



# Sussex Police & Crime Commissioner

## **Complaints Handling Procedure**

- 1.1 In order for the people of Sussex to feel safe and for Sussex Police to provide the best possible service this procedure has been produced to make it easier for you to make a formal complaint against the Police and Crime Commissioner (PCC), their office (OSPCC) and Sussex Police.

## **Complaint against the Office of the Sussex Police & Crime Commissioner (OSPCC)**

- 2.1 If you wish to make a complaint against the OSPCC policies or practice, the PCC, a member of OSPCC staff, including contractors or volunteers working on behalf of the OSPCC, please submit your complaint in writing to:

The Chief Executive (Monitoring Officer)  
Office of the Sussex Police & Crime Commissioner  
Sackville House  
Brooks Close  
Lewes  
BN7 2FZ

Email: [pcc@sussex-pcc.gov.uk](mailto:pcc@sussex-pcc.gov.uk)

- 2.2 If your complaint relates to the Chief Executive, please write to the PCC at the above address.
- 2.3 [Complaints against the PCC](#) will be initially received by the Monitoring Officer of the OSPCC. The complaint will then be dealt with by the Sussex Police and Crime Panel.
- 2.4 The Sussex Police and Crime Panel have taken up the provision to delegate the handling of complaints to the Clerk to the Panel. On behalf of the Panel, the Clerk may either dismiss the complaint or request that a full report be considered by the full Police and Crime Panel.
- 2.5 Please note, that if your complaint relates to the outcome of a complaint about the Chief Constable or review conducted by this office, any further complaints will be considered as an abuse of process and no further action will be taken. The correct procedure for challenging the outcome of a Chief Constable complaint is via a

review to the Independent Office for Police Conduct (IOPC). The route to challenge the outcome of a complaint review dealt with by this office is via Judicial Review.

### **Complaints against the Chief Constable**

- 3.1 The PCC has a statutory duty to consider complaints against the Chief Constable of Sussex Police *only*.
- 3.2 If you wish to make a complaint about the personal conduct of the Chief Constable in not meeting the Standards of Professional Behaviour, please contact us with details of the complaint with any evidence provided to support your allegations.

Either email: [pcc@sussex-pcc.gov.uk](mailto:pcc@sussex-pcc.gov.uk)

Or write to:  
The Chief Executive (Monitoring Officer)  
Office of the Sussex Police & Crime Commissioner  
Sackville House  
Brooks Close  
Lewes  
BN7 2FZ

### **Complaint against Sussex Police officers, staff and/or policies and procedures**

- 4.1 The OSPCC has a role in monitoring how the police respond to complaints, it is not however involved in the investigation of such complaints. Complaints against Sussex Police will be forwarded by the OSPCC to the Professional Standards Department of Sussex Police, who will respond directly.
- 4.2 You also have the right to make a complaint against Sussex Police direct to the IOPC. Information on the work of the IOPC and the complaints process can be found on the IOPC website ([www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)).

### **Complaint Reviews**

- 5.1 From 1st February 2020, a package of reforms has been made to the complaints and misconduct system. One such change is that the PCC is the review body for certain complaints submitted to Sussex Police. If you have had a complaint recorded and have received an outcome to your complaint, you have a right to apply for a review.
- 5.2 The review will consider whether the outcome of the handling of the complaint is reasonable and proportionate. A review will not be merely a quality check of what has happened before. Where the

reviewer finds that the outcome and/or handling of the complaint is not reasonable and proportionate, the review will be upheld.

5.3 Should you wish to submit a review, you will need to email your application to us within 28 days from the day after the outcome letter was sent. You can use our [application form](#) to set out your review request. Alternatively, you may wish to submit the review in your own words, by email or letter to us.

5.4 Our contact details for review submissions are:  
Email: [pcc@sussex-pcc.gov.uk](mailto:pcc@sussex-pcc.gov.uk)  
Postal address: Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ

Please contact us by email should you wish to receive the form by another format.

*Please note that the OSPCC cannot consider anonymous complaints*