



Complaints & Standards Committee

Update December 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

- **Meeting date:** 4 Dec 2025
- **Independent Committee members present:** 10
- **Cases scrutinised:** 12 total
- **Questions / observations raised:** 6

2. What We Looked At

The overall theme of complaints was "**not a thorough investigation**". A summary of the types of issues brought to scrutiny this period:

- Complainant's reports not taken seriously enough
- Lack of contact and updates
- Time taken to investigate

3. What the Committee Found

The Committee identified the following learning points and observations:

- In some cases, the complaints process or investigative steps were not explained clearly enough to the complainants.
- In some instances, responses were viewed as overly factual or procedural in tone, lacking empathy, or not addressing all points raised by the complainant. This highlighted the need for clearer, more supportive communication, especially where complainants are distressed or feel unsure about next steps.

4. What Happens Next

Feedback was shared with Professional Standards Department (PSD) to support improvements, and to feedback to individual officers where appropriate.

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.