



Complaints & Standards Committee

Update – October 2025

The Complaints & Standards Committee (CSC) is made up of independent community members who review how Thames Valley Police handles complaints. We don't reinvestigate cases; we check the *fairness, quality and clarity* of the complaints process to help improve trust and confidence.

1. Activity This Period

- **Meetings date:** 1 Oct 2025
- **Independent Committee members present:** 9
- **Cases scrutinised:** 13 total
- **Questions / observations raised:** 5

2. What We Looked At

The overall theme of complaints was "lack of empathy and care". A summary of the types of issues brought to scrutiny this period:

- Insufficient care taken of a vulnerable person
- Elderly person allowed to walk home after involvement in a car accident
- Investigation into harassment reports

3. What the Committee Found

The Committee identified the following learning points and observations:

- Lack of clarity of explanations and use of jargon
- No handover process to a partner organisation
- Incorrectly closed case before completed
- Body Worn Video not marked as evidential and uploaded

Where needed, feedback was shared with Professional Standards Department (PSD) to support improvements.

4. What Happens Next

TVP has been asked to consider:

- Feedback to an officer on style and clarity of written explanation

- Improvement of handover process of an individual being brought to a homeless shelter (this was already in place but needed clarifying)
- One case reopened and feedback given to the investigating officer

5. Why This Matters

Independent scrutiny helps ensure complaints are handled fairly, clearly, and in line with national guidance. This transparency supports stronger community trust and helps Thames Valley Police improve the experience of people who raise concerns.

If you have feedback about your experience with policing, we encourage you to share it — your voice directly shapes improvements.