
STATUTORY INSTRUMENTS

2023 No. 624

The Service Police (Complaints etc.) Regulations 2023

PART 3

Complaints etc.

CHAPTER 5

Investigations and Subsequent Proceedings etc.

Manner in which duties to keep the complainant and interested person informed are to be performed

79.—(1) For the purposes of regulations 77(7) and 78(12), the provisions of this regulation specify the manner in which the duties imposed on the Commissioner and the appropriate authority by those regulations are to be performed.

(2) The Commissioner or appropriate authority (as the case may be) must inform the complainant or interested person of—

- (a) the progress of the handling of the complaint, recordable conduct matter or DSI matter and any of the matters mentioned in regulation 77(5)(d) or 78(10)(d) promptly and in any event—
 - (i) if there has been no previous notification, within four weeks of the start of the handling of the complaint, proceedings or procedures; and
 - (ii) in any other case, within four weeks of the previous notification;
- (b) the following matters—
 - (i) the outcome of the handling of the complaint, recordable conduct matter or DSI matter;
 - (ii) the matter mentioned in regulation 77(5)(e) or 78(10)(e); and
 - (iii) the matters mentioned in regulation 77(5)(f) or 78(10)(f),

promptly and in any event within five working days of the outcome (and, where applicable, the bringing of the appeal).

(3) The information required by paragraph (2) must be given in writing, unless, in the case of a complaint, the complaint—

- (a) was made otherwise than in writing; and
- (b) is being handled otherwise than in accordance with this Part.

(4) The appropriate authority must inform the complainant in writing of—

- (a) any right to apply for a review conferred on the complainant by regulation 18 or 64; and
- (b) the matters mentioned in regulation 77(5)(c) or 78(10)(c),

promptly and in any event within five working days of the outcome of the handling of the complaint.

Changes to legislation: There are currently no known outstanding effects for the The Service
Police (Complaints etc.) Regulations 2023, Section 79. (See end of Document for details)

(5) In performing the duties imposed by regulation 77(1), (2) and (4), and 78(6), (7) and (9), the Commissioner or appropriate authority (as the case may be) must determine whether it is appropriate to offer, or grant a request for, a meeting with a complainant or interested person.

(6) As soon as practicable after any such meeting, the Commissioner or appropriate authority (as the case may be) must send the complainant or interested person a written record of the meeting and an account of how any concerns of that person will be addressed.

Commencement Information

II Reg. 79 in force at 19.6.2023, see [reg. 1\(1\)](#)

Changes to legislation:

There are currently no known outstanding effects for the The Service Police (Complaints etc.) Regulations 2023, Section 79.