

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
Meeting held Tuesday 5th May 2020						
20200505-CCC-001	<p>SPA Website – Complaints pages: Work to be carried out to explore the possible reasons for a lack of clarity and understanding in terms of the type of complaint for which the SPA is responsible and those complaints which are not within the SPA’s legislative remit. Thought to be given to any further refinements of the website which would provide clearer signposting of the processes for members of the public who wish to submit complaints.</p>	David Collie	Open	27.08.20		<p>11.08.2020: The SPA’s public facing website was moved onto a more modern and stable content management system on 6 August 2020. At the same time, some further changes were made to the SPA Complaints page to provide more clarity. The SPA Complaints Team have contacted a small number of complainers who had directed their initial complaints to the SPA rather than Police Scotland. The complainers were asked how/where they found the SPA Complaints Email address that was used in their initial contact with the SPA.</p> <p>Responses indicated that complainers found the SPA Complaints email address by searching online via Google or other search engine.</p> <p>The SPA Complaints Team will continue to monitor this issue and consider further steps which could be taken to ensure that members of the public are directed appropriately when</p>

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						making a complaint. Updates on this matter will be provided by the SPA Complaints Team in its regular reports to the Committee. Propose to close.
20200505-CCC-002	<u>Alternative Disposal Routes when considering complaints:</u> Future Committee papers to provide an assurance that all available disposal routes have been considered in the consideration of complaints. Information to provide the Committee with an understanding of what, if any alternative disposal routes had been/had not been considered and rationale for decisions taken in this regard.	David Collie	Open	27.08.20		11.08.2020: Committee papers have been amended to include a section on Alternative Disposal Routes. Propose to close.
20200505-CCC-003	<u>Review of Complaints Handling, Investigations and Misconduct in Relation to Policing Actions:</u> Monthly briefing and the tracker to be shared with Committee Members to allow oversight of what progress has been made to date and what actions remain open.	David Collie	Open	27.08.20		11.08.2020: Monthly updates have been provided to Committee Members to provide oversight of progress made and detailing what actions remain open. Propose to close.
Meeting held Monday 9th March 2020						
20200903-CCC-001	<u>Review of Complaints Handling, Investigations and Misconduct Issues to Policing (SPA):</u> Report back costs, timescales and approval process	David Collie				24.04.2020: 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

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	in relation to obtaining a Security Certificate to progress the use of an online complaints form.		On Going	05.05.20 27.08.20		<p>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>11.08.2020: The SPA's public facing website was moved onto a more modern and stable content management system on 6 August 2020. ICT have advised that the new software does support an option to provide an online form. Work to further improve the Authority's website and its accessibility and content is ongoing and the SPA Communications Team will liaise with ICT to progress this matter as part of that work in the period ahead.</p> <p>Propose ongoing.</p>
20200903-CCC-002	<u>Review of Complaints Handling, Investigations and Misconduct Issues to Policing (SPA):</u> 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	On Going	05.05.20 27.08.20		<p>24.04.2020: Work on the draft MoU between the PIRC, Police Scotland and the SPA continues. The redrafted MoU will be shared with Members once completed.</p> <p>05.05.2020: Members to consider the draft by correspondence in advance of the next Committee meeting and if all parties are content this can be formally approved at the next meeting of the Complaints and Conduct Committee in August.</p>

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						<p>11.08.2020: The draft MoU was shared with committee members and comments incorporated in the revised document. All parties are content with the revised MoU which is now at the final sign-off stage.</p> <p>Propose to close.</p>
<p>Meeting held Thursday 21st November 2019</p>						
<p>20191121-CCC-001</p>	<p><u>SPA Quarterly Performance Report</u> Future Reports to provide a breakdown of enquires and complaints to provide clarity around statistics.</p>	<p>SPA Complaints</p>	<p>On Going</p>	<p>11.02.20 05.05.20 27.08.20</p>		<p>24.12.20: 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.</p> <p>09.03.2020: The committee were advised that due to IT changes within 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>

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						<p>24.04.2020: 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>11.08.2020: The terminology used in the SPA Quarterly Report has been amended to reflect that Enquiries received by SPA Complaints are now recorded separately under the heading "Miscellaneous" (MI) to mirror Police Scotland's recording terminology.</p> <p>Propose ongoing.</p>

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