



# POLICE & CRIME COMMISSIONER

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Idris Francis  
Sunny Bank  
Church Lane  
West Meon  
Petersfield  
Hampshire  
GU32 1LD

Date: 19 May 2017

Enquiries to:

Direct line:

Our reference: OP006

Your reference:

Dear Mr Francis,

## **Your complaint against Chief Constable Olivia Pinkney**

I write further to the letter of Richard Andrews dated 19 April 2017 in respect of considering a disapplication with regard to your complaint recorded against the Chief Constable.

I have considered the representations you made in your letter dated 22 April 2017, and I have concluded there is nothing sufficient or exceptional to stop the disapplication from proceeding.

You complained that the Chief Constable failed to personally respond to your communication to her, thereby ignoring evidence that speed cameras lead to more collisions.

From the information you have provided, it is my understanding you sought to bring matters of concern to the personal attention of the Chief Constable, and you hold the view that the absence of any response from her is an act of misconduct that requires action taken.

The position of Chief Constable is the head of a complex public service organisation and it is not practical for one individual to personally deal with all matters raised with them. As such, matters are routinely delegated to other departments who are more appropriately placed to deal with correspondence addressed to the Chief Constable, particularly where the Chief Constable has had no personal involvement in the matter.



Office of the Police and Crime Commissioner

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In your case, the nature of your correspondence has been interpreted as a complaint against the use of speed cameras as a road safety tool, and you have provided evidence to support your argument. It is my view that the Professional Standards Department is the appropriate place for you to have been directed. It can make an assessment of your complaint and supporting research, and come to a conclusion based on all available evidence.

The absence of this explanation may be the reason why you chose to complain about the Chief Constable rather than contact the Professional Standards Department, as you were advised to do. However, I am required to follow the legislation in the handling of your formal complaint against the Chief Constable and as such, I confirm the disapplication of your complaint on the grounds of it being an abuse of the complaints process and that no further action will be taken by this office.

If you disagree with my disapplication decision, you have the right of appeal within 28 days to the Independent Police Complaints Commission (IPCC). Appeals received after 28 days may not be allowed unless there are exceptional circumstances. In this case, your appeal should be received by the IPCC by 16 June 2017. You should not send any appeal to this office.

For further information on the appeals process and to submit an appeal, please visit the IPCC website at [www.ipcc.gov.uk](http://www.ipcc.gov.uk). Alternatively, if you do not have access to the internet, you can telephone the IPCC on 0300 020 0096 and request a paper version of the appeals leaflet.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'James Payne', written in a cursive style.

James Payne  
Interim Chief Executive