APACCE

Association of Policing and Crime Chief Executives

Independent Panel Members (IPMs)

Police Misconduct Hearings and Police Appeals Tribunals Handbook

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About this Handbook

This Handbook is provided in order to support the work of Police and Crime Commissioners (PCC) and Independent Panel Members (IPM) for police misconduct hearings. The Handbook provides advice and guidance. It is **advisory only**, and in some local policing body areas there may be local differences in the way IPM arrangements are managed. For advice on this, IPMs should refer to their local policing body.

The Handbook supports the work of PCC's, Police, Fire and Crime Commissioners (PFCC), Mayoral Responsibilities for Policing, and IPMs in delivering statutory obligations in relation to police misconduct and appeals tribunal hearings. It reflects the statutory changes implemented from 7 May 2024, including composition of panels, and responsibilities placed on the Local Policing Body (LPB). This guidance also provides a reference to where regulations and directives may be found.
This Handbook should be read in conjunction with the relevant legislation and guidance below.

Relevant Legislation

The Police (Conduct) (Amendment) Regulations 2024
The Police (Conduct) Regulations 2020
Police Appeals Tribunals Rules 2020
Police (Complaints and Misconduct) Regulations 2020
Criminal Justice Bill (Amendments to Police Appeals Tribunals Rules 2020) 2024 **TBC**

Relevant Guidance

Home Office Conduct, Efficiency and Effectiveness: Statutory Guidance on Professional Standards, Performance and Integrity in Policing 2020
College of Policing Guidance on Outcomes in Police Misconduct Proceedings
Home Office Interim Guidance on Police Misconduct Proceedings 2024 **TBC**

Definitions of Terms

Chief Executive	The Chief Executive, Head of Service or equivalent, of the Local Policing Body
IPM	Independent Panel Members are defined as a "lay member" under 10(aa) of Schedule 6 to the Police Act 1996. This includes that an individual is not, and has never been, a member of a police force or special constable, civilian police staff member or staff member of a Local Policing Body (Part 1 of the Police Reform and Social Responsibility Act 2011 (see section 102(3) and (5) of that Act).
LPB	Local Policing Body – the elected policing authority and those under their control.
LQP	Legally Qualified Person, appointed to provide legal advice and guidance to the hearing panel.
PSD	Professional Standards Department / Unit (PSD/PSU)
AA	Appropriate Authority

Regulations	This generally refers to the relevant secondary legislation. Primary legislation and guidance are not covered under this term but are applicable as part of the wider disciplinary framework.

1. Background

1.1 Police officers are not employees, but appointments of the Crown, therefore, they are subject to police regulations, police standards of professional behaviour (PSPB) and the Code of Ethics. The College of Policing states:

1.2 The purpose of the police misconduct regime is threefold:[1]

- To maintain public confidence in, and the reputation of the police service,
- To uphold high standards and deter misconduct, and
- To protect the public.

And provides:

- For a police officer a fair opportunity to make their case, having considered the investigation report, including supporting documents, and to put forward any factors in mitigation (in addition to the submission which must be sent in advance to the person(s) conducting or chairing the meeting/hearing for their consideration).

- The opportunity of a panel to decide if the conduct of the police officer fell below the standards set out in the PSPB based on the balance of probabilities and having regard to all of the evidence and circumstances.

- For the panel to consider the appropriate outcome and where necessary sanctions with consideration to any antecedents, live written warnings or final written warnings (and any previous disciplinary outcomes that have not expired and any early admission of the conduct by the police officer).

2. Panel Compositions

2.1. For misconduct hearings commenced after 7 May 2024, panels will consist of three persons: The Chair (Chief Constable or delegated senior person)[2], an IPM with relevant experience, and a second IPM. There is no difference between the two IPMs in terms of responsibility or payments. There is also the appointment of a non-decision making Legally Qualified Person (LQP), sometimes referred to as a Legally Qualified Advisor (LQA) to provide guidance to the panel.

[1] Guidance on Outcomes in Police Misconduct Proceedings 2022, 2.3 Police Misconduct Proceedings https://assets.production.copweb.aws.college.police.uk/s3fs-public/2022-08/Guidance-on-outcomes-in-police-misconduct-proceedings.pdf

[2] The Police (Conduct) (Amendment) Regulations 2024, Regulation 3 (4B) (a) a senior officer (ACC and above); (b) a former senior officer, who last served as a senior officer no more than five years, a police staff member who, in the opinion of the chief officer of police, is of at least a similar level of seniority to a senior officer.

2.2. For those hearings that were formed prior to 7 May 2024, until the end of the transition period, they will consist of a Legally Qualified Chair (LQC), a police officer of at least Superintendent rank and an IPM.[3]

2.3. In relation to a Police Appeals Tribunal, the panel when formed, consists of a Chair drawn from a list appointed by the Home Secretary, a senior officer and above, and an IPM. The role of the IPM remains the same as if it was also under the misconduct hearing process and does not require 'relevant experience'.

3. Roles and Responsibilities of the Independent Panel Member (IPM)

3.1. An IPM, is a non-policing practitioner, a lay member, who forms part of the hearing panel to consider evidence, and to participate fully in discussions and relevant sanctions.

3.2. Some of the key IPM responsibilities include:

- attending and participating effectively in misconduct hearings as required.
- preparing for hearings by considering in advance relevant papers, reports and background information.
- there is no requirement for IPMs to contribute to the report writing.
- constructively challenging accepted facts and views in these hearings where appropriate.
- attending training offered that is relevant to the role and taking a proactive approach to considering what additional development would be appropriate.
- maintaining high standards of professional conduct and ethics.

4. Independent Panel Member Criteria

4.1. The qualities required of IPMs include strong analytical abilities, in order to properly evaluate evidence, and to provide a non-practitioner perspective. In addition, self-confidence is essential to bring the required level of independence to the process and engage constructively with the Chair and other panel members.

4.2. When IPMs are appointed to sit on a Hearing, at least one of the two will have experience of leadership or professional regulations, tribunals, or other legal processes, and of working with disciplinary procedures across the private, public and voluntary sector.

4.3. Other attributes include the ability to take a balanced, open minded and objective approach to the issues and to reach evidence-based decisions that are robust and will withstand challenge, and the ability to clearly and cogently articulate views, while being receptive to other people's opinions. Members will have high standards of conduct and ethics and a commitment to fairness and equality. They must be committed to the process and be willing to set aside sufficient time to prepare for and attend hearings.

[3] As outlined under the Police (Conduct) Regulations 2020

5. Appointments

5.1. Each Local Policing Body (LPB) is responsible for maintaining and administering a list of persons to be appointed as IPMs. By signing the contract of appointment, a clause therein should outline the requirement for confidentiality and non-disclosure where necessary.

5.2. Most LPBs collectively decided to maintain lists on a regional basis, with IPMs required to be able to cover any force area within that region.

5.3. Individual IPMs are able to sit on the lists for more than one policing region, applying to each appropriate relevant body.

5.4. Appointments as IPMs are to a specific LPB and are recommended to last for a duration of five years, with the possibility of a second term. Each LPB may consider further terms or lengths as approved locally.

5.5. The independence and impartiality of an IPM is a fundamental requirement and IPMs must immediately inform the relevant Chief Executive, Head of Service or equivalent, of the appointing LPB if there is any change in their circumstances. The following are considered matters that affect their eligibility to continue as an IPM.

5.6. Exclusions from sitting as an IPM are intended to demonstrate independence in the capacity of a lay member which specifies a person who is not, and has never been—

(i) a member of a police force or a special constable,
(ii) a member of the civilian staff of a police force, including the metropolitan police force, within the meaning of Part 1 of the Police Reform and Social Responsibility Act 2011 (see section 102(4) and (6) of that Act),
(iii) a person employed by the Common Council of the City of London in its capacity as police authority who is under the direction and control of the Commissioner of Police for the City of London,
(iv) a police and crime commissioner,
(iv) a member of staff of a police and crime commissioner, or of the Mayor's Office for Policing and Crime, within the meaning of Part 1 of the Police Reform and Social Responsibility Act 2011 (see section 102(3) and (5) of that Act),
(v) a constable within the meaning of Part 1 of the Police and Fire Reform (Scotland) Act 2012 (2012 asp 8) (see section 99 of that Act),
(vi) a member of the Police Service of Northern Ireland or the Police Service of Northern Ireland Reserve,
(vii) a member of the British Transport Police Force or a special constable appointed under section 25 of the Railways and Transport Safety Act 2003,
(viii) an employee of the British Transport Police Authority appointed under section 27 of the Railways and Transport Safety Act 2003,

(x) a member of the Ministry of Defence Police,
(xi) a person (other than a member of the Ministry of Defence Police) who is under the direction and control of the chief constable for the Ministry of Defence Police,
(xii) a member of the Civil Nuclear Constabulary, or
(xiii) an employee of the Civil Nuclear Police Authority appointed under paragraph 6 of Schedule 10 to the Energy Act 2004,

5.7. To maintain confidence in the process, the LPBs will not normally appoint someone with unspent criminal convictions (with the exception of fixed penalties). Each case will be considered on its merits. IPMs appointed must immediately notify the Chief Executive of the appointing LPB or region if they are reported, arrested for, or charged with a criminal offence.

5.8. The LPBs may also consider it to be inappropriate if there is perceived conflict of interest through relationships (e.g. family or close friends) with a Police and Crime Commissioner or officer of any of the LPBs or a police officer or member of police staff or special constable. IPMs are required to declare any such relationships at any time during their term of appointment. IPMs must immediately notify the Chief Executive of any subsequent relationships that may give rise to a perceived conflict of interest with their role as an IPM.

5.9. Opportunities to join LPB IPM lists will be advertised on the individual or regional website, force websites, as well as through appropriate social media sites.

5.10. LPBs should pay particular attention to ensuring, where possible that the pool of IPMs available is as diverse as possible to reflect the diversity of communities that the police serve.

6. Selection of an Independent Panel Member for a Misconduct Case

6.1 Legislation requires that IPMs are “selected on a fair and transparent basis”.[4] The agreed method of selecting an IPM is the use of a ‘cab rank’ system. All LPBs should, as a matter of good practice, publish their selection policy. However, it is likely to include the following:

- On establishing the need to hold a misconduct hearing, the force’s Professional Standards Department will request two IPMs to be appointed to a panel, at least one of them must have “relevant” experience (IPM 2) as indicated in legislation and another appointed as an IPM (IPM 1).

- For the purposes of appointments, each LPB should maintain a list identifying IPMs who can sit in the capacity as IPM 1 and IPM 2. All IPMs may be appointed to IPM 1. Other than the requirement for “relevant experience” there is no difference in status or remuneration.

[4] The Police (Conduct) (Amendment) Regulations 2024, 3 (3).

- The Panel composition must always include a minimum of one IPM 2. For example, a Panel may sit with two IPM 2s but can only ever have one IPM 1. This is because at least one IPM must have 'relevant experience'.

- The IPM is contacted by the local policing body and told that a hearing is necessary, sharing with the IPM as many details about the case as possible (e.g. dates when it must be heard by, estimate of length of the case etc). This information will already have been gathered by PSDs as it is currently.

- The IPM considers their availability and accepts or declines the request. The response from the IPM should be received as soon as possible and within 3 working days (i.e. IPMs are given reasonable time to check their availability, but delays to the process must be avoided, hence the 3 working days turn around on confirmation of IPM availability).

- If the IPM is available, then they are formally appointed in accordance with Regulation 28 of the Police (Conduct) Regulations 2020 (as amended).

- If the IPM is not available, then they remain at the top of the list to be selected for the next hearing. The LPB then engages the next IPM on the list, until one is appointed.

- Where a LPB is unable to appoint from their list, they may seek assistance from another LPB or region. In such circumstances, the running order of the cab rank for the LPB's list of IPMs is not affected, and such appointments are outside of the cab rank appointing system.

7. Code of Conduct

7.1 Although not holders of public office as such, IPMs will be expected to abide by the Seven Principles of Standards in Public Life (The Nolan Principles)[5]. As such, the seven principles of conduct underpin the work of the local policing body and are used as the basis of the ethical standards expected of public office holders. When carrying out misconduct proceedings, panel members must not:

- Bring the LPB into disrepute
- Use the position improperly to advantage themselves, family or friends
- Disclose confidential information
- Breaches of the Code of Conduct may lead to suspension or removal from the list of panel members.

7.2 Panel members must be committed to:

- Treating everyone with respect
- Upholding human rights
- Promoting equality of opportunity

[5] The Seven Principles of Public Life - GOV.UK

- Eliminating unlawful discrimination.

7.3 The Seven Principles of Standards in Public Life (The Nolan Principles) are:

Selflessness: Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.

Integrity: Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity: In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership: Holders of public office should promote and support these principles by leadership and example.

8. Impartiality

8.1. Fairness and impartiality are the cornerstones of procedural justice and important for the achievement of legitimacy.

8.2. As an IPM, individuals must show impartiality throughout all their dealings with colleagues, the officer, their representatives and representatives of PSD or counsel.

8.3. This is achieved by being unprejudiced, fair and objective. IPMs must consider different sides of a situation and ensure that each side is given equal consideration. IPMs must not favour one person or another and must not allow personal feelings, beliefs, or opinions to unfairly influence their actions in any situation thereby ensuring their decisions are clear and evidence based.

8.4. IPM’s must comply with the conflict of interest provision detailed in the Conduct Amendment Regulations 2024, which places responsibility on in individuals not

to act in a regulated position when doing so would give rise, or could reasonably be considered to give rise, to a conflict of interest.

9. Confidentiality

9.1. Confidentiality is an essential element to ensure that the information contained within the hearing bundle and any related correspondence is retained secure. The relevant PSD or LPB will liaise with the IPM as to how the information will be provided (i.e. electronically or physically). It is incumbent upon the IPM to ensure that this information is not lost, stolen or disclosed to others. The duty of confidentiality will also be detailed in the contract of appointment.

9.2. Should the IPM discover that such information is lost or stolen this should be reported immediately to the appropriate contact within the appointing LPB. The IPM will need to provide them with full details of what has happened. The relevant Data Protection Officer, of the force or LPB will be consulted to assess the risk and requirement of notification to the ICO within 72 hours. The LPB will then advise the IPM of the next steps.

9.3. During the course of their role, the IPM may acquire considerable personal information about persons connected with police misconduct proceedings. That information must be protected against improper or unnecessary disclosure. The IPM should be aware that improper disclosure of information acquired during the role of IPM may attract civil or criminal proceedings.

9.4. Additionally, unauthorised disclosure of facts concerning police operations or security may constitute an offence under the Official Secrets Act 1911 and 1989, the Data Protection Act 2018, Section 170, including the General Data Protection Regulation (UK GDPR) and the Computer Misuse Act 1990.

9.5. At the end of a hearing, the IPM should not retain any physical papers as these should be handed back to the relevant PSD officers on the final day of the hearing. If, however, further discussions or deliberations are due to take place, the papers should be returned at the earliest opportunity by the most secure method. Where papers are provided electronically via a portal, the IPMs access will be removed. If they are provided electronically, then the IPM should delete all records and send a confirmation email to the relevant LPB/PSD to confirm that deletion has taken place.

10. Fees and Expenses

Fees

10.1 The nationally recommended rate of pay for an IPM is set at £357 per day for a full day (4+ hours, excluding meals breaks) and £178.50 per half day (under 4 hours).

10.2 These rates are payable for days when IPMs are sitting on relevant panels and hearings. They are not applicable for preparation work as this is covered separately in 10.4.

10.3 It is recognised that a sitting of less than 4 hours, and when taking travelling time into account on the same day, may cause an IPM to give up a whole day for a half day's session. IPMs may claim for a full day's sitting where the sitting is less than 4 hours (excluding meal breaks) and where hearing time and travel on the same day as the hearing together total over 7 hours.

10.4 A fee may be claimed at the rate of £25 for each hour necessarily spent in preparatory work for up to four hours work. Further approval must be obtained from the Chief Executive of the LPB where this may require longer consideration.

10.5 Where a hearing runs late, but not into a further day, then a long sitting allowance may be claimed. The long sitting allowance may be claimed where the length of a tribunal sitting exceeds 7 hours (excluding meal breaks). The allowance payable is 1/6 of the normal daily rate for each hour, or part thereof, in excess of 7 hours.

10.6 IPMs attending in-person training will be able to claim, where agreed by the LPB that the IPM is appointed to, the current full day rate to cover attendance at training days. This approach recognises the time commitment in attending, but also recognises the value of the training IPMs will receive as part of their continuous professional development. IPMs would also be able to claim travel expenses outlined under "Travel Expenses" of this handbook.

10.7 If a training course is held online, the half day rate may be paid, if the course lasts 4 hours or less.

Cancellations

10.8 Whilst every effort will be made not to cancel Misconduct Hearings, there may be occasions when this is unavoidable.

10.9 LPBs recognise that IPMs may have declined other work in order to participate at a hearing and have adopted the following approach to paying for cancelled days.

10.10 If a hearing is cancelled over two weeks in advance of the proposed date there will be no payment made, but the IPM's name will, with their agreement, be put back at the top of the regional list of available IPMs.

10.11 Where a hearing is cancelled 7-14 days prior to the commencement date the current half day rate will be payable for each of the days the hearing was expected to last, up to a maximum of five days.

10.12 Where less than seven days' notice is given, the full day rate will be payable for each of the days the hearing was expected to last, up to a maximum of five days.

10.13 Cancellations without good reason by IPMs, especially if made to undertake other paid work, may result in an IPM being removed from a regional list following discussions with the local Chief Executive. For the avoidance of doubt, cancellation due to an existing professional commitment "overrunning" will be regarded as being with good reason.

Hearing Length

10.14 It is not possible to accurately predict the length of time required to hear a case, however, an estimate will be made at the tie of appointment.

10.15 If a case does not take as long as estimated, the LPB Chief Executive has discretion to authorise payment in respect of the "over-estimated" days at the current half day rate for each of those days, up to a maximum of five days. The expectation is that the local Chief Executive will exercise their discretion in favour of authorising such payment. If the Chief Executive does not, full reasons will be provided to the IPM.

Travel Expenses

10.16 Where public transport costs are incurred at the standard rate, these will be reimbursed in full on providing the relevant receipts.

10.17 Mileage will be reimbursed for mileage incurred travelling to and from any venue in relation to the work being undertaken. Mileage will be reimbursed at the HMRC vehicle rate, currently 45p per mile.

10.18 The vehicle, for which mileage is being claimed must be taxed, have appropriate insurance for business use and a valid MOT certificate (where applicable) at the time the journeys were made. Evidence of this may be requested for audit purposes.

10.19 Costs incurred for rail travel will be reimbursed at the standard rate and upon production of the ticket/receipt. Any costs incurred for first class rail travel will not be reimbursed.

10.20 All claims for travel expenses must include a completed claim form from the relevant Local Policing Body, including a signed declaration that they were incurred in the performance of approved duties and that this expenditure has not been claimed from any other body in respect of the same duties.

10.21 Travelling allowances are designed to meet expenses incurred and are in no sense a form of remuneration. Please note that no liability can be accepted in the event of any accident, damage, injury or death whilst travelling.

10.22 There is no provision for payment of travelling time, save for the circumstances set out in paragraph 10.3 above.

Accommodation and subsistence

10.23 Wherever possible hearings will be timed to avoid the necessity for overnight stays. If a hearing runs to two or more days, then IPM may, if travel to the hearing venue is likely to take more than one hour one-way (i.e. 2 hours return trip) claim reimbursement for the cost of overnight accommodation up to a maximum of **£126 per night**[6]. Where local rates may exceed this figure, it should be agreed in advance with the LPB, who may also be able to book accommodation at a more favourable rate. This rate is made up as follows:

10.22.1 Accommodation up to a limit of **£100** per night**.**

10.22.2 Plus, a flat rate allowance of **£26**. This allowance is intended to cover dinner and local travel (for example between hotel and the hearing venue) and to cover miscellaneous expenses. No additional amount is payable.

10.24 IPMs should arrive at the hearing sufficiently early and refreshed to prepare for the hearing and meeting other panel members. In cases where the IPM has a journey of more than two hours, the LPB may agree to meet the cost of overnight accommodation the night prior to the first day of the hearing.

10.25 Unless the IPM's travel from the hearing venue to their home is likely to take more than 2 hours one-way (i.e. 4 hours return trip) an overnight accommodation claim may not be made in respect of the final day of the hearing if a long sitting allowance has been claimed. Discretion will be given if the hearing is over multiple days as it may be more cost effective to stay.

Absence of more than 5 hours and less than 10 hours - **£4.25**

Absence of more than 10 hours - **£9.30**

This is a flat rate allowance which may be claimed whether the cost of meals was more, or less, than the actual amount of expenditure. It is not necessary for receipts to be provided. The allowance should not, of course, be claimed if a meal is provided free of charge.

Other Expenses

10.26 Postage and telephone calls etc necessarily dispensed in respect of the determination of the hearing may be claimed upon provision of documentary evidence. Where it is necessary for papers to be dispatched this should be done by registered post or special delivery to preserve the confidentiality of papers. Evidence of the cost should be provided with any claim.

Claiming Expenses

[6] It is accepted that in some areas accommodation will be more costly and a higher rate may be agreed locally with the LPB Chief Executive, Head of Service or equivalent, prior to expenditure being incurred.

10.27 All claims must be submitted on a completed claim form which must be signed. IPMs who wish to submit an invoice may include a copy of this with the completed claim form, but an invoice without a completed and signed claim form does not constitute an eligible claim.

10.28 VAT may be claimed by those IPMs registered for the purposes of VAT. In these cases, the VAT registration number should be shown on the completed claim form.

10.29 Upon appointing an IPM to a hearing, each Local Policing Body will inform the IPM of the local arrangements to be followed for the submission of a claim form/invoice.

11 Indemnity

11.1 Concerns have been raised about potential liabilities, or exposure to Judicial Review. The outcome of a misconduct hearing is based on a majority decision of the Panel, though there are certain technical decisions relating to the hearing process that are vested with the Chair.

11.2 The officer concerned may appeal to a Police Appeals Tribunal against the Panel's decision on finding and/or its outcome. Decisions of the Panel may be liable to challenge in the High Court by way of Judicial Review. If an application for Judicial Review is made, the Panel and/or the Chief Constable will be named as the Defendant in the proceedings.

11.3 Independent legal advice has been sought by a number of LPBs on this issue, in relation to indemnity for legally qualified chairs and IPMs acting under the 2020 Regulations. While they have been advised that there is no legal *necessity* for a PCC to indemnify LQCs or IPMs there could be a *desirability* argument put forward. In practice, it is unlikely that the indemnity will have to be called upon in Judicial Review proceedings because LQPs/Panels seldom, if ever, participate in such proceedings beyond filing an Acknowledgment of Service indicating that, as a Tribunal, they will not take part in the proceedings.

11.4 It was agreed that the following is an appropriate form of indemnity for LQCs, and it is considered that this indemnity remains suitable for LQPs and for IPMs, until such time as further national advice is provided to resolve the uncertainties around liability. PCCs are recommended to offer the following indemnity to IPMs:

"In respect of the case of …… which is to be held on ……., I (in my role as Police and Crime Commissioner) agree to indemnify you as the Independent Panel Member in respect of any liabilities arising (including reasonable costs in connection with responding to legal proceedings) for anything done or omitted to be done by you in the discharge of your functions unless, having received representations or submissions by or on your behalf, you are proved in a court of law or other tribunal with appropriate jurisdiction to have acted in bad faith. Furthermore, in the event of your being held to

have any liability for anything done or omitted to be done by another member of the Panel to which you have provided legal and procedural advice, I agree to indemnify you in full in respect of any such liability."

Unless the local policing body already is aware of the claim, the IPM will notify them of the claim as soon as practicable and, in any event, within 7 days of his/her having knowledge of the claim. Where the indemnity is offered, this will also cover a pre-hearing.

11.5 The PCCs have agreed that the indemnity set out in paragraph 11.4 above will be periodically reviewed.

12 Training & Development

12.1 All IPMs must be in receipt of training as deemed appropriate by the appointing LPBs on the relevant Police Regulations as well as other aspects of the role such an input of Equality, Diversity, and Inclusion.

12.2 Should there be changes in Regulations or if the LPB identifies further training needs for IPMs to facilitate an efficient discharge of their responsibilities, the LPBs will arrange suitable training to be delivered.

12.3 Fees and expenses arrangements for attendance at training events are dealt with in Section 10 of this handbook.

12.4 Training to consist of Regulations, Data Protection, Equality & Diversity, and role of the IPM.

13 Complaints

13.1 Whilst rare, there may be occasions when someone wishes to complain about the conduct or performance of an IPM. In the first instance it is hoped that any complaint can be resolved locally through an informal discussion between parties.

13.2 Where a complaint needs to be made about the conduct or performance of an IPM, it should be made to the LPB. All LPBs should, as a matter of good practice, publish their complaints policy. However, it is likely to include the following:

- In the first instance it is hoped that any complaint can be resolved locally through an informal discussion between parties.
- If, however, it is not possible (or appropriate) to resolve the matter informally, complaints should be made in writing and sent to the Chief Executive of the appointing LPB.
- The Chief Executive will acknowledge receipt of the complaint within two working days and will aim to respond within 20 working days.

- In the event a complaint is made against an IPM, they will be informed of the fact that a complaint has been made and given an opportunity to provide their account of events. To enable them to do so, they will be provided with the fullest information about the nature and extent of the complaint, including any statements provided to the Chief Executive in relation to the complaint.

- Dependent upon the nature of the complaint, the Chief Executive will seek to resolve the matter locally through informal discussion and providing, wherever possible, options such as additional support and training. Where necessary and appropriate, clear objectives for improvement will be set and reviewed by the Chief Executive.

- The procedure for dealing with complaints against IPM's will be determined locally and once complete IPMs will be advised by each Local Policing Body.

14. Suspension, Imposition of Conditions, and Termination

14.1 An IPM may be suspended from their appointment by the Chief Executive, Head of Service or equivalent, of the relevant LPB upon receiving a report of misconduct or poor performance from any party.

14.2 The Chief Executive after due consideration may determine:

- that the IPM should be subject to conditions for future hearings, where there are performance issues including but not limited to attending further training.

- terminate the appointment of the IPM. Before a decision to terminate is taken an opportunity shall be given to the IPM to make oral and/or written representations.

- An appeal against a decision to terminate appointment to the Panel shall be notified to the Chief Executive within 14 days of the date of decision and shall be heard by the local PCC or may be delegated to another LPB who is independent of the matter.

15. Reviews

15.1 With every hearing there will be identified learning or best practice which should be shared with the chair and all members of the Panel, and also with the IPM, LPB and PSD.

15.2 The ability to assess how an IPM has 'performed' during the process is important to ensure that LPBs or regions retain effective IPMs. This can be done in a variety of ways and we need to also allow them to feedback on the service they have received from the LPB and PSD involved. Some elements may include:

- The number of hearings that they have attended during a calendar year against the number of hearings that occurred within that force or region.

- Availability - should an IPM continually or habitually not be available then this does have an impact upon the Local Policing Body/Region and their ability to have hearings in a timely manner.

- Attendance at any provided training, continued failure to do so may negate them being able to preside over a hearing.

    - Constructive feedback on the case and identify any best practice or learning from the IPM, LPB, the officer concerned, or their representatives, PSD/Legal department.
    - Such a review would also allow LPBs when re-appointing IPMs to have something to provide formative feedback against.

Version Information	
Owners	APACCE Complaints Network: Andrea Gabbitas – West Mids OPCC Sally Fox – A&S OPCC David Morris – Staffordshire OPCC
Date to be reviewed	June 2026
Date last review completed	August 2024 V3.0
	September 2025 V3.1
	October 2025 V4.0