

# Standards and Compliant Unit (StaCU)

## Frequently Asked Questions

### **Why has the Standards and Compliance Unit been created (StaCU)?**

The Independent Review of Prevent made 34 recommendations on how Prevent could be improved. Recommendation 34 recommended a dedicated Standards and Compliance Unit, answerable to ministers, which would process and investigate complaints about Prevent.

### **What is the purpose of StaCU?**

StaCU will provide a clear and accessible route for the public and practitioners to raise concerns about the activity of Prevent. Under the direction of the Home Secretary or Home Office Ministers, StaCU can also conduct thorough investigations to assess complaints or concerns regarding Prevent delivery.

The Unit will fulfil a crucial oversight function of Prevent, analysing complaints data and then informing Ministers. We will also publish annual reports sharing details on numbers and types of complaints received by StaCU.

### **Who can make a complaint?**

Anyone can make a complaint to StaCU, including members of the public and Prevent practitioners. If you are a Prevent duty holder, you can report issues with how the Prevent programme is applied in your organisation.

### **How do I make a complaint?**

You will find the StaCU Complaints form and guidance on how to complete it here: [www.gov.uk/guidance/make-a-complaint-about-prevent](https://www.gov.uk/guidance/make-a-complaint-about-prevent)

The form will ask you for:

- contact details to allow us to follow up your complaint
- optional personal details to help us investigate your complaint further
- details of your complaint

### **Can I make a complaint on someone else's behalf?**

Yes.

### **What can I complain about?**

StaCU accepts any complaints about application of Prevent. Complaints, concerns or feedback could be about, but not limited to:

- Training received on Prevent
- Whether an organisation is upholding the Prevent Duty
- Prevent not being delivered by an individual or organisation within the ethos of the Independent Review of Prevent and as agreed by Ministers
- Inappropriate Prevent referrals, or missed opportunities to refer individuals

### **What happens when I make a complaint?**

You will receive an email acknowledging your complaint and including your unique reference number, which will be used in all future correspondence.

StaCU may ask if you would like to make a formal complaint to the relevant organisation. We will only do this if you agree. If you agree, StaCU will contact the organisation or put you in touch with them.

### **Can I complain about activities in Scotland, Wales and Northern Ireland?**

StaCU will accept complaints from Scotland and Wales. We are unable to accept complaints regarding Northern Ireland, as the Prevent Duty does not apply.

### **What powers do StaCU have?**

StaCU is a non-statutory body which provides a single accessible route for complaints about Prevent. Where appropriate, we will work closely with statutory bodies to investigate and respond to complaints.

## **Is StaCU independent of Prevent?**

Yes. The Prevent Standards and Compliance Unit has been established as a distinct entity within the independent Commission for Countering Extremism (CCE). The CCE is an Arms-Length Body of the Home Office and the Commissioner is a public appointee who provides independent advice, scrutiny and challenge on government's work to tackle extremism.

The Prevent Standards and Compliance Unit will be answerable to Ministers on the Prevent Oversight Board, as recommended by the Independent Review of Prevent.

## **Who should I contact if I have a question about StaCU?**

Please reach out by email: [stacu@counteringextremism.gov.uk](mailto:stacu@counteringextremism.gov.uk). We are happy to answer any questions you may have.