

PCCCS

Police Complaints Commissioner
for Scotland

New approaches

Robin Johnston
6 October 2009

Introduction

- **Complaint Handling Reviews (CHRs)**
 - the standards applied by the Commissioner
 - the presentation of CHR reports
- **The new complaint handling procedures**
 - a summary of the main changes
 - how do they affect police bodies?



The standards

- **Reasonableness:**
 - **is the response adequately reasoned?**
 - **are the conclusions supported by the available evidence?**
 - **have the relevant legal provisions, policies and procedures been followed?**
 - **are any measures taken in response to the complaint adequate, and have they been implemented?**
 - **has the complainer been communicated with in a reasonable manner?**



CHR principles

- **Proactive**
- **Examining the entire handling of the complaint, not just the final response**
- **Drawing a line under complaints**



CHR reports

The new reporting style

- **Summary and key findings**
- **The Commissioner's standards**
- **The Commissioner's Review**
 - **Summary of complaint**
 - **Internal handling**
 - **Commissioner's views**



The new procedures

Key features:

- **the initial “sift”**
 - **premature complaints referred to police body**
 - **criminal complaints referred to COPFS**
 - **“terms and conditions” complaints rejected**
- **Updating police bodies on progress**
- **Section 35(4): informing officers of outcome of CHR**
 - **delegated to DCCs**
 - **assurances sought that this has been done**



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