



POLICY	Issue: 2.0
Complaints Relating to Direction and Control Policy	Date: 31/03/2008

Policy Statement

The Civil Nuclear Constabulary (the Constabulary) aspires to the highest professional standards at all times, particularly when dealing with the public. It is recognised, however, that the diversity of policing and the nature of some duties will, on occasions, result in public dissatisfaction and a complaint being made about our policies or policing service.

People making complaints are registering dissatisfaction with the service they have received from the Constabulary. Our primary aim is to provide the public with the best possible service and it follows that any complaint is a serious matter. The restoration of confidence to the complainant is the fundamental purpose of ensuing Police action. This policy and its implementing procedure are developed with this intention.

Such complaints are a valuable source of feedback that enable us to learn more about the expectations of those we serve while informing our training and development processes. The lessons learned present opportunities to improve our organisational and personal performance in a culture of continuous learning.

Section 14 of the Police Reform Action, 2002, empowers the Secretary of State to issue guidance to Chief Officers and Police Authorities about the handling of any complaint relating to the direction and control of a police force. Such guidance has been issued, effective from 1 June 2005. Section 14 also places a duty on Chief Officers and the Police Authority to have due regard to this guidance when handling such complaints.

The Constabulary will comply with this guidance in the handling of all direction and control complaints. Nothing in this policy affects the way that Units and Departments currently handle enquiries, questions, communications and requests through normal correspondence channels.

The Direction and Control Complaints policy is not to be confused with the Complaints against Police policy, which applies when a member of the public wants to complain about the conduct of a police officer or member of staff. If the complaint from a member of public relates wholly or partly to conduct, it must be dealt with in accordance with the Complaints against Police procedure CNC/PP/0031.

For the purpose of this policy a complaint that relates to the direction and control is one that relates to:

- Operational policing policies (where there is no issue of conduct)
- Organisational decisions
- General policing standards in the force
- Operational management decisions (where there is no issue of conduct)

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In England and Wales, complainants have the right of appeal to the Independent Police Complaints Commission on the grounds that they believe the complaint should have been treated as one of conduct as opposed to one of direction and control. The time limit for such an appeal is 28 days (from receipt of relevant forms). There is no right of appeal against the recording of a direction and control complaint per se.

We will seek to deal with direction and control complaints within 28 days, so that quick and effective outcomes are reached.

Aims of the Policy

The main aims of this Policy are:

- To ensure that Constabulary deal properly and effectively with complaints relating to direction and control
- That the lessons from such complaints are considered and assessed to inform the development of practice and procedure and the effectiveness of policing
- To promote an open and responsive complaints system

This policy is enacted by the following management system document:

CNC/PP/0494 Procedure for complaints relating to direction and control

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