

# Avon and Somerset PCC Complaints Process Flow May 2024

**PCC** – Police and Crime Commissioner  
**OPCC** – Office of the Police and Crime Commissioner  
**COS** – Chief of Staff  
**Director of P&A** – Performance and Accountability  
**Snr S&A Mgr** – Senior Scrutiny & Assurance Manager  
**IOPC** – Independent Office for Police Conduct

