

**CUMBRIA POLICE AUTHORITY
PROFESSIONAL STANDARDS COMMITTEE**

01 November 2005

Agenda Item No.

DIRECTION AND CONTROL COMPLAINTS

A Report by the Professional Standards Department

This paper is submitted as an update from the last Professional Standards Sub Committee meeting on progress on developing a policy and procedure on Direction and Control complaints.

The Head of PSD has held a meeting of relevant stakeholders from Area, Business Support at Headquarters, Chief Officer Secretariat, Police Authority, Operational Support and PSD Admin. Consultation with Best Value team in connection with the User Satisfaction review has also taken place.

Account has also had to be taken of an action under the Quality of Service Commitment Action Plan regarding the complaints process and feedback from the HMI Thematic Inspection of Professional Standards around the initial assessment of a complaint for issues of diversity and the need to develop local resolution procedures. Direction and Control complaints could not therefore be looked at in isolation.

Consequently, it has been decided to merge all these pieces of work in mapping processes relevant to user service complaints, conduct complaints and direction and control complaints.

The piece of work is now bigger than it was, but not significantly and implementation should not involve anymore than would have been involved had it been confined to Direction and Control only.

A copy of the draft process map will be available for the meeting of 1st November. For information of the Committee, a small but significant development is that it is now possible to make a complaint via the Constabulary website.

Professional Standards Department