

Changes to legislation: There are currently no known outstanding effects for the Police Reform and Social Responsibility Act 2011, Cross Heading: Resolution of other complaints. (See end of Document for details)

SCHEDULES

^{F1}SCHEDULE 7

REGULATIONS ABOUT COMPLAINTS AND CONDUCT MATTERS

Textual Amendments

- F1** Words in Sch. 7 substituted (31.1.2017 for specified purposes, 8.1.2018 in so far as not already in force) by [Policing and Crime Act 2017 \(c. 3\)](#), s. 183(1)(5)(e), [Sch. 9 para. 73\(3\)](#); S.I. 2017/1249, reg. 2 (with reg. 3)

Modifications etc. (not altering text)

- C1** Sch. 7 applied (with modifications) by 2004 c. 21, Sch. A2 para. 13 (as inserted (31.1.2017 for specified purposes, 3.4.2017 in so far as not already in force) by [Policing and Crime Act 2017 \(c. 3\)](#), s. 183(1)(5)(e), [Sch. 1 para. 13](#); S.I. 2017/399, reg. 2, Sch. para. 38)
- C1** Sch. 7 applied (with modifications) (8.5.2017) by [The Greater Manchester Combined Authority \(Transfer of Police and Crime Commissioner Functions to the Mayor\) Order 2017 \(S.I. 2017/470\)](#), art. 1(2), [Sch. 1 para. 35](#)

Resolution of other complaints

- 3 (1) This paragraph applies in relation to qualifying complaints which—
- (a) relate to a holder of the office of—
 - (i) police and crime commissioner,
 - (ii) deputy police and crime commissioner, or
 - (iii) Deputy Mayor for Policing and Crime (unless the holder of that office is a member of the London Assembly), and
 - (b) are not, or cease to be, investigated by the [^{F1}Director General of the Independent Office for Police Conduct] or a police force.
- (2) Regulations—
- (a) may not provide for the investigation of such complaints; but
 - (b) must provide for police and crime panels to engage in informal resolution of such complaints.
- (3) This paragraph does not prevent regulations from making provision about the receipt or initial handling of qualifying complaints otherwise than by police and crime panels.
- (4) This paragraph does not prevent regulations from making provision about—
- (a) circumstances in which police and crime panels are not required to engage in informal resolution of such complaints; and
 - (b) circumstances in which informal resolution of such complaints is to be discontinued;

Changes to legislation: There are currently no known outstanding effects for the Police Reform and Social Responsibility Act 2011, Cross Heading: Resolution of other complaints. (See end of Document for details)

including provision about the determination of such matters (whether by police and crime panels or otherwise).

(5) In this Schedule—

- (a) references to engaging in informal resolution of a complaint are references to encouraging, facilitating, or otherwise assisting in, the resolution of the complaint otherwise than by legal proceedings; and
- (b) references to informal resolution of a complaint are to be construed accordingly.

Modifications etc. (not altering text)

C1 Sch. 7 para. 3(1)(a)(ii) modified (20.12.2023) by [The York and North Yorkshire Combined Authority Order 2023 \(S.I. 2023/1432\)](#), arts. 1(2), 33(2), **Sch. 5 para. 35(a)**

Commencement Information

I1 Sch. 7 para. 3 in force at 31.10.2011 by [S.I. 2011/2515](#), **art. 2(d)**

4 (1) This paragraph applies in relation to qualifying complaints which—

- (a) relate to a holder of the office of—
 - (i) the Mayor's Office for Policing and Crime, or
 - (ii) Deputy Mayor for Policing and Crime, if the holder of that office is a member of the London Assembly, and
- (b) are not, or cease to be, investigated by the [^{F1}Director General of the Independent Office for Police Conduct] or a police force.

(2) Regulations must secure that such complaints are dealt with in accordance with Part 3 of the Local Government Act 2000.

Modifications etc. (not altering text)

C2 Sch. 7 para. 4 modified (20.12.2023) by [The York and North Yorkshire Combined Authority Order 2023 \(S.I. 2023/1432\)](#), arts. 1(2), 33(2), **Sch. 5 para. 35(b)**

Commencement Information

I2 Sch. 7 para. 4 in force at 31.10.2011 by [S.I. 2011/2515](#), **art. 2(d)**

Changes to legislation:

There are currently no known outstanding effects for the Police Reform and Social Responsibility Act 2011, Cross Heading: Resolution of other complaints.