

**POLICE AND CRIME COMMISSIONER FOR HERTFORDSHIRE**

**CONDUCT AND COMPLAINTS POLICY**

**Policy Objective**

To outline the principles governing conduct and the handling of complaints following the establishment of the office of Police and Crime Commissioner for Hertfordshire. This policy concerns the conduct of the Police and Crime Commissioner, Deputy Police and Crime Commissioner and members of the Commissioner's staff.

**Policy Statement**

In conducting the business of the Commissioner's office, the following principles will be applied:

- a. Compliance with the statutory requirements in regard to police complaints and complaints about the Commissioner, Deputy Commissioner and staff within the Commissioner's office.
- b. Promoting an open and responsive complaints system that inspires trust and confidence, that listens and responds to the needs of individuals and communities.
- c. Ensuring that lessons learnt from complaints are used to inform the development of good practice and procedures and improve the effectiveness of policing in Hertfordshire.
- d. Embracing the principles of public life and supporting the proper use of public resources.
- e. Promoting equality and diversity within the Commissioner's office, Hertfordshire Constabulary and within partnerships to eliminate discrimination, and promote equality of opportunity

On election, the Commissioner swears an oath of office that defines the standard of behaviour expected in office. The Commissioner's Code of Conduct gives a more detailed statement of the conduct applicable to the Commissioner and Deputy Commissioner.

The Commissioner encourages the public of Hertfordshire to raise issues and concerns about policing and crime matters in Hertfordshire and will publish methods by which the Commissioner's office can be contacted. The office will manage all such complaints and concerns in accordance with statutory requirements and procedures and liaise with appropriate partners to turn any lessons learnt into improved practice.

The Commissioner's office will also publish methods by which the public can raise issues and concerns related to the conduct of the Commissioner, Deputy Commissioner or any member of the Commissioner's staff.

**Related legislation and documentation**

- Police Reform and Social Responsibility Act 2011
- The Policing Protocol Order 2011
- The Elected Local Policing Bodies (Specified Information) Order 2011