

Police Authority Meeting  
13<sup>th</sup> February 2009  
Open  
Report of the Chief Executive

## MEMBERS' COMPLAINTS PROCEDURE

<p><b>RECOMMENDED that the Members' Complaints Procedure be adopted and included within the Authority's Constitution</b></p>
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### Background

Members have previously indicated that there is a need for a formal Complaints procedure to deal with matters affecting Members.

Attached is a suggested Members' Complaints Procedure for adoption and inclusion within the Constitution. Members will note that the procedure proposes there are three stages for dealing with a complaint: -

Stage 1 – Resolution between affected individuals

Stage 2 – Informal resolution if achievable

Stage 3 – Formal complaint dealt with in accordance with panel procedure

The Procedure has been discussed by and is recommended by the Chairs' Committee.

**Contact for further information:**  
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