

Appendix One

PCCs to implement one of three options below when determining how they will structure the complaints system locally.

		Model 1	Model 2	Model 3
A	Receiving and recording a complaint	POLICE	PCCs	PCCs
B	Assessing and allocating a complaint	POLICE	PCCs	PCCs
C	Acting as single point of contact and communication	POLICE	POLICE	PCCs
D	Resolving complaints through local resolution	POLICE	POLICE	POLICE/PCC