



BEDFORDSHIRE POLICE AUTHORITY COMPLAINTS POLICY

REFERENCE NUMBER : **BPA 10**
RELATES TO PROCEDURE NO : **BPA 10A**

NEW or REVISED POLICY : **revised**
Revises Policy Titled :
Revision History :

POLICY OWNER (Dept) : **Bedfordshire Police Authority**
POLICY AUTHOR (Job Title) : **Chief Executive/Treasurer**

IMPLEMENTATION DATE : **November 2009**
REVIEW DATE : **November 2011**

1. Introduction

- 1.1 The Bedfordshire Police Authority, with the Force, has a vision to be an organisation that inspires trust and confidence, that listens, responds and meets the needs of individuals and communities. It recognizes the role it plays, alongside the Force and partners, in ensuring that people have more confidence in Bedfordshire Police and the responsibility it carries to hold the Bedfordshire Police Force to account in properly and openly managing any complaints against the Force.
- 1.2 The vision will be delivered by the Authority and Force through a number of equal strategic priorities;
- To ensure people experience an accessible policing presence in their neighbourhoods and are able to influence the local policing service.
 - To ensure that our services are viewed from the individual's perspective, and that our staff respond to our different communities' expectations, when dealing with crime and incidents.
 - To ensure we have in place the right processes that identify the most serious threats to the public and the capacity and capability to respond appropriately to deal with the risks.
 - To ensure we have in place the right workforce make-up and the right combination of skills, technology, equipment, people and flexibility to tackle our responsibilities as a Police Service.

- To ensure people see us working with partners both within Bedfordshire and Luton and with other Police Forces, making the best use of public money and improving services together.
- To ensure people see us using people, budgets and all other resources wisely to deliver a value for money service.

- 1.3 The Authority also recognises that it has a responsibility to manage in the same proper and open manner complaints it may receive against senior officers of the Force, its own Members, staff or administration. It needs therefore to ensure there are processes in place that enable this to happen.
- 1.4 People making complaints are registering their dissatisfaction with the service they have received from the Force or Authority and it therefore follows that any complaint is a serious matter. This policy and its implementing procedures are developed with the intention of restoring confidence to the complainant.
- 1.5 Complaints are a valuable source of feedback that allow us to better understand the expectations of the public and can inform training and development processes. The lessons learned provide opportunities to improve the organisational and personal performance in a culture of continuous learning.

2. Policy

2.1 The main aims of this policy are;

- To comply with legislative or regulatory requirements and associated advice on managing and effectively handling complaints against the Force or Authority to ensure that all forms of complaints are dealt with properly and effectively.
- To provide clear information and guidance regarding the policies and procedures of the Authority for handling complaints received against senior police officers, Members of the Authority or its staff including the Monitoring Officer and Chief Executive.
- To ensure that the lessons from such complaints are considered and assessed to inform the development of practice and procedure and the effectiveness of policing in Bedfordshire and Luton.
- To promote an open and responsive complaints system that supports the delivery of Bedfordshire's Policing Pledge.

2.3 In implementing this policy the Police Authority will ensure that its actions are in accordance with the requirements of the Human Rights Act 1998 and the Convention Rights embodied within it. This is to protect the human rights of complainants, other users of police services and, Police Authority Members and Officers.

3. Policy Principles

3.1 Bedfordshire Police Authority in establishing this policy and associated procedures is:

- Supporting the Authority's vision to be an organisation that inspires trust and confidence, that listens, responds and meets the needs of individuals and communities.

- Supporting the delivery of the strategic priorities as set out at 1.3 and the Police Pledge.
- Embracing the principles of public life and supporting the proper use of public resources.
- Ensuring that its diversity values and statements are recognised within its complaints procedures.

Bedfordshire Police Authority

November 2009

FREEDOM OF INFORMATION ACT ASSESSMENT

This policy is suitable for access by the General Public

Freedom of Information Officer Signature :

RATIFICATION BY Police Authority

Date:

Equality Impact Assessed

Date: