Direction and Control

```
┌─────────────────────────────┐
│ DCI IIC considers that issue │
│ may be direction and control.│
│ IO appointed                 │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ DI/IO 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 12        │
│ Complaint is contained within│
│ the issues raised by the MOP │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ D/Supt writes to MOP confirm │
│ matter has been dealt with as│
│ a direction and control      │
│ issue, within 14 days from   │
│ meeting with MOP             │
└─────────────────────────────┘
```

┌──────────────────────┐   ┌──────────────────┐   ┌──────────────────────────────┐
│ Prevention and   │   │ To relevant B/OCU│   │ MOP receives letter, considers│
│ Reduction Team review│   │ to implement   │   │ appeal to IPCC if its   │
│ issues of Corporate │   │ learning etc   │   │ considered a Sec 12 Complaint │
│ learning   │   │   │   │ 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                           │
╰───────────────────────────────────────────────────╯
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10/10/2006

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