of staff complained of). If you remain dissatisfied, you can ask for the complaint to be reconsidered by the Chief Executive for the OPCC. In this case, please direct any appeal for the attention of the Chief Executive to [PCC@thamesvalley.police.uk](mailto:PCC@thamesvalley.police.uk) or:

Chief Executive  
Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

**Please note, that if your complaint relates to the outcome of a complaint or review conducted by this office, any further complaints will be considered as an abuse of process and no further action will be taken. The correct procedure for challenging the outcome of a complaint or review dealt with by this office would be to seek Judicial Review.**

In relation to complaints made against the PCC and/or Deputy PCC, the Chief Executive will make a recording decision regarding your complaint and, once recorded, will forward it to the Thames Valley Police and Crime Panel for them to handle as they deem appropriate.

If you wish to find out more about the Thames Valley Police and Crime Panel you may do so by using the following link: <https://www.oxfordshire.gov.uk/residents/community-and-living/our-work-communities/tv-police-and-crime-panel>

#### **4. Do you wish to make a complaint against the Chief Executive for the OPCC?**

Whilst members of the public have a right to submit a complaint, we kindly request that you contact the OPCC with any queries or concerns you may have prior to doing so. This will allow us to try and resolve the matters without the need for escalation to the formal process. If you remain dissatisfied with any response, this does not in any way affect your rights to submit a formal complaint.

If you wish to make a complaint against the Chief Executive you may write directly to the PCC using the following contact details:

The Police and Crime Commissioner  
Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

or email: [pcc@thamesvalley.police.uk](mailto:pcc@thamesvalley.police.uk)

#### **5. Do you wish to make a complaint against the Victims First Service?**

As per the Victims Code, if you believe that any of your rights have not been met under the Code, you can make a complaint. In the first instance, if you feel comfortable in doing so, you should discuss your complaint with the person you have been dealing with at the Victims First Hub. If you do not wish to discuss your complaint with the member of staff with whom you have been dealing with and/or remain dissatisfied, you are able to contact the OPCC with any queries or concerns you may have. This will allow us to try and resolve the matters without the need for escalation to the formal process. If you remain dissatisfied with any response, this does not in any way affect your rights to submit a formal complaint.

If you do remain dissatisfied, please direct your complaint to the OPCC using the following contact details:

Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

or via email: [pcc@thamesvalley.police.uk](mailto:pcc@thamesvalley.police.uk)

Your complaint will then be considered by the Victims First Hub Manager in the first instance. If you remain dissatisfied, you can ask for the complaint to be reconsidered by the Chief Executive for the OPCC. In this case, please direct any appeal for the attention of the Chief Executive to [PCC@thamesvalley.police.uk](mailto:PCC@thamesvalley.police.uk) or:

Chief Executive  
Office of the Police and Crime Commissioner  
The Farmhouse  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

If you are still not satisfied once you have received a response to your appeal, you may ask your MP to refer your complaint to the Parliamentary and Health Service Ombudsman.

Further information about the Ombudsman can be found on their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or by calling 03450154033.

## **6. Complaint Reviews**

In some circumstances, PCCs now have responsibility for complaint reviews (formerly known as appeals) where the relevant appeal body was previously the Force. The OPCC will assess whether the complaint was handled in a reasonable and proportionate manner.

**If you are unhappy with the outcome of your complaint against TVP, and you have been advised in your outcome letter from TVP that the PCC (the local policing body) is the relevant review body, you may submit your request for a review via the following channels:**

- Via email to: [OPCCComplaintReviews@thamesvalley.police.uk](mailto:OPCCComplaintReviews@thamesvalley.police.uk)

- Via post to:

Complaints Review Manager  
The Office of the Police and Crime Commissioner  
Thames Valley Police Headquarters  
Oxford Road  
Kidlington  
Oxfordshire  
OX5 2NX

When submitting your review, please provide us with the following information:

- Your name (or the name of the complainant if you are appealing on their behalf)
- Address and/or email address
- Date your original complaint was made
- Name of the Force your complaint was made to
- Details of the complaint including the complaint reference number
- Date of complaint outcome letter from the Force
- Your review points

Please note that if it is determined that the IOPC is the correct appeal body your request for a review will be forwarded on to them.

## **7. Independent Office for Police Conduct**

You also have the right to make a complaint against TVP directly to the IOPC. Information on the work of the IOPC and the national police complaints process can be found on the IOPC website ([www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)). Please note however that the IOPC may pass your complaint back to the Force to deal with.

## **8. Other ways to make a complaint**

There are alternative ways to make your complaint without going directly to the Force or the PCC, and you can choose the one that suits you best, e.g.

- A solicitor
- Your local MP
- Your local councillor
- A “Gateway” organisation (such as the Citizen’s Advice Bureau)

You can also ask a friend or relative to make the complaint on your behalf. For these complaints to be considered, you will need to provide written permission authorising the person who will be making the complaint to do so on your behalf.

## **9. What happens next?**

Whatever type of complaint you make, TVP and/or the OPCC will need to know as much as possible about the circumstances so that they can deal with it as quickly and efficiently as possible. They may ask you to fill in a form or provide a written account of the issues involved. An official record will be made and you will be told how the complaint is going to be dealt with and what action may be taken as a result.

Most complaints about the Force will be dealt with by TVP and reviewed by the OPCC, but the more serious complaints are likely to involve the IOPC.

Complaints against the PCC and Deputy PCC are normally referred to the independent Thames Valley Police and Crime Panel and dealt with by way of its Complaints Sub-Committee.

Depending on who the complaint is made against will determine the timescale by which you will receive a response. If your complaint is against the Chief Constable, the complainant must receive a final response within fifteen working days. If your complaint is against the PCC, as these are dealt with by the Police and Crime Panel (as referenced above) at a meeting of its Complaints Sub-Committee meeting, these meetings are arranged as necessary.

## **10. Unacceptable behaviour by complainants**

The OPCC recognises that some members of the public may have experienced frustrating or distressing circumstances which led to them making contact with the OPCC and, therefore, does not view behaviour to be unacceptable just because an individual may be frustrated or angry.

Nevertheless, the OPCC will reserve the right to manage unacceptable behaviour from members of the public on a case-by-case basis, depending on the nature and extent of the behaviour.

Unacceptable behaviour has been grouped by the IOPC into the following three categories:

- **Aggressive or abusive behaviour** – threats, physical violence, personal and verbal abuse, derogatory remarks and rudeness.
- **Unreasonable behaviour** - demanding responses within unreasonable timescales, insisting on dealing with or refusing to deal with particular members of staff, continual phone calls/letters or emails that adopt a ‘scattergun’ approach and pursuing the same issues with numerous members of staff.

- **Unreasonably persistent** – persistent refusal to accept a decision made by the OPCC, persistent refusal to except explanations relating to the remit of the PCC and/or what the OPCC can assist with despite the information having been explained and clarified.

**The OPCC may report verbal abuse or harassment towards staff directly to Police. All threats or use of physical violence will be reported to the police without prior warning to the individual.**

OPCC staff who experience unacceptable behaviour over telephone calls have the right to end the call and will record such actions on a correspondence log.

An individual shall be advised that their behaviour is considered to be unacceptable and provided with the opportunity to adapt that behaviour before any further action is taken by the OPCC. If the individual fails to curb their unacceptable behaviour, the OPCC may develop and implement a communication strategy with that individual if they continue to display unacceptable behaviour that impacts adversely on the work or welfare of OPCC staff.

Communication strategies will be put in place to:

- Ensure that the individual's complaints/requests for information are dealt with promptly and accurately,
- Protect staff welfare,
- Limit the disproportionate cost on the public purse when dealing with the individual,
- Ensure that the OPCC can function and manage its workload effectively.

A communication strategy will be unique to each individual and will be implemented on a case-by-case basis, to ensure that it remains appropriate and proportionate. The following list is not exhaustive, however the strategy may include:

- Requiring an individual to only email the main PCC inbox (or a designated Single Point of Contact (SPOC)).
- Placing time limits on telephone conversations.
- Restricting communication to one method of contact.
- Confirming that the OPCC will only contact the individual on a bi-weekly or monthly basis.
- Reading and filing correspondence, but only acknowledging or responding to it if the individual provides new information relevant to the consideration by the OPCC of a current 'live' complaint or is making a substantially new complaint,
- Requiring that any requests for information must be submitted through a formal process, such as a Freedom of Information or Subject Access Request, otherwise any requests for information not done so will not be responded to.
- Taking any other action that is deemed appropriate and proportionate, e.g. in extreme cases, the OPCC may choose to block telephone numbers or email addresses.

The individual will be informed prior to any action being taken and the reasons for such a communication strategy being implemented. The communication strategy will be presented to them in writing (this includes via email). However, where OPCC staff safety or welfare is threatened due to unreasonable behaviour, the individual may not receive prior warning of action being taken.

If a restriction has been put in place as part of a communication strategy and the individual breaks that restriction, OPCC staff have the right to not engage in conversation or respond to communication, as is appropriate and lawful.

Individuals will be informed as to how they can challenge the decision to implement the strategy.

If an individual does wish to challenge the action being proposed by the OPCC, they may raise their concerns/disagreements in writing to the Chief Executive of the OPCC who will consider their points and make a final decision, which will be communicated to the individual.

## 11. Oversight and feedback

The OPCC monitors closely how complaints are handled by the Force and receives monthly updates on the Force's performance. In addition, random dip-checks of PSD files are also regularly carried out by the Professional and Ethical Standards Panel (PESP) to ensure that the Force's complaints handling systems and procedures are adequate and effective.

The Force and the OPCC welcome your comments and will use the information you provide to improve the service offered to all our communities. If you have any questions or queries on this procedure, please contact the OPCC on [PCC@thamesvalley.pnn.police.uk](mailto:PCC@thamesvalley.pnn.police.uk)

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### VERSION RECORD

Version No.	DATE	Comments	Made By (Name and Role)
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v2.0	March 2018	Review	Vicki Waskett, Governance Manager
v3.0	April 2019	Review	Sierra Reid, Governance Manager
v4.0	April 2020	Review	Sierra Reid, Governance Manager
V5.0	October 2020	Amendments	Sierra Reid, Governance Manager
V6.0	October 2020	Review	Vicki Waskett, Head of Governance and Compliance
V7.0	November 2020	Amendments	Sierra Reid, Governance Manager
V8.0	November 2021	Review	Sierra Reid, Complaints Review Manager
V9.0	February 2022	Amendments	Sierra Reid, Complaints Review Manager
V10.0	July 2023	Review	Sierra Reid, Complaints Review Manager
V11.0	April 2025	Amendments	Sierra Reid, Complaints Review Manager
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**This is a Controlled Document**