

Complaints about the Conduct of the Police and Crime Commissioner for Norfolk

We recommend that all complaints about the conduct of the PCC and/or the Deputy PCC are made to the PCC's Chief Executive. However, you can also send complaints to:

- The IOPC
- The PCC and/or the DPCC
- Chief Constable
- The Police and Crime Panel

But they will be immediately referred to the Chief Executive

Complaint made to the PCC's Chief Executive

The Chief Executive and a nominated member of the Panel may decide to record the complaint or to take no action

Does the recorded complaint involve or appear to involve the commission of a criminal offence?

No

Yes

The complaint is referred to County Council's Head of Democratic Services in consultation with the nominated member of the Panel for informal resolution

The Head of Democratic Services records the outcome of informal resolution and may publish if in the public interest

The complaint is referred to the IOPC

Does the complaint need to be investigated?

No

Yes

Investigation

The Chief Executive is notified of the outcome of the investigation

The Chief Executive and a nominated member of the Panel may decide to take no action where the complaint:

- relates to the PCC's staff
- 12 months and older
- matter already subject to complaint
- anonymous complaint
- vexatious, oppressive or an abuse of the procedure
- repetitious

