Complaints & Standards Committee

Meeting Minutes

Date: 24 June 2026
Time: 10:00–12:00
Location: Online via Teams

Attending:

[redacted] (Inde Chair) (JS)	[redacted] (CC)	[redacted] (DV)
[redacted] (JW)	[redacted] (KB)	[redacted] (CW)
[redacted] (RB)	Rachel Gilbert, OPCC (RG)	Andrew Smith, TVP PSD (AS)
[redacted] (AK)	Lisa Honess, OPCC (LH)	Paul Williams, TVP PSD (PW)
[redacted] (AM)	Paul Thomas TVP PSD (PT)	Rachel Hannam, TVP PSD (RH)
[redacted] (CZ)	[redacted] (IH)	

Apologies: [redacted] (SHo), Sarah Harper, TVP PSD (SHa), Rena Galardziak (RGa), [redacted] (AK)

1. Welcome and Introductions

JS welcomed attendees and introductions were completed. Confirmed no AI bots in use.

LH reminded members that annual confidentiality agreements were due for renewal and requested completed forms be returned promptly.

A brief discussion took place regarding virtual backgrounds and confidentiality requirements for online scrutiny meetings.

---

2. Minutes & Actions – reviewed, see Actions Log

- Minutes of the previous meeting were approved.
- See Actions Log for updates on previous actions.
- New guides and forms for Complaints with Misconduct were well-formatted and user-friendly

---

3. Case Scrutiny Session

From the 15 cases scrutinised, four cases were pre-identified for discussion. Independent members led on questions and PSD responded.

3.1 Case [redacted] – Parking Enforcement Complaint

Main Query: Whether officer's comment ("leave him to it") to a self-harming detainee constituted unacceptable service.

Committee Reflections:

- Concern was raised that the written review did not fully explain the evidence relied upon when dismissing the allegation of rudeness.
- Members felt additional narrative describing the review of body-worn video would assist scrutiny and understanding of decisions.

PSD Response:

- Body-worn video (BWV) had been reviewed by PSD and did not support the allegation.
- PSD shared the beginning of the BWV with the committee which was very helpful, and they agreed with the PSD decision.
- PSD accepted that future summaries could provide greater detail regarding evidence considered.

Outcome: No change to decision.

Learning: Provide more detailed explanations within case summaries where body-worn video or other evidence has informed decision making.

3.2 Case [redacted] – Complex Fraud / Domestic Abuse Related Complaint

Summary

A lengthy and complex complaint involving allegations spanning fraud, domestic abuse concerns and multiple interactions with the Force over a prolonged period.

Committee Reflections

- Members found the case difficult to follow due to its duration and evolving nature.
- Concern was expressed that the complainant appeared increasingly frustrated and unsupported over time.
- Questions were raised regarding whether sufficient early engagement had taken place to establish the full scope of the complaint.
- Members felt greater focus on the complainant's experience may have prevented escalation.

PSD Response

- A new complaints handling checklist was introduced on 8 June 2026.
- Investigating officers must now confirm direct contact with complainants and evidence that allegations have been fully clarified.
- Cases will be returned for further work if this requirement is not evidenced.
- Domestic Abuse Investigation Unit involvement remains dependent on risk assessment, with priority given to medium and high-risk cases.

Outcome: Committee welcomed the introduction of the new checklist process.

3.3 Case [redacted] – Complaint with Misconduct – Sharing of Distressing Image

Summary

Complaint related to an officer sharing a distressing image obtained whilst on duty within a private social media messaging group.

Committee Reflections

- Members considered the misconduct assessment and sanction proportionate.
- Concern was identified regarding the absence of information relating to the complainant's right to review.

PSD Response

- Investigation and misconduct processes had been completed appropriately.
- The complainant had received updates via email.
- A standard outcome template was not used, resulting in omission of right-to-review information.

Outcome: Decision upheld.

Learning: Ensure standard correspondence templates are used consistently so mandatory review rights are always included.

3.4 Case Case [redacted] – Unauthorised Computer Access

Summary

Former member of staff accessed information without a policing purpose.

Committee Reflections

- Members noted the matter appeared straightforward and the outcome proportionate.
- Clarification was given regarding continuation of misconduct proceedings following resignation.

PSD Response

- Individual admitted the offence and received a criminal caution.
- Gross misconduct proceedings continued following resignation.
- Continuation of proceedings ensures appropriate inclusion on the barred list and protects future policing employment standards.

Outcome: Committee satisfied with investigation and outcome**.**

---

4. Written Responses and Process Issues

Members reviewed responses provided to previously submitted scrutiny comments.

Discussion focused on:

- clarity of decision-making rationale;
- ensuring investigations clearly record evidence relied upon;
- complainant understanding of sub judice restrictions;
- consistency of communications and correspondence.

PSD advised that recent procedural changes and additional compliance checks should improve consistency in these areas.

---

5. Organisational Learning Update – (RH)

PSD provided an overview of organisational learning activity.

Key Points

- 33 organisational learning opportunities identified in the previous six months.
- Learning themes included:
    - communication and victim contact;
    - custody welfare;
    - policy and procedural knowledge;
    - decision making;
    - evidence handling;
    - property and exhibits management.
- Learning is monitored through a RAG-rated tracking process.
- Monthly review meetings continue to assess progress and implementation.
- Learning is disseminated through manager briefings, newsletters and internal communications.

Members welcomed the evidence of structured monitoring and feedback mechanisms.

---

6. AOB

6.1 Terms of Reference

The Committee reviewed the current Terms of Reference.

Members were satisfied that recent updates adequately reflected current arrangements, training requirements and scrutiny activity.

No further amendments were proposed.

6.2. Future Scrutiny – Disproportionality

Members discussed the potential use of disproportionality data to support future scrutiny activity.

Areas of interest included:

- ethnicity;
- gender;
- officer length of service;
- operational command area;
- complaint type;
- department and geographic location.

PSD confirmed that disproportionality reporting is already produced within the Force and further information could be shared with the Committee.

Outcome

Committee agreed to review available data before considering future scrutiny approaches.

6.3. Meeting Arrangements

Members discussed future meeting formats – Teams vs face to face

There was broad support for a mixture of online and face-to-face meetings to maximise accessibility while maintaining opportunities for more detailed discussion.

Consensus was reached to aim for approximately 50% online and 50% in-person meetings where practical.

6.4 CW provided observations from an internal audit perspective and noted alignment between issues identified through scrutiny and wider audit findings, particularly around:

- process compliance;
- governance;
- assurance;
- monitoring arrangements.

The Committee noted the value of continued engagement with the Joint Independent Audit Committee.

Meeting Close

JS thanked Committee members, PSD representatives and OPCC staff for their contributions.

Meeting closed at approximately 12:00.

Next meeting

17th June 2026 10am-12pm

[redacted]



REF MMYY#	ACTION	OWNER	NOTES	CURRENT STATUS	COMPLETED DATE
0825/4	Complete the mandatory training by end of December	Members	LH check	Ongoing	
1225/1	Explore options to provide laptops to volunteers and investigating new digital platforms to improve meeting and redaction processes.	RG	20/3/26 Look into possibility of using a “virtual desktop” for members, perhaps Citrix or a VM.	Ongoing	
0326/1	PSD to review allocation and notification processes of cases	SH		Ongoing	
0626/1	Clarify the right for a member of the public to know about the outcome of a disciplinary process and raise a complaint that it seems insufficient.	RG/LH			