



Ninesh Edwards
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3 February 2022

Outcome from Complaint

Dear Graham,

The Clerk (under delegated authority) has today determined a complaint against the Commissioner, and found there to be nothing within the complaint which fell within the Panel's remit.

However, the complainant made observations regarding the Commissioner's website, which we have committed to bring to your attention. These, together with our own observations, are as follows:

Referring to this page: [SPCC - Complaints \(sussex-pcc.gov.uk\)](https://sussex-pcc.gov.uk), under "More Information"

- Complaints against the Commissioner are distinct from those against the Office of SPCC. We suggest it would be helpful to those wanting to complain about the PCC if the relevant information could be cut and pasted into its own specific tab.
- The hyperlink given in the above-mentioned tab (Complaint against the OSPCC) could be more specific. Could it please be amended to instead point to: [Complaints – Sussex Police and Crime Panel \(sussexpcp.gov.uk\)](https://sussexpcp.gov.uk)
- "Reviews" – it is not clear what this tab relates to, which is an important new duty for PCCs. Can we suggest the title is expanded, for example "Reviews of Complaints Submitted to Sussex Police"? Clarity in signposting the information is particularly important because time is of the essence for those wanting to request a review, given the limited 28-day window of opportunity.
- My address is given under the Complaints against the OSPCC tab – could you please update this? New address:

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I would be grateful if you could consider the above suggestions and advise how these could be addressed. We will include formal reporting of the outcome in the next quarterly complaints report, at the meeting scheduled for 25 March 2022.

With best wishes,

Ninesh Edwards

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Senior Advisor to Sussex Police and Crime Panel

CC: Christian Mitchell, PCP website.