

Complaints & Standards Committee

Update – June 26

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:** 24 Jun 2026
- **Independent Committee members present:** 11
- **Cases scrutinised:** 15
- **Questions / observations raised:** 10

2. What We Looked At

The Committee scrutinised 15 complaint and misconduct cases, including four cases selected for detailed discussion. Areas examined included:

- The quality and transparency of complaint reviews and decision-making.
- Use of body-worn video evidence.
- Handling of complex and long-running complaints.
- Communication and engagement with complainants.
- Misconduct investigations and correspondence requirements.
- Unauthorised access to police systems and associated misconduct proceedings.
- Wider themes relating to consistency, evidence recording, and complainant understanding of processes.

3. What the Committee Found

The Committee was generally satisfied that investigations and outcomes were proportionate and appropriately handled. However, several opportunities for improvement were identified:

- Complaint reviews should more clearly explain the evidence relied upon when decisions are made, particularly where body-worn video has informed an outcome.
- Earlier and clearer engagement with complainants may help prevent frustration and escalation in complex cases.
- Mandatory information, including review rights, should always be included in correspondence to complainants.
- Investigation records should consistently document evidence considered and provide a clear rationale for decisions.
- Recent PSD improvements, including a new complaint handling checklist and additional compliance checks, were welcomed by the Committee.

4. What Happens Next

The Professional Standards Department (PSD) has committed to:

- Providing more detailed case summaries where evidence such as body-worn video has informed decisions.
- Embedding the new complaints handling checklist, which requires evidence of direct complainant contact and clarification of allegations.
- Continuing organisational learning reviews and ongoing attendance of this officer at CSC meetings to provide updates on the implementation of learning opportunities across the Force.
- Sharing disproportionality data with the Committee to support future scrutiny activity.

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.