



## SUMMARY DECISION SHEET

**Purpose:** Commissioner Decision – Ref. DLI 095

**Timing:** Routine

**Title:** Complaints Scrutiny Framework

**Category of Decision / Business Area Impact:** Complaints

### Executive Summary:

As part of the Policing Protocol Order 2011, there is a requirement to monitor all complaints made against officers and staff (Part 1 S17(n)), therefore the purpose of this document is to provide an action plan in respect of monitoring/auditing complaint matters both internally i.e. complaints raised with the OPCC and externally i.e. complaints raised with Dyfed Powys Police Force, Independent Office for Police Conduct (IOPC) etc.

### Recommendation:

Approval of framework.

### 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 request has my approval.

**Signature:**

**Date:**

20/12/2018