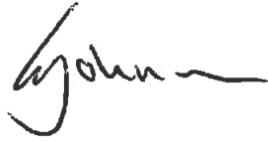




**OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR WEST YORKSHIRE**

**Record of Decision made by the Police and Crime Commissioner**

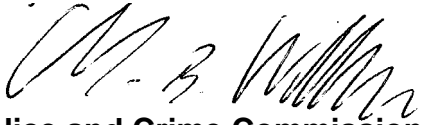
<b>Title/Subject:</b> Casework and Complaints - revised policies, contact form and website
<b>Serial No:</b> DP0129
<p><b>Summary:</b></p> <ol style="list-style-type: none"> <li>1. Unreasonable behaviour policy updated (to replace the Unreasonable Behaviour and Persistent Complainers policy)</li> <li>2. Enquiries and Complaints form – new form includes a contact form and updated complaint policy (to replace the former separate Putting Things Right form and now out of date complaints policy)</li> <li>3. Casework page – new page for website</li> </ol>
<p><b>Requested Decision:</b></p> <p>To agree the forms, policies and web page prior to making public</p>

<b>Implications</b>	<b>Details / Comments</b>	<b>Officer Sign Off</b>
Financial		<p>Treasurer</p> 
		<p>Deputy Police &amp; Crime Commissioner</p> 
		<p>Interim Chief Executive</p> 

**Police and Crime Commissioner Decision:**

Agreed

**Signature:**



**Title: Police and Crime Commissioner for West Yorkshire**

**Date: 11<sup>th</sup> June 2020**