



REPORT / SUMMARY DECISION SHEET

PURPOSE: COMMISSIONER DECISION

Timing: Routine

Required to provide clarity to complainants and to OPCC personnel on matters relating to behaviour.

Title: Unacceptable Behaviour Policy

Category of Decision / Business Area Impact:

Quality of Service

Executive Summary:

The Policy incorporates the OPCC's Quality of Service Principles:


- To provide a service that is accessible to all complainants;
- To deal fairly, honestly, consistently and appropriately with all complainants, including those whose actions are considered unacceptable. The OPCC believes that all complainants have the right to be heard, understood and respected;
- To make it clear to all complainants, both at first point of contact and throughout their dealings with the office, what the OPCC can or cannot do in relation to their complaint. In doing so, the aim is to be open and not raise hopes or expectations that cannot be met;
- There is an expectation that our staff are treated courteously and with respect; and
- Where it is considered that complainants' actions are unacceptable, the right to restrict or change access to the OPCCs' service is retained.

This Policy sets clear parameters for our complainants and provides the OPCC staff with guidance on managing complainants whose actions or behaviours are considered unacceptable.

Recommendation:

The Police and Crime Commissioner is asked to consider and approve the attached "Unacceptable Behaviour Policy".

Chief of Staff

Signature: 

Date: 14/10/13

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life. The above has my approval.

Signature: 

Date: 14/10/13

Public Access to Information. Suitable for publication under the FOI Act 2000?

Yes / No / Partly

If part exempt, please