

ROLE PROFILE Part1	Role Title	COMPLAINT RESOLUTION UNIT SERGEANT			Dept /LPA	PROFESSIONAL STANDARDS DEPARTMENT
		VETTING LEVEL				
Grade/Rank	Substantive Sergeant					
Responsible To	Complaint Resolution Sergeant					
Staff Responsible For	Complaint Resolution Unit Staff					
Reviewed by (Manager)	Insp R Upfold				Date	16/1/24
Purpose of Job	Purpose of job: To assist PSD in the timely and effective management of complaints and alleged misconduct against police officers, police staff, contractors and volunteers.					
Key Accountabilities	1. Develop, motivate and supervise the work of a team of complaint handlers, including carrying out annual PDR's and identifying training needs, in liaison with the SMT. 2. Assist PSD complaint handlers with their casework and undertakes tasks in support of cases handled otherwise than by investigation in accordance with the relevant policies and legal requirements. This may include (list not exhaustive): - gathering evidence and/or collation of documentary and other evidence relevant to the complaint handling - following other lines of enquiry as directed; - researching material of potentially evidential value, including crime reports, Police Prosecution files, and data from confidential sources; - undertake own complaint handling and PRI management as required 3. To liaise with the Appropriate Authority in relation to scoping and fact-finding investigative steps completed during local complaint handling and to prepare written reports setting out the findings. 4. To prepare notices and forms for complaints and low level breaches of the standards of professional behaviour for issuing to staff/officers when required. 5. To explain to members of the public who may wish to make a complaint, the different ways in which complaints can be investigated and progressed so that their wishes can be established and the matters raised progressed appropriately. 6. Where appropriate manage dissatisfaction and resolve complaints in accordance with local complaint handling procedures (2021 and 2020 Regulations). Additionally to make judgements and decisions on how a complaint should be handled and/or finalised e.g. whether a case should be referred back to the Appropriate Authority for Reflective Practice Review at the conclusion of the investigative and fact-finding work undertaken. 7. If required, to attend court proceedings, misconduct meetings or misconduct hearings to give evidence in relation to a public complaint or misconduct issue and additionally, to prepare reports concerning those proceedings as and when required. 8. To quality assure complaint handling within the CRU and for SJU and CJU as required. 9. To provide support and direction to line managers conducting Reflective Practice Review discussion meetings and to quality assure the outcomes of such meetings. 10. Analyse complaint trends and produce documentation as appropriate to senior managers and the Appropriate Authority regarding any learning identified through management of low level dissatisfaction service recovery complaints. To assist managers in identifying learning opportunities for an individual, line managers, teams and the organisation. 11. Assist with the call out requirements for PSD out of hours referrals 12. To provide regular and effective service Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role					

	profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, Information Security Policy, procedures and legislation. The role holder will be responsible for personal self-development and will need to ensure that they maintain an up to date knowledge of the relevant law and procedures in relation to criminal and misconduct investigations. The role is mainly Monday-Friday and suitable for flexible and agile working however the role holder should be prepared to work unsocial hours or outside of normal hours on occasion to meet the requirements of the post. The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary. The role is designated as subject to vetting criteria to an MV Level. May be asked to carry out fire warden duties to meet required standards if required. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.
ROLE PROFILE Part2	We are Emotionally Aware Level 2 We are collaborative Level 2 We Analyse Critically Level 2
CVF Recruitment Competencies	Impartiality Public Service
Education/Qualifications	Essential: Educated to Educated to QCF Level 3 OR work experience deemed to have brought the postholder to a comparable level. Desirable: n/s
Experience and Skills	Essential: Evidence of significant work experience in conducting investigations and presenting the findings of those investigations. Evidence of handling investigations or complaint matters. Knowledge and understanding of criminal law and the Criminal Justice System. Significant experience of custody and PACE legislation. Desirable: Knowledge of the Force Organisation and structure.