



Protecting Our Communities



Complaints & Standards Committee DRAFT

Meeting Minutes – 4 December 2025

Attending:

[REDACTED] (RB) - Chair
[REDACTED] (SHo)
[REDACTED] (JW)
[REDACTED] (IJ)
[REDACTED] (AK)
[REDACTED] (AM)
[REDACTED] (DV)

Rachel Gilbert, OPCC (RG)
Lisa Honess, OPCC (LH)
Sarah Harper, TVP PSD (SHa)
[REDACTED] (CC)
Rena Galardziak (RG)
[REDACTED] (CZ)
[REDACTED] (CW)

Apologies: Ailsa Kent, Fiona Courtney, [REDACTED] Paul Thomas, Vicki Waskett, [REDACTED]

1. Opening and Minutes

- Welcome and Introductions took place.
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2. Minutes and Actions – reviewed, see Actions Log

- Minutes of the previous meeting were approved.
- See Actions Log for updates on previous actions.
- Current PSD guides are good but will be updated after next week's Teams day.
- Dip check forms will continue to be used alongside the new checklist.
- Current process requires manual redaction of sensitive information.
- Previous QA step removed to speed up process, but manual checks still required.
- Software exists but is not perfect (issues with typos).
- No budget for additional resources; current workload is heavy.
- Financial implications mean changes are not guaranteed but under review.

Action 1: Explore options to provide laptops to volunteers and investigating new digital platforms to improve meeting and redaction processes. RG

Action 2: Redaction delays impact the number of cases volunteers can review. Committee chair escalate resource concerns to senior leadership (via Feedback form)

3. Lessons Learnt – approved

Action 3: Look at learning that can be shared for use of plain language (check with Victims First team) RG

4. New forms and output template

- Positive feedback on updated forms especially the ‘guiding light’
- Scrutiny overview template for publication to community approved.

Action 4: Modify forms as follows:

- Include list of values from T&C Strategy and tick box to show if values were evident
 - Take ‘SR’ out of the Informal scrutiny form
 - Add box to ask what the root cause of the complaint was
 - Add a reminder that this is a review of PSD process, not Police process
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5. Property Complaints

- No questions
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6. Review of Scrutiny undertaken

- See attached draft output
 - Discussion of whether to continue to review informal complaint cases which are sent to area as there can be a great deal of background information which is held on NICHE which will never be visible to CSC members. Decision to continue with these.
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Key Messages from CSC December 2025:

1. Internal work will be done to share guidance on jargon and plain speaking
2. More time is needed to review cases within the meeting – will aim to have 90 mins, and if a lot of cases look to need discussion will aim to extend the meeting by 30 mins
3. Forms will be updated and scrutiny guidance drafted before next meeting.

7. AOB

- Theme for next scrutiny will be Policy & Procedure issues
- AK volunteered as Deputy Chair

REF MMY#	ACTION	OWNER	NOTES	CURRENT STATUS	COMPLETED DATE
06258	Look at what PSD meetings Committee members might be able to attend	RG		Ongoing	
062512	Update the group on Victim satisfaction work that is being undertaken at next meeting	BF/SHa		Ongoing	
08252	Local LCU launch events to be shared with the Committee via LH once confirmed.	DM/PM		Ongoing	
08253	Send photos and biogs to LH by 5/9/25	Members		Completed	18/11/25
08254	Complete the mandatory training by end of December	Members	LH check	Ongoing	
10251	The group would like a process map for complaints and a checklist of what they are checking for	LH/Sha	<p>4/12 Can be sent once PSD complete their process review – by end of 2025. Needs to include:</p> <ul style="list-style-type: none"> • A checklist for reviewing complaints. • Clear expectations for volunteers and reviewers. <p>Checklist will be generic, not case-specific. Will include compliance checks such as:</p> <ul style="list-style-type: none"> • Recording requirements for Schedule 3 complaints. • Alignment with legislation and statutory guidance. <p>Aim: Provide better clarity on what reviewers should look for.</p> <p>1/12/25 Updated forms:</p> <p>https://survey.alchemer.eu/s3/90794827/Failed-Service-Recovery-scrutiny-form https://survey.alchemer.eu/s3/90772933/Service-Recovery-assessment-template</p> <p>15/12/25 Updated guidance:</p> <p>FORMAL Complaint handling scrutiny guidance for CSC members.docx</p>	Ongoing	

			INFORMAL Complaint handling scrutiny guidance for CSC.docx OTBI Complaint handling scrutiny guidance for CSC.docx		
10252	Look into the possibility of group members spending some time in different departments as an equivalent to a ride-along to broaden their understanding of TVP	LH	Link to sign up sent to all members – includes options for different departments	Completed	Oct 25
12251	Explore options to provide laptops to volunteers and investigating new digital platforms to improve meeting and redaction processes.	RG			
12252	Redaction delays impact the number of cases volunteers can review. Committee chair escalate resource concerns to senior leadership (via Feedback form)	Chair (at CPF)			
12253	Look at learning that can be shared for use of plain language (check with Victims First team)	RG			
12254	Modify forms as follows: <ul style="list-style-type: none"> • Include list of values from T&C Strategy and tick box to show if values were evident • Take 'SR' out of the Informal scrutiny form • Add box to ask what the root cause of the complaint was • Add a reminder that this is a review of PSD process, not Police process 	LH	Drafts sent to members 10/12/25		

Next meeting: 20 March 2026 1-3pm

Complaint theme: Policy & Procedure issues



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