



OPCC COMPLAINT PROCEDURE

1. Introduction

- 1.1 The Office for the Police and Crime Commissioner (the OPCC) strives to carry out its functions effectively, efficiently and fairly, but accept that things can sometimes go wrong. If you have a justifiable complaint, we aim to put matters right, and to stop the same thing happening again. In this way your complaints can help the OPCC to achieve its aim of continuously improving.
- 1.2 You can complain under this procedure if an employee or anyone acting on behalf of the OPCC, does not treat you with the high standards of courtesy and respect that the Police and Crime Commissioner requires.
- 1.3 Please note that although complaints may refer to the behaviour of a particular employee, any issues concerning the employer/employee relationship including disciplinary action are addressed under separate internal procedures.

2. Making Your Complaint

- 2.1 If you wish to complain about a member of staff within the OPCC then please contact the Chief Executive either:

In writing:

Chief Executive
OPCC for Lincolnshire
Deepdale Lane
Nettleham
Lincoln
LN2 2LT

By email: complaints-pcc@lincs.pnn.police.uk

Telephone: (01522) 947192 Note In these circumstances, it will be necessary to make an appointment to either have the details of your complaint transcribed, or you could attend and outline your complaint in person.

- 2.2 An acknowledgement of your formal complaint will be provided within 10 working days and you will be advised what action (if any) has been taken.

3. Appeal

- 3.1 If you believe your complaint has not been satisfactorily resolved you can appeal against the decision with the Police and Crime Commissioner, using the same contact procedure. This appeal must be lodged within one month of receiving the response to your initial complaint. You will be expected to set out your grounds for making an appeal.
- 3.2 The flowchart at Appendix 'A' illustrates the complaints process.

4. Further Help and Advice

- 4.1 If you are unclear about the procedure or would like any further advice or assistance with your complaint, please contact the Chief Executive using the same contact procedure.

