



Nottinghamshire Police and Crime Commissioner – Notice of Decision


AUTHOR:	Lisa Gilmour
TELEPHONE NUMBER:	0115 8445998
EMAIL ADDRESS:	Lisa.gilmour@notts.police.uk
DECISION OR INFORMATION:	Decision
DATE RECEIVED:*	31/03/2022
REF:* (*to be inserted by the OPCC)	2022.039

TITLE:	Unreasonable Complainants and Correspondents Policy
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EXECUTIVE SUMMARY:
<p>An effective police complaints and correspondence system must be visible and accessible to all. Complainants and correspondents have the right to be heard, understood and respected, as do the Nottinghamshire Office of the Police and Crime Commissioner staff (staff), who must make sure all complaints and correspondence is considered fairly.</p> <p>In a small number of cases, people pursue their complaints and correspondence in a way that is unacceptable. They may behave unacceptably, be unreasonably persistent in their contact, or make unreasonable demands. This can have an impact on the health and safety of staff.</p> <p>The aim of this policy is to deal fairly, transparently and properly with unreasonably persistent complainants and correspondents and unreasonable complainant and correspondent behaviour while making sure all relevant complaints are investigated and resolved and all relevant correspondence is reviewed without other service users being unfairly or unreasonably disadvantaged.</p> <p>It will also help staff supporting the Commissioner to understand what is expected of them, what options for action are available, and who can authorise these actions.</p>


INFORMATION IN SUPPORT OF DECISION: (eg report or business case)
Independent Office of Police Conduct Guidance on managing unacceptable and unreasonable complainant behaviour.


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FINANCIAL INFORMATION	
No financial information.	
Signature: Chief Finance Officer	
Date:	01/04/2022

Is any of the supporting information classified as non-public or confidential information?*	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If yes, please state under which category from the guidance**				

DECISION:
For the Police and Crime Commissioner to approve the Unreasonable Complainants and Correspondents Policy.

OFFICER APPROVAL:	
I have been consulted about the proposal and confirm that the appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.	
Signature: Chief Executive	
Date:	01/04/2022

DECLARATION:	
I confirm that I do not have any disclosable pecuniary interests in this decision and I take the decision in compliance with the Code of Conduct for the Nottinghamshire Office of the Police and Crime Commissioner. Any interests are indicated below: The above request has my approval	
Signature: Nottinghamshire Police & Crime Commissioner	
Date:	08/04/2022

** See guidance on non-public information