DORSET POLICE

Job Description

Date:	July 2025
Job Title:	**Alliance PSD Complaints Handler/Investigator (Investigations)**
Post Number:	DP5616
Division/Department/Section:	Alliance Professional Standards Department
Line Manager:	Complaints Assessment Sgt

1. PURPOSE

The purpose of the role is to enable Dorset and Devon and Cornwall Police to comply with the complaints handling and investigative requirements introduced on the 1st February 2020. This role will be responsible for the resolution of the majority of public complaints dealt with by the Professional Standards Department where the 'special requirements' are not met.

The postholder will be expected to:

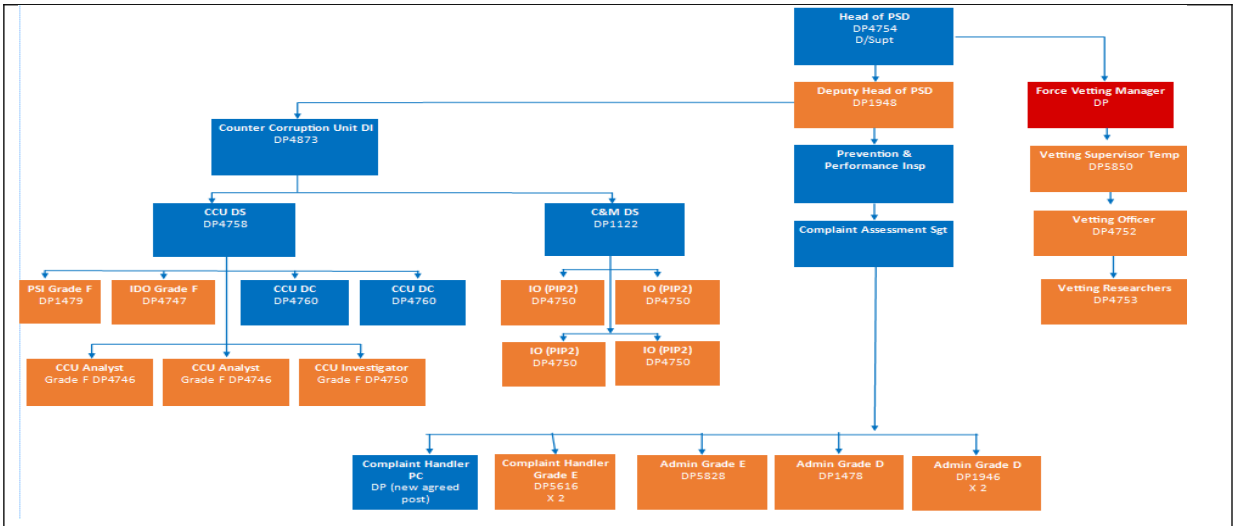
(a) Review and resolve public complaints, by engaging with complainants to identify reasonable and proportionate investigative steps to resolve the complaint.

(b) Obtain relevant information or evidence by seeking accounts from officers, staff or witnesses. Researching force systems, legislation, policy and procedures and if needed securing and assessing BWV or CCTV.

(c) Maintain accurate records, relevant decisions and rationales for complaints handled or investigated and conclusions reached and provide accurate relevant information to the complainant, relevant appeal body (IOPC or OPCC) and other interested parties.

(d) Highlight areas for improvement regarding individual or organisational practices and procedures.

2. POSITION IN THE ORGANISATION



2.b Roles that work directly for this post.

None

3. MAIN RESPONSIBILITIES

What is the post responsible for? (INPUT)	With what results? (OUTPUT)
To undertake reasonable and proportionate investigative work and enquiries in respect of complaints against police. To identify and make enquiries as required to appropriately 'handle' complaints inside and outside of Schedule 3 of the police reform act 2002 (PRA). This can include both 'other than by way of investigation' and also formal local investigation where the 'special requirements' are not satisfied.	Where matters are dealt with outside of Schedule 3 of the PRA 2002 or inside Schedule 3 but 'other than by way of investigation' to make a determination as to the appropriate outcome of a case. Where it is subject of a local investigation to provide the Determining Officer with necessary evidence, information and advice within specified deadlines and to the standards required to assist in the effective consideration of the case.
To obtain clear and concise witness accounts, identify and pursue lines of enquiry and obtain/collate all relevant evidence from various sources both within and outside the Police Force.	Ensures all relevant material is collated and co-ordinated to a high standard and within the strict timescales applicable.
To provide complaints handling and investigation reports or records for submission to the Determining Officer.	Ensures full briefings and supporting materials for those having to make decisions re formal complaint proceedings or outcomes.
To notify the Determining Officer of concerns about individual and organisational practices, procedures and themes. To also identify and highlight exemplary individual and organisational practice.	To ensure both poor and exemplary procedures are highlighted. Maintains, builds and regains confidence in Dorset & Devon and Cornwall Police.

3. MAIN RESPONSIBILITIES

What is the post responsible for? (INPUT)	With what results? (OUTPUT)
To ensure that appropriate and detailed information concerning investigations is provided to the complainant, officers subject to enquiry, and other relevant parties, being mindful of the needs of both the forces and the individuals involved. Take into consideration the specific duties under the DPA 2018 and the 'harm' test within the relevant complaints and conduct regulations and PRA.	Ensures complaints are properly progressed, finalised and understood by all interested parties. To maintain, build and regain confidence/trust in Dorset & Devon and Cornwall Police.
To liaise with the relevant review body as required regarding the provision of information and evidence in the event of requests for outcomes of complaints to be formally reviewed in line with the requirements of Schedule 3 PRA.	To ensure prompt response to requests for evidence/information relating to reviews being conducted by the IOPC and OPCC.
To communicate with complainants utilising a variety of means including telephone, video conferencing, email and letter. Managing the expectations of, at times, angry and abusive individuals. Identifying and dealing with persons with complex needs and specific communications requirements.	The complaint handling/investigation is in line with the specific concerns raised by the complainant to ensure that complainants are satisfied or understand the outcome.
Maintain records of complaints and steps taken to resolve them on suitable systems within Professional Standards.	To ensure that a fully auditable record of enquiries made and contact with complainants and other interested parties is available.
To assist in the administration of cases at Public Misconduct Hearings.	To ensure that Misconduct Hearings are effectively administered
This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues.	Completion of duties to meet the needs of the Police Service.

4. CONTACTS

Five main contacts, internal or external (other than Manager), which the post-holder regularly deals with in the course of their work.

1.	Complainants
2.	Police Officers and Police Staff of any rank/level.
3.	Witnesses

4.	Independent Office for Police Conduct
5.	OPCC

5. SPECIAL CONDITIONS/ADDITIONAL INFORMATION

List any special arrangements surrounding the job e.g., 24 hr responsibility, on-call time, and weekend work in this section.

1) The **Force Values** together with the **Police Staff Standards of Professional Behaviour** are non-negotiable standards that all Dorset Police staff must abide by. Loyalty to these Values and Ethics are a requirement for membership into Dorset Police.

6. HEALTH & SAFETY TRAINING

Are there any specific health and safety training requirements for this role which need to be considered prior to or post appointment? [Manager should read appropriate Risk Assessments and identify training required, e.g., manual handling training, VDU assessment, Control of Substances Hazardous to Health (COSHH) etc]

Your line manager has the responsibility to refer to the risk assessments appropriate to your role to identify any additional health and safety training required e.g., manual handling training, VDU assessment, Control of Substances Hazardous to Health (COSHH) etc.

You are advised to read the Force's Health and Safety policy which will give a more in-depth description of your full Health and Safety responsibilities.

7. HEALTH MONITORING

Are there any Health Monitoring requirements specific to this post which will be considered prior to appointment/job offer?

N/A

8. MEDICAL ASSESSMENT

Is a pre-employment medical assessment required? Contact Resourcing if unknown.

Pre-employment medical required due to working with Disturbing Evidence of Disturbing Circumstances.

9. CVF LEVEL

Level 1.

10. VETTING

Certain designated posts require enhanced vetting in line with the Force Vetting Policy. Details of such specified below e.g., 'this post is subject to standard recruitment vetting' or 'this post is subject to higher level vetting'. Vetting

clearance will need to be obtained prior to appointment of a candidate.
MV level.

11. TERMS OF APPOINTMENT
The salary will be within **Grade E.** (please refer to current Police Staff Pay Scales for the salary range details). There is a flexitime system in operation within this department.

12. PERSON SPECIFICATION

<u>Essential Criteria</u>

<u>Essential</u> Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.

Criteria to be measured	**Competencies Required**
Criteria A	Excellent investigative and decision-making skills.
Criteria B	Excellent level of interpersonal and communication skills (written and oral) in order to deal with internal and external contacts efficiently and confidently.
Criteria C	Ability to work under own initiative and to meet deadlines.
Criteria D	Experience of working in a confidential environment.
Criteria E	Must have exemplary integrity and discretion due to the confidential nature of the role.
Criteria F	Training or experience of report writing/record keeping.

<u>Desirable Criteria (if applicable)</u>

<u>Desirable</u> Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.

Criteria to be measured	**Competencies Required**
Criteria G	A good knowledge of Police systems such as Niche/Unifi, Storm, Force wide and BWV.
Criteria H	Previous experience of working within policing.