

Police Complaints: *The Past, The Present and The Future*

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Challenges set for this session focusing on the Revised IPCC Statutory Guidance

1. How to cope when PSDs/IPCC don't quite get it right?
2. How to share 'good news' stories when we do get it right?
3. How to promote confidence to front line officers in Taylor reforms and the revised Statutory Guidance?
4. Should we repeat next year the regional IPCC / ACPO road shows?

One over-arching challenge

How to promote the value of good complaint handling
in uncertain times?

The Past

Lesson from the past: things will go wrong but it's how you handle it that matters.

The Present

- New IPCC Statutory Guidance with new opportunities
- New ways of doing IPCC business

The Future...

- a new Government
- new policing landscape
- deficit reduction

...uncertainty

What does all this mean?

- Police Service - fundamental values
- IPCC - the values it brings to complaint handling
- New Statutory Guidance
- Working together to see us through uncertainty.

Our challenge

To promote the value of the complaints system
by continuing to work together