# West Midlands Police and Crime Panel Complaint Form

Use this form to make a complaint about the conduct of the West Midlands Police and Crime Commissioner (PCC) or Deputy Police and Crime Commissioner (DPCC).

If you need any support completing this form, please contact the Panel Office on 0121 303 1727 or email: [wmpcp@birmingham.gov.uk](mailto:wmpcp@birmingham.gov.uk)

The Panel must handle complaints in line with the Local Policing Bodies (Complaints and Misconduct) Regulations 2012. Our guide to making a complaint and full complaints procedure are on the [Panel website or can be obtained from the Panel Office](https://www.birmingham.gov.uk/pcp/info/5/complaints/2/complaints-pcc).

Please note:

* Complaints about operational policing matters or the conduct of a police officer should be directed to West Midlands Police. Further details on how to submit a police complaint can be found on the [West Midlands Police website](https://www.west-midlands.police.uk/feedback).
* Complaints about the conduct of a member of staff of the Office of the Police and Crime Commissioner (OPCC) should be directed to the [Chief Executive of the OPCC](https://www.westmidlands-pcc.gov.uk/office-of-the-pcc/complaints-conduct-matters/).
* The Police and Crime Panel cannot review decisions reached by the PCC and/or their office in respect of reviews into the handling of police complaints. For further information about the police complaint review process please visit the [Police and Crime Commissioner website](https://www.westmidlands-pcc.gov.uk/complaints/complaints-reviews/).

# Where to send your complaint

You can complete [this form online](https://www.birmingham.gov.uk/pcp/info/5/complaints/2/complaints-pcc/2)

or

Send your completed form and any supporting documents to the Panel Office:

**Email:** [**wmpcp@birmingham.gov.uk**](mailto:wmpcp@birmingham.gov.uk)

**Or by post:**

WMPCP, Scrutiny Office  
Room 331   
Council House  
Victoria Square  
Birmingham, B1 1BB

# Your details

Please enter your details below so the Panel may contact you about your complaint.

Title:

Full Name:

Address:

Postcode:

Daytime contact telephone:

Email address:

What is your preferred method of contact? post or email?

If you have arranged for someone to act on your behalf you must write to tell us before we can discuss your case with them.

# Who are you making a complaining about?

Please tick one of following options

West Midlands Police and Crime Commissioner 🞏  
Deputy Police and Crime Commissioner 🞏

# Your complaint

Please provide as much information as possible about exactly what you are alleging the PCC (or DPCC) has said or done.

Please also include dates or a general timeframe of the alleged incidents, details of any damage or injury, and details of any witnesses.

Have you spoken to anyone else about this already? If so who?

What outcome would you like to see from this complaint? (Optional)

# Declaration

Please read the following information carefully as is tells you what we are going to do with your information.

To determine, record and resolve complaints we will share information contained on this form with the person you are complaining about, the Office of the Police and Crime Commissioner, and the delegated officer acting on behalf of the Police and Crime Panel.

If you have serious concerns about your name and details of the complaint being released, please contact the Panel office to request to have your identity kept confidential.

Please be aware that the Panel is required under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, to refer your complaint to the Independent Office for Police Conduct (IOPC) if it indicates the commission of a criminal offence, or if requested to do so by the IOPC.

To progress complaints, we need to obtain all the required background documents from the Police and Crime Commissioner (or Deputy Police and Crime Commissioner), and these are likely to include personal information about relevant parties.

**I give my consent for the information contained on this form, and background documents, including my personal data to be shared for the purposes of progressing my complaint, with the delegated officer acting on behalf of the Police and Crime Panel, the person I am complaining about, the Office for the Police and Crime Commissioner, and if required, the Independent Office for Police Conduct.**

**Signed Date**

Do you want any supporting documents you send with this form returned to you? Yes/ No?

**What we will do with your complaint**

The Panel has a statutory duty to handle complaints about the Police and Crime Commissioner. This is done in line with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

We will first check that the Panel has the power to look at your complaint.   
  
We will write to you to explain how we will deal with your complaint or tell you if it should be sent to another organisation.

If your complaint alleges criminal conduct the Panel must record it first and pass it to the Independent Office for Police Conduct to investigate. We will let you know if we do this.

**Sharing your information**

The Panel may share information contained in this form with the Office of the Police and Crime Commissioner to establish whether a complaint falls within the Complaints and Misconduct Regulations (and remit of the Panel), and to fact check statements made.

In order to progress complaints, we need to obtain all the required background documents from the person the complaint is about, and these are likely to include personal information about relevant parties. The Police and Crime Commissioner has a public task to cooperate with complaints made against them, and for this reason will share the information with us.

On some occasions, even if there is not a complainant, we may decide that it is in the public interest to pursue the matter as a conduct matter, and the Police and Crime Commissioner may then have a duty to share personal data about you with the Panel.

If a complaint is recorded by the Panel the subject of the complaint will be sent a copy of the complaint unless to do so might prejudice any criminal investigation or pending proceedings or would otherwise be contrary to the public interest.

The Panel must pass complaints alleging criminal conduct to the Independent Office for Police Conduct (IOPC).

For more information refer to our privacy notice please contact the Panel Office.

**Help with filling in this form**

Complaints must be submitted in writing. If you need any support completing this form please contact us on 0121 303 1727 or email: [wmpcp@birmingham.gov.uk](mailto:wmpcp@birmingham.gov.uk)

In line with the requirements of the Disability Discrimination Act 2000 we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.