

Kelly's Story

Kelly contacted the Law Enforcement Conduct Commission (LECC) in writing. Kelly had prepared a summary of an incident that involved her daughter in 2014. The incident had been reported to the NSW Police Force and Family and Community Services but Kelly stated was not adequately resolved or dealt with. Kelly had since contacted a number of state and federal agencies to have the incident reviewed. Kelly had prepared a large amount of material for the LECC and had carefully studied the jurisdiction of the LECC.

Margaret, an Assessment Officer with the LECC, read the material and was immediately able to see that unfortunately, the LECC would be unable to assist or reach the outcome that Kelly requested. Kelly had previously made a report to both the Police Integrity Commission and the Police Compliance Branch of the Ombudsman; agencies that the LECC had replaced in July 2017. Margaret reviewed the complaints previously made to these agencies and determined that the matter had been appropriately dealt with and that Kelly had not provided the LECC with any new information regarding her complaint. Margaret also determined that Kelly's complaint had been received and considered by Police in 2014. For these reasons, Margaret determined that the LECC would be unable to take any further action regarding Kelly's complaint. Margaret understood that this would be disappointing for Kelly, as she had been working on this matter for some years and the LECC was another agency unable to assist.

Margaret carefully reviewed all the information available and discussed with the Assessments Team Leader whether there were any other options available to Kelly. Having determined the LECC could not assist, Margaret contacted Kelly by phone to talk through her complaint. They had a long conversation about what action Kelly had already taken and that the matter had already been considered by many agencies, including those the LECC replaced. Margaret explained that the information Kelly had provided would be kept on record but that no further action would be taken as the matter had already been considered by Police also. Kelly was distressed by this and explained to Margaret that she was feeling very distraught about the incident. Margaret discussed with Kelly the support options that were available to her and her daughter and provided the contact details for a counselling service. Kelly was very appreciative of this and acknowledged the LECC would not be taking any further action.

Margaret prepared a letter to Kelly summarising their phone call and reiterated the details for the support service. Margaret also recorded the information in the LECC's case management system and made a recommendation that no further action be taken but the matter be retained for information. This decision was endorsed by the Complaint Action Panel – an internal meeting consisting of the LECC Commissioners and other key staff which considers what action the LECC will take in regards to misconduct information received, taking into account the recommendations of the LECC Assessment Officers. The matter was therefore closed.