

Greater Manchester Police, Fire and Crime Panel

Date: 10th June 2025

Subject: Greater Manchester Police Fire and Crime Panel – Complaints Procedure

Report of: Gillian Duckworth, GMCA Monitoring Officer and Group Solicitor

Purpose of Report

The purpose of this report is to present the Greater Manchester Police Fire and Crime Panel's Complaints Procedure.

Recommendations:

The Panel is requested to:

1. Note the Complaints Procedure and associated documents attached at Appendix 1.

Contact Officer

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Equalities Implications

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

Number of attachments to the report:

Appendix 1 – Greater Manchester Police, Fire and Crime Panel Complaints Procedure, Flowchart and Complaints Form

Background Papers

- i. The Police Reform and Social Responsibility Act 2011
- ii. The Greater Manchester Combined Authority (Transfer of Police and Crime Commissioner Functions to the Mayor) Order 2017
- iii. The Greater Manchester Combined Authority (Fire and Rescue Functions) Order 2017
- iv. The Greater Manchester Combined Authority (Fire and Rescue Functions) (Amendment) Order 2020

1. Introduction

- 1.1 The Greater Manchester Police Fire and Crime Panel's Complaints Procedure is reviewed regularly to ensure it is fit for purpose.
- 1.2 The GMCA's Monitoring Officer has reviewed the Complaints Procedure and no amendments have been identified as being required for the 2025/26 municipal year.
- 1.3 The position will be kept under review throughout the year.

2. Current Position

- 2.1 The current Complaints Procedure and associated documents are attached at Appendix 1.

3. Recommendations

- 3.1 Recommendations appear at the front of this report.