

**COMPLAINTS AND CONDUCT COMMITTEE**  
**Rolling Action Log – Public Session**

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
<b>Meeting held Monday 9<sup>th</sup> March 2020</b>						
20200903 -CCC-001	<b><u>Review of Complaints Handling, Investigations and Misconduct Issues to Policing (SPA):</u></b> Report back costs, timescales and approval process in relation to obtaining a Security Certificate to progress the use of an online complaints form.	David Collie	<b>OPEN</b>	05.05.20		<p><b>24.04.2020:</b> Police Scotland ICT are currently upgrading the software behind both the SPA and Police Scotland's websites to improve functionality and security. ICT advised that the Police Scotland online complaints form will be converted to work on the new system. The new system may now allow an SPA online form to be developed more easily. The SPA Communications Team are liaising with ICT on the new SPA website and will explore options for online forms that can be developed for the SPA</p> <p><b>Propose ongoing.</b></p>

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20200903 -CCC-002	<b><u>Review of Complaints Handling, Investigations and Misconduct Issues to Policing (SPA):</u></b> A draft MoU around how the SPA, PS and PIRC interact in relation to PIRC investigations to be shared with committee members prior to going to Chief Executive for approval.	Robin Johnston	OPEN	05.05.20		<b>24.04.2020:</b> Work on the draft MoU between the PIRC, Police Scotland and the SPA continues. The redrafted MoU will be shared with Members once completed.  <b>Propose ongoing.</b>
<b>Meeting held Thursday 21<sup>st</sup> November 2019</b>						
20191121 -CCC-001	<b><u>SPA Quarterly Performance Report</u></b> Future Reports to provide a breakdown of enquires and complaints to provide clarity around statistics.	SPA Complaints	ONGOING	<del>11.02.20</del> 05.05.20		<b>24.12.20:</b> SPA Quarterly Performance Report being presented at the CCC meeting on 11.02.20 will include a breakdown of enquiries and complaints. In addition, work is underway within the National Complaint Handling Development Group (NCHDG) to agree a standardised approach to the reporting of statistics for the SPA, PS and the PIRC. It is anticipated that this work will be completed by the beginning of the next financial year, 2020/21.  <b>09.03.2020:</b> The committee were advised that due to IT changes within

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						<p>centurion the standardised reports would not be available for the next financial year, although the standardised terminology would be agreed by all parties. The chair requested the action remain open until further clarity was provided within a future report.</p> <p><b>24.04.2020:</b> The NCHDG work is on hold just now, therefore a standardised approach to the reporting of statistics for the SPA, PS and the PIRC has not yet been agreed. From Q1 of 2020/21, the number of enquiries received by the SPA Complaints Team will not be included in the total number of Cases. Enquiries will be recorded separately under the heading "Miscellaneous Files".</p> <p><b>Propose ongoing.</b></p>

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