

# PCCS

Police Complaints Commissioner  
for Scotland

## *Providing Reassurance*

Fiona Forster, Quality Assurance Manager

# “Providing Reassurance” means

- a) *securing* that each of the relevant authorities has suitable arrangements for the handling of relevant complaints
- b) *reviewing* that all arrangements are maintained and adhered to
- c) *securing* that arrangements are *efficient and effective*; and have an appropriate degree of independence
- d) *making recommendations* and *giving advice* on the modification of complaints handling arrangements and other matters as appear to be necessary or desirable

**Commissioner’s General Functions –  
Police Public Order and Criminal Justice Act 2006**



# What we've been doing

a) *securing* suitable arrangements for the handling of relevant complaints

- ✓ Self-assessment of procedures and practice- All forces identified own areas for improvement - December 08

b) *reviewing* arrangements maintained and adhered to

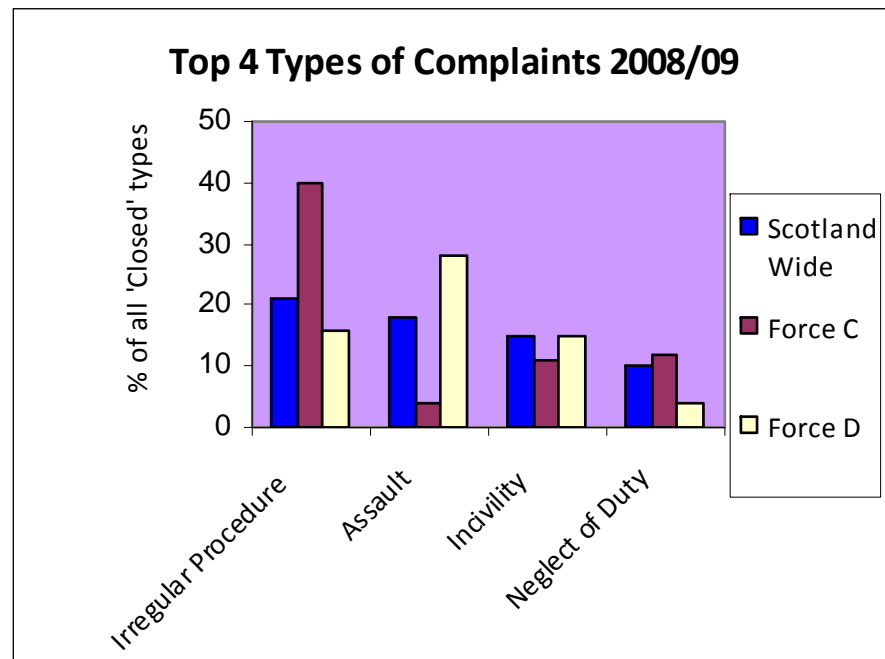
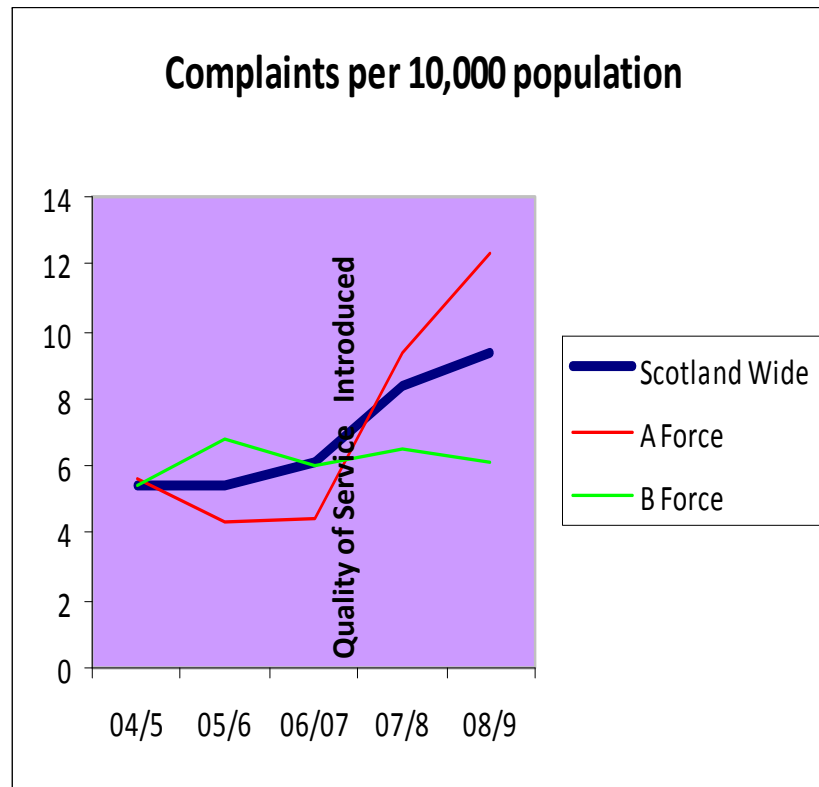
- ✓ Two Force specific audits arising from complaints reviews - 2008/09
- on-going currently including RGU research consultation



# What we've been doing

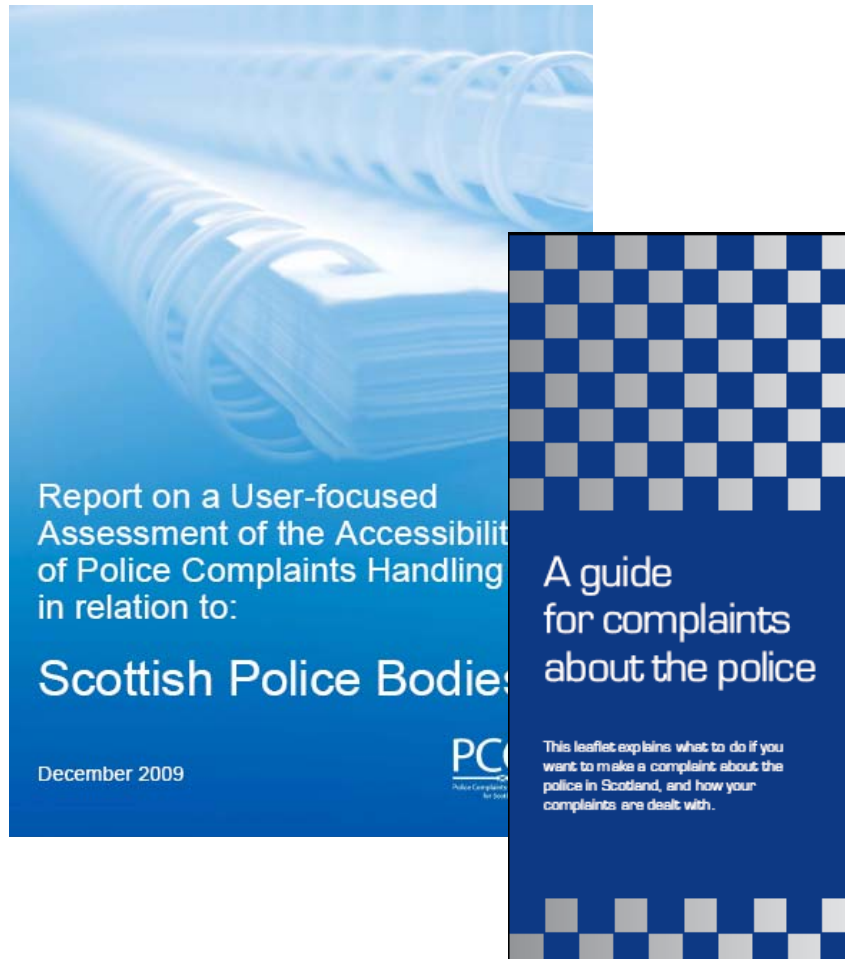
*c) Securing efficient & effective*

✓ Published first Annual Statistical Return - 2009



# What we've been doing

## *c) Securing efficient & effective*



## User-Focused Accessibility

- ✓ Our Engagement Strategy - 2009
- ✓ Completed our first Force-wide assessment of the Accessibility of Complaints handling process - December 09



# What we are now doing

- d) *Making recommendations (ACPOS),*
  - Improve accessibility by removing barriers to making complaints
  - Coding and classification of complaints recording
- *Giving advice* for the modification of the complaints handling arrangements and the practice of other matters as appear to be necessary or desirable.
  - Consistency of reporting of ASR/SPPF
  - Forces' Policy on 'unreasonable' persistence and further developments



# What we are now doing

- Taking Stock of Complaints Handling-
  - Legacy of the past
    - complaints ‘about officer’ rather than ‘about service’
    - the ‘inextricable link’ between complaints handling and police conduct
  - ACPOS – concerns about Conduct and Efficiency Regulations from an organisational perspective
- Taking Forward the Shared Agenda
  - Some aspects may involve legislative change - 2006 Act ‘written expression’
  - Working in partnership in re-developing police complaints handling
    - More User- focused
    - Balanced perspective on conduct issues- good practice complaints handling - clear separation of the two
    - Demonstrates organisational learning



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*Increasing Scotland's confidence in police  
complaints handling through impartial  
oversight and reform*

