Direction and Control

DCI RC considers that issue may be direction and control. IO appointed

DMO undertakes research and ensures that all immediate investigative opportunities are captured. Contacts member of the public (MOP) within 14 days from initial receipt

Meeting with MOP, within 28 days from initial receipt, issues discussed, informed opinion of MOP noted

IO submits report confirming matter is a direction and control issue

DCI ensures no Sec 13 Complaint is contained within the issues raised by the MOP

DS/D set writes to MOP confirm matter has been dealt with as a direction and control issue, within 14 days from meeting with MOP

Prevention and Reduction Team review issues of Corporate learning

To relevant B/OGU to implement learning etc

MOP receives letter, considers appeal to IPCC if its considered a Sec 13 Complaint is within issues raised, 28 days to appeal from date of letter

CDS record ensures the following:
- Details of Direction and Control
- Details of MOP
- Outcome
- Complainant satisfaction
- Lessons to be learnt