

GREATER MANCHESTER POLICE FIRE AND CRIME PANEL

Date: 10th June 2025

Subject: Annual record of complaints recorded on behalf of the Greater
Manchester Police, Fire and Crime Panel

Report of: Lynne Risdale, Chief Executive, Bury Council and Lead Chief
Executive for Greater Manchester Police, Fire and Crime

1 PURPOSE OF REPORT

- 1.1 In line with Panel's forward plan the following report is intended to give Panel members a summary of complaints recorded on the Panel complaints record in respect of police and crime matters.
- 1.2. The Panel is required through the Police Reform Act to set out its complaints procedure and the Panel's current complaints procedure delegates the responsibility for dealing with complaints to myself as the Lead Greater Manchester Chief Executive for Police, Fire and Crime.
- 1.3 Furthermore the Panel has statutory responsibilities under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 relating to the recording and determination of complaints against the Police, Fire and Crime Commissioner and or his Deputy (or equivalent).
- 1.4 The current Panel complaints procedure states it will produce an annual report of complaints for consideration by the Greater Manchester Police, Fire and Crime Panel.

2.0 COMPLAINTS

- 2.1 Between the 1st of April 2024 and the 31st of March 2025, 3 complaints that met the criteria for recording and dealing with under the Greater Manchester Police, Fire and Crime Panel complaints procedure were received. All of these complaints concerned both the Greater Manchester Mayor and the Greater Manchester Deputy Mayor in respect of police and crime issues.
- 2.2 1 of the complaints is still being dealt with at the time of the writing of this report and so the outcome of this complaint has not been established and cannot therefore be reported to the Panel by way of this annual report. The outcome of this complaint will therefore be documented in the 25/26 financial year annual complaints report and verbally updated to the Panel at the 1st meeting after which the complaint is concluded
- 2.3 The remaining 2 complaints were dealt with in line with the panels complaints procedure.
- 2.4 In respect of the 2 complaints that concerned the Greater Manchester Mayor, in line with the panels complaints procedure it was determined that neither of those complaints were either serious or conduct matters and were therefore referred to the Greater Manchester Combined Authority Monitoring Officer to be dealt with under the members code of conduct.
- 2.5 In respect of the 2 remaining complaints that concerned the Greater Manchester Deputy Mayor, in both cases the complaints were not upheld.
- 2.6 Finally, 1 complaint received in 23/24 did not have an outcome at the time the report was written. The complaint concerned the Greater Manchester Deputy Mayor and the outcome was that the complaint was not upheld.

3.0 RECOMMENDATIONS

- 3.1 Greater Manchester Police, Fire and Crime Panel members are asked to note the information contained in this report.

Background Papers

- Greater Manchester Police, Crime and Fire Panel Complaints Procedure (see separate item on the agenda)

Contact Officer

- Jeanette Staley, Head of Community Safety, Resilience and Neighbourhoods, Salford City Council and GM Police Fire and Crime Panel Lead officer.