

# Enquiries and Complaints

## Policing and Crime

May 2021

A decorative graphic consisting of two overlapping, curved teal bands that sweep across the bottom right corner of the page. The bands are in different shades of teal, with the outer one being a darker shade and the inner one being a lighter shade.

## Enquiries

The majority of enquiries from members of the public relating to policing and crime are dealt with by the Policing and Crime Casework team on behalf of the Mayor and Deputy Mayor for Policing and Crime.

We will acknowledge receipt of your enquiry within 10 working days and will tell you what enquiries we intend to make and with whom. This may be the police or other agencies.

If you would like our help with a policing or community safety matter please complete and return this form or use one of the contact options below:

By email:                    [policingandcrime@westyorks-ca.gov.uk](mailto:policingandcrime@westyorks-ca.gov.uk)

By telephone:            0113 348 1740

By post:                    The West Yorkshire (Mayoral) Combined Authority, Policing and  
Crime, 62 George Street, Wakefield, WF1 1DL

# Complaints

## What is a complaint?

A complaint is an expression of dissatisfaction that can cover a whole range of things from policies to behaviour.

The West Yorkshire Mayor has a responsibility to make sure West Yorkshire Police has a clear process in place for dealing with complaints and for monitoring whether their Force is complying with that process. The West Yorkshire Mayor and the Deputy Mayor for Policing and Crime do not have any powers given to them by the Government to deal with complaints about Police Officers or Police Staff; this is the responsibility of the Chief Constable.

The Mayor is the 'Appropriate Authority' for dealing with complaints about the Chief Constable of their Police Force and they also have a responsibility for carrying out reviews of most of the complaints that have been handled by their Police Force. Some of these responsibilities have been delegated to other members of staff which is explained below.

## Making a complaint

If you would like to make a complaint, please complete and return this form or use one of the contact options above.

What happens next depends on who your complaint is about:

**If your complaint is about West Yorkshire Police’s policies or procedures or is about the conduct of a West Yorkshire Police officer (other than the Chief Constable), Police Community Support Officer, police staff or Special Constable.**

The *Policing and Crime Act 2017* and supporting Regulations make significant changes to the police complaints and disciplinary systems. The legislation ensures that complaints can be dealt with at the most appropriate level and sets out who is the ‘Appropriate Authority’ to deal with complaints.

Where the complaint is about how West Yorkshire Police operates or is about a West Yorkshire Police officer or staff member, the ‘Appropriate Authority’ for dealing with the matter is the Chief Constable of West Yorkshire Police. The Chief Constable has legal powers to delegate their responsibility for handling individual complaints to police officers or staff within their Force and here in West Yorkshire, complaints are handled by the Professional Standards Directorate: <https://www.westyorkshire.police.uk/about-us/our-standards/professional-standards/making-complaint>

If you send us a complaint that is about a police officer or staff member, we are required to pass it to the correct ‘Appropriate Authority’ and to tell you where we have passed it to. We do not usually need your permission to pass your complaint to the police.

**If your complaint is about the personal conduct of the Chief Constable or Temporary Chief Constable**

The West Yorkshire Mayor is the ‘Appropriate Authority’ for dealing with complaints about the West Yorkshire Police Chief Constable or Temporary Chief Constable. The Mayor has delegated responsibility for making decisions in complaints and conduct matters against the Chief Constable to the Head of Policing and Crime at the West Yorkshire (Mayoral) Combined Authority.

When a complaint is received, our staff will carry out an assessment of the allegation(s) and will make a decision about how it has to be dealt with.

We sometimes receive complaints about the Chief Constable when the complaint is not about their direct actions but is about actions which have been delegated to another member of the police force to carry out. Although the Chief Constable represents the police force, the Mayor (and their office) can only deal with complaints that are about the personal conduct of the Chief Constable. If it is clear that the complaint is about a police officer or police staff member, we are required to pass it to the correct ‘Appropriate Authority’ and to tell you where we have passed it to. We do not usually need your permission to pass your complaint to the police. Further explanation about this is contained in Section A.7 of the Independent Office for Police Conduct (IOPC) Statutory Guidance 2020. [https://www.policeconduct.gov.uk/sites/default/files/Documents/statutoryguidance/2020\\_statutory\\_guidance\\_english.pdf](https://www.policeconduct.gov.uk/sites/default/files/Documents/statutoryguidance/2020_statutory_guidance_english.pdf)

Where a complaint is about the personal conduct of the Chief Constable, or when someone has died or suffered serious injuries following contact with the Chief Constable, we will refer the matter to the IOPC who will then determine how the complaint should be dealt with. If there is an indication that the Chief Constable might have committed a criminal offence or has behaved in a way that might result in disciplinary proceedings, the IOPC can decide how to deal with the matter. If the IOPC doesn’t consider either of these apply, the

complaint will be passed back to the West Yorkshire Mayor to deal with. The focus in this case would be to make sure the complaint is handled in a reasonable and proportionate manner.

Any other complaints about the Chief Constable will be brought to the attention of the Head of Policing and Crime who will decide how it should be handled. Again, the focus in this case would be to make sure the complaint is handled in a reasonable and proportionate manner.

We will contact you within 5 working days to tell you how your complaint will be dealt with.

### **If your complaint is about the conduct of the Mayor (or the Deputy Mayor for Policing and Crime) in relation to their responsibilities for policing and crime.**

The West Yorkshire Police and Crime Panel <http://www.westyorkshire-pcp.gov.uk/> is responsible for recording complaints about the Mayor - when they are acting in relation to their Policing and Crime functions - and also the Deputy Mayor for Policing and Crime.

If your complaint is about any other responsibility of the Mayor that is outside of the Policing and Crime remit, please follow the link to complain to the West Yorkshire Combined Authority [Complaints - Combined Authority | Unlocking potential, accelerating growth \(westyorks-ca.gov.uk\)](http://www.westyorks-ca.gov.uk)

### **If your complaint is about a member of staff of the West Yorkshire (Mayoral) Combined Authority – Policing and Crime**

If you are not satisfied with the service you have received from a member of our staff, or if you feel you have been treated unfairly, you can complain to the Head of Policing and Crime who can deal with the complaint in person or delegate the handling of the complaint to another member of staff.

If your complaint is about the conduct of the Head of Policing and Crime you should address your concerns directly to the Deputy Mayor for Policing and Crime.

You will be contacted within 5 working days and will be told how your complaint will be dealt with. You will be informed of the outcome of any investigation and, if required, any action that has been, or will, take place.

### **If your complaint is about the conduct of a Volunteer Independent Custody Visitor (ICV).**

The people who volunteer to make unannounced visits to detainees in police custody to ensure their rights, entitlements and wellbeing needs are being met by West Yorkshire Police aim to provide a scheme which is transparent and fair. However, if you are not satisfied with the interaction or feel you have been treated unprofessionally you can complain to our ICV Scheme Manager.

You will be contacted within 5 working days and will be told how your complaint will be dealt with and will be informed of the outcome of any investigation and, if required, any action

that has been, or will, take place.

## Reviews

You will be notified about any statutory review rights, the body that will consider your review, how to ask for a review and the timescales for submitting your review request by the body that deals with your complaint. If you feel dissatisfied with the way your complaint has been resolved then you should take up the right of review.

## Contact form

Please use this form to give us as much information as you are able about your enquiry or complaint.

Where you see an \* this information must be provided.

### YOUR DETAILS

Please tell us a few details about yourself:

First name\*

Last name\*

How would you like us to address you?  
(e.g. title and surname, first name):

Address\*

Telephone number/s

E-mail address

How would you like us to contact you and do you require any adjustments to support your contact with us? \*

If by phone, what is the best time for us to contact you?

If you want someone to work with us on your behalf on this complaint please complete the section below.

I would like the person below to work on my behalf because:

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Their name:

Their relationship to you:

Their preferred contact details:

## COMPLAINTS

Who is your complaint about?\*

- (please tick)
- Mayor or Deputy Mayor for Policing and Crime
  - Member of staff of the West Yorkshire Combined Authority/Mayor's Office for Policing and Crime
  - Chief Constable of West Yorkshire Police
  - Police officer, Police Community Support Officer (PCSO), Special Constable or member of police staff
  - Volunteer Independent Custody Visitor

**Summary of your enquiry or complaint \*** (you will have the opportunity to provide more detail on page 6)

**How has this affected you? \***

**What do you want to happen by making this enquiry or complaint? \***

**Have you made an enquiry or complaint before to us or anyone else about this matter?**

Yes       No

**If you have please provide details including when and to whom**

**What was done about your enquiry or complaint?**

**Please tick this box to say you have read and understood how your enquiry or complaint will be handled**

Your name (please print):

Your signature:

Date:

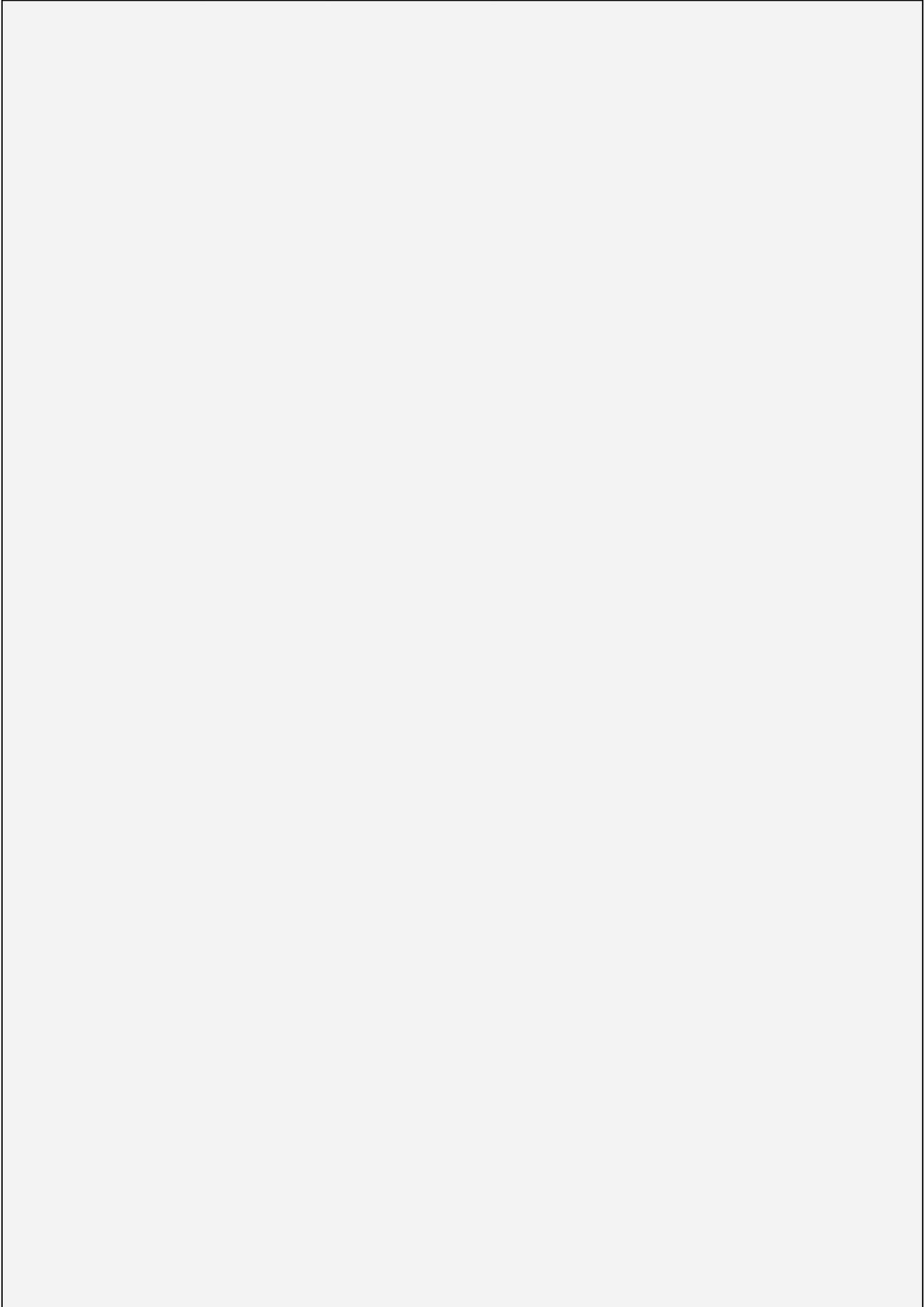
**Now send us your enquiry or complaint:**

By email: [policingandcrime@westyorks-ca.gov.uk](mailto:policingandcrime@westyorks-ca.gov.uk)

By post: The West Yorkshire Combined Authority, Policing and Crime, 62  
George Street, Wakefield, WF1 1DL

Or telephone us on 0113 348 1740

**More detail about your enquiry or complaint (to use if needed):**



## PRIVACY

When you contact the Mayor's Policing and Crime Team, it may be necessary for us to share the details you provide with West Yorkshire Police so that we can make enquiries on your behalf. We will only share as much information as is necessary to progress your enquiry. We will not share your personal information with other organisations without your consent and will not share personal sensitive information without your consent. Please see our Privacy Statement at <https://www.westyorks-ca.gov.uk/policing-and-crime/privacy-policy/> for further information.

## Find out more

westyorks-ca.gov.uk

@WestYorkshireCA

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+44 (0)113 348 1740