

Complaints against staff of the Police, Fire and Crime Commissioner

Carry out an initial review of complaint.



Write to complainant to acknowledge receipt **within 3 working days**
Agree method of communications and consider any reasonable adjustments if required



Pass to Chief Executive along with relevant supporting documents



Advise complainant **within 10 working days of initial receipt** that the matter has been referred to the Chief Executive in line with the Complaints Policy



Chief Executive to carry out investigation and provide response to complainant **within 25 working days of referral**

Please note: The Chief Executive may consider any complaint about a staff member of the PFCC other than the Deputy PFCC, in accordance with the Police, Fire and Crime Commissioner's Complaints Policy.