

**Durham Police and Crime Commissioner Decision
2013**

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| DPCC Decision No | 004/2013 |
| Key Decision No | n/a |
| Subject: | Complaints Handling and Monitoring Policies |
| Executive Summary | Approval by the PCC of Policies relating to the Handling of Complaints received and the Monitoring of how the Constabulary handles complaints. |

DECISION

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| Risks and Implications identified and considered in making this decision: | | |
| Finance | Staffing | Equality and Diversity |
| Accommodation | Crime and Disorder | Children's Act 2004 |
| Stakeholder/ Community Engagement | Environment | Collaboration and Partnerships |
| Value for Money and Productivity | Potential Impact on Police and Crime Plan Priorities | |
| Commissioning | Other risks | |

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| Ron Hogg, Durham Police and Crime Commissioner | |
| I approve the Complaints Handling and Monitoring Policies | |
| Signed:  | Date: 25 January 2013 |

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| Contact Officer | |
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