

DEVON AND CORNWALL POLICE AUTHORITY

PROFESSIONAL STANDARDS AND COMPLAINTS MONITORING GROUP

A meeting of the Professional Standards and Complaints Monitoring Group was held on 21 July 2004.

1. Statistics – Professional Standards and Special Cases Units

Members considered recent statistics and issues related to the work of these departments.

They discussed the procedures used for the local resolution of more minor complaints and the need for investigating officers to be confident in their use. The outcome of such cases is frequently more satisfactory to the complainant than the more formal process and a learning opportunity for the officer involved. It was noted that the complainant must consent to the use of local resolution and that some individuals may not agree to these..

Concern was again expressed about the use and robustness of the new Centurion recording system.

2. CRE Formal Investigation

Members had been made aware that the CRE had initiated a formal investigation into the police services of England and Wales. The Devon & Cornwall Constabulary Race Equality Scheme is to be reviewed and members were informed that some complaints handling systems would need to be examined as part of this work. It was agreed that Mrs A Talbot and Mr S Malloni would act as primary contacts for any issues regarding complaints monitoring that arose from the review of the scheme, as they also sit on the Police Authority Diversity Group.

Mr Carl Wallin JP

Chairman of the Professional Standards and Complaints Monitoring Group