

IPCC Statutory Guidance Signposting

Area	Key/ Operational	Relevant to					Paragraph numbers	Clarification/ legislation change/ new
		PSD	All officers /staff	Force complaint handlers	LPB complaint handlers	LPB oversight		
Section 2: Promoting access								
The importance of an accessible system	operational	x			x	x	2.2-2.4	clarification
Providing information and access	operational	x			x	x	2.5-2.10	clarification
Complainants who need additional assistance	operational	x		x	x	x	2.11-2.16	clarification
Complaints made by children and young people under 16	operational	x		x	x	x	2.17-2.20	clarification
Section 3: Complaints								
Initial handling of a complaint	operational	x		x	x	x	3.3-3.8	clarification
Definition of a complaint	key	x		x	x	x	3.9-3.10	legislation change
Who can complain?	operational	x		x	x	x	3.11-3.16	clarification
Recording a complaint	key	x		x	x	x	3.17-3.26	legislation change
Complaints about discriminatory behaviour	operational	x		x	x	x	3.27-3.30	clarification
Who can be complained about?	operational	x		x	x	x	3.31-3.34	clarification
Decisions not to notify or record a complaint	operational	x		x	x	x	text box p31	clarification
Deciding how to handle a complaint	operational	x		x	x		3.35-3.38	clarification
Section 4: Disapplication								
When can disapplication be carried out by the appropriate authority	operational	x			x		text box p33	legislation change
When the IPCC's permission needs to be obtained	operational	x			x		4.3	legislation change
Grounds for disapplication	operational	x			x		4.7-4.19	clarification
Partial disapplication	operational	x			x		4.20	clarification
Appeals against the decision to subject the complaint to disapplication	operational	x			x		4.21	legislation change
Section 5: Local handling								
Local resolution	operational	x		x	x		5.7-5.8	clarification
Complaints suitable for local resolution	operational	x		x	x		5.9-5.11	legislation change

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		PSD	All officers /staff	Force complaint handlers	LPB complaint handlers	LPB oversight		
Local resolution following referral	operational	x			x		5.12-5.13	legislation change
Ways of resolving the complaint	operational	x		x	x		5.14-5.15	clarification
Action plans	operational	x		x	x		5.16-5.17	clarification
Communication	operational	x		x	x		5.18	clarification
Statements	operational	x		x	x		5.19	clarification
Appeal against local resolution	operational	x		x	x		5.20-5.21	legislation change
It is not possible to locally resolve the complaint	operational	x		x	x		5.22-5.24	legislation change
Section 6: Conduct matters								
Definition of a conduct matter	key	x		x	x	x	6.3-6.4	clarification
Recording a conduct matter	operational	x			x		6.5-6.10	legislation change
Conduct matters involving allegations of discrimination	operational	x		x	x		6.11	clarification
Conduct matters relating to people who no longer work for the police	operational	x			x		6.12	clarification
Section 7: Death or serious injury matters								
Definition of a DSI matter	key	x		x	x	x	text box p49	clarification
Recording a DSI matter	operational	x			x		7.3	clarification
Section 8: Referrals								
Matters that must be referred to the IPCC including definitions of mandatory referral criteria and call in	operational	x		x	x		8.3-8.21	clarification
Deadlines for referral	operational	x		x	x		8.22-8.24	clarification
Voluntary referrals	operational	x			x		8.25-8.26	clarification
Referral of complaints about direction and control	operational	x			x		8.27	legislation change
Notification of referral	operational	x			x		Text boxes p57	clarification

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Determining whether and how a matter should be investigated	operational	x			x		8.28-8.29	clarification
Section 9: Investigations								
Purpose of an investigation	operational	x			x		9.2	clarification
Appointment of a person to carry out the investigation	operational	x			x		9.3-9.6	clarification
Terms of reference	operational	x			x		9.7-9.9	clarification
Keeping an audit trail	operational	x			x		9.10-9.13	clarification
The scope of the investigation	operational	x			x		9.14-9.23	clarification
Death or serious injury matters turning into conduct matters	operational	x			x		9.24-9.28	clarification
Special requirements	operational	x			x		9.29-9.34	clarification
Severity assessments	operational	x			x		9.35-9.38	clarification
Notices of investigation	operational	x			x		9.39	clarification
Representations to the investigator	operational	x			x		9.40	clarification
Interviews	operational	x			x		9.41-9.47	clarification
Power to suspend an investigation or other procedure	operational	x			x		9.48-9.56	clarification
Resumption of a complaint after criminal proceedings	operational	x			x		9.57-9.59	clarification
Suspension of officers and special constables	operational	x			x		9.60	clarification
Providing information / communication	operational	x			x		9.61-9.68	clarification
Section 10: Discontinuances								
When can an investigation be discontinued by the appropriate authority?	operational	x			x		text box p77	legislation change
When the IPCC's permission needs to be obtained	operational	x			x		10.2-10.3	legislation change
Requirement to obtain representations from the complainant	operational	x			x		10.4	legislation change
Grounds for discontinuance	operational	x			x		10.5-10.15	clarification
Notification	operational	x			x		text box p82	clarification
Action to be taken following a discontinuance	operational	x			x		10-16- 10.17	legislation change

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		PSD	All officers /staff	Force complaint handlers	LPB complaint handlers	LPB oversight		
Appeal against the decision to discontinue	operational	x			x		10.18	legislation change
Section 11: Concluding the investigation								
The investigation report including content, conclusions and upholding a complaint	operational	x			x		11.2-11.29	clarification
Criticism	operational	x			x		11.30-11.31	clarification
Who receives the report?	operational	x			x		text box p90	clarification
What does the IPCC expect the appropriate authority to do with the report?	operational	x			x		11.32-11.33	clarification
Death or serious injury investigation outcomes	operational	x			x		11.37-11.39	clarification
Publication	operational	x			x		11.40	clarification
Section 12: Action after the investigation								
Communication with the complainant and interested persons after the conclusion of the investigation	operational	x			x		12.3-12.9	clarification
Apologies	operational	x			x		12.10-12.14	clarification
Outcomes for individuals including allegations involving discrimination, special case procedures, unsatisfactory performance procedures, public hearings and criminal proceedings	operational	x			x		12.15-12.43	clarification
Learning lessons	operational	x			x		12.44-12.58	clarification
Inquest proceedings	operational	x			x		12.59-12.62	clarification
Section 13: Appeals								
Principles of appeal handling	key	x	x	x	x	x	13.2-13.10	legislation change

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Who considers the appeal?	key	x	x	x	x	x	13.11- 13.17	legislation change
Appeals to the chief officer including delegation and notification	key	x			x	x	13.18- 13.28	legislation change
Appeals to the IPCC	operational	x			x	x	13.29- 13.30	clarification
Appeal validity	operational	x			x	x	13.31- 13.41	new
Appeals against a failure to notify or record a complaint	operational	x			x		13.42	clarification
Appeals against the decision to disapply	operational	x			x	x	13.43- 13.60	legislation change
Appeals against the outcome of local resolution or the outcome of a complaint handled otherwise than in accordance with Schedule 3 PRA 2002	operational	x			x	x	13.61- 13.67	legislation change
Appeals against the decision to discontinue	operational	x			x	x	13.68- 13.79	legislation change
Appeals against investigation	operational	x			x	x	13.80- 13.106	legislation change
Section 14: Data collection and monitoring								
Responsibilities of the chief officer	key	x			x	x	14.5-14.8	clarification
Responsibilities of the local policing body	key				x		14.9-14.12	clarification
The police complaints system performance framework	operational				x		14.13- 14.16	clarification