



Police and Crime Commissioner

for Dyfed Powys

Complaints Dip Sampling Report

Date Quarter July – September 2025

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Introduction

A series of dip sampling of complaints cases was undertaken by the Office of the Police and Crime Commissioner (OPCC) between the 1st of July and 30th of September 2025.

The OPCC reviewed a total of 12 randomly selected closed complaint cases that were handled by the Professional Standards Department (PSD) between April – June 2025. The main purpose of this scrutiny work is to independently review that the recording and handling of complaints complies with the guidance set out by the Independent Office of Police Complaints (IOPC) and that the service provided to the complainant is reasonable and proportionate.

The background and purpose of scrutiny dip sampling work, alongside how dip sampling is carried out is detailed within the [Complaints Scrutiny Framework](#) which is published on the OPCC website.

The Policing and Crime Act 2017 and supporting regulations made significant changes to the police complaints and disciplinary systems. They introduced a number of changes designed to achieve a more customer-focused complaints system in February 2020.

The complaints system has expanded to cover a broader range of matters. Formerly, the way that the term ‘complaint’ was defined meant that it needed to relate to the conduct of an individual officer. Now a complaint can be made about a much wider range of issues including the service provided by the police as an organisation. This is designed to increase access to the police complaints system.

The IOPC expects forces to consider the information they keep about complaints with the intent of the reforms in mind – a positive obligation to increase access and to collect information that enables forces and local policing bodies to learn from complaints and other matters.

IOPC Statistics

Each quarter, the IOPC collects data from Dyfed Powys Police about how they handle complaints. The IOPC uses this to produce information bulletins. These set out performance against a number of measures and compare each force's data with their most similar force average and the overall results for all forces. The data is available on the IOPC website here: [Publications Library | Independent Office for Police Conduct \(IOPC\)](#)

Complaints handled under Schedule 3 of the Police Reform Act 2002 are eligible for their complaint to be reviewed either by the Police and Crime Commissioner or the Independent Office for Police Conduct. However, complaints handled informally outside of schedule 3 are not entitled to a review of their complaint.

Complaints dealt with outside the requirements of Schedule 3 must be handled with a view to resolving them to the complainant's satisfaction. Handling a complaint outside the requirements of Schedule 3 provides an opportunity to address promptly the concerns a complainant has raised. Some complaints do not require detailed enquiries in order to address them. For example, the complainant may only want an explanation, or for their concerns to be noted or passed on. Handling such complaints outside of Schedule 3, promptly, may be the most efficient, effective, and beneficial way to resolve the complaint. It can assure the complainant that their concerns have been listened to and addressed, while potentially providing a learning opportunity for the force (and, if appropriate, any individuals involved)

Summary of findings

Positive

- Responses provided by PSD were detailed and contained sufficient information to understand the action taken.
- Evidence of good communication between complaint handlers and complainants. Complainants preferred contact methods adhered to.

- PSD routinely followed up any telephone conversations with detailed emails addressing what had been discussed and what the complainant could expect to happen next which managed expectations.

Area for Improvement

- Supervisors should provide PSD with an update of any action/outcome of a complaint which they have handled informally outside of schedule.
- In some cases, it was difficult to identify what the outcome of the complaint was or if it had been concluded and whether the complainant was satisfied with the outcome.
- In one case, the complainant contacted the Force following the outcome of their complaint suggesting that they remained dissatisfied with the OS3 handling?

Dip-Sample Findings

July – Outside schedule 3 (OS3) Neighbourhood Policing

Case number	Complaint summary	Handling Type	OPCC observations
1	The complainant has been provided with a letter by Dyfed Powys Police advising to stay away from an individual without being consulted about it.	OS3	<ul style="list-style-type: none"> • Complainant remains dissatisfied with the outcome. • Police Sargent advised that PSD would be in contact with regards to the complaint. But no detail provided within the file if this has been done. • Deemed inappropriate to close OS3
2	Complainant is dissatisfied with police investigation to their report of	OS3	<ul style="list-style-type: none"> • Timeliness from initial contact to the Inspector contacting the complainant appears untimely.

	neighbour's dangerous dog and fencing issues.		<ul style="list-style-type: none"> It has been resolved and appropriately handled OS3.
3	Neighbourhood Policing Team officers were allegedly dismissive of the complainant's reports of ongoing Antisocial Behaviour. The complainant is also dissatisfied that the Force is not updating them in regards to the investigation.	OS3	<ul style="list-style-type: none"> Were PSD transparent in the complaint process? Was the complainant aware that they could have the complaint formally recorded? This is not clear in the correspondence and it appears the complaint is still dissatisfied?
4	Complainant is dissatisfied with the manner Police Community Support Officer spoke to them.	OS3	<ul style="list-style-type: none"> Expectations were provided of when Police Sargent is likely to contact. Difficulties in contacting the complainant. Complainant remains dissatisfied. Query- would this have been more efficient to have been recorded under S3 given the difficulties in contacting complainant?
5	Complainant alleging that Dyfed Powys Police are avoiding investigation by assessing that the circumstances are civil.	OS3	<ul style="list-style-type: none"> Delays in allocation prolonged OS3. Good response from the Police Sargent on the call and closure email from PSD to complainant.

August – Outside schedule 3 (OS3) Investigations

Case number	Complaint summary	Handling Type	OPCC observations
1	Unhappy with the Force's response / lack of updates in relation to a	OS3	<ul style="list-style-type: none"> Agree the case is appropriate to be handled OS3. Prompt initial contact from PSD. Good email from PSD, setting expectations.

	criminal damage & domestic related case		<ul style="list-style-type: none"> • Outcome unknown?
2	Threats were allegedly made against the complainant, who is unhappy with the Force's response and updates on the investigation.	OS3	<ul style="list-style-type: none"> • Prompt action from allocation to Inspector. • Complaint handled within 2 days. • Outcome from the Inspector is very vague, not sure how it was handled.
3	Victim is unhappy with the lack of contact and updates in relation to their case of Domestic Abuse.	OS3	<ul style="list-style-type: none"> • Initial email from PSD was detailed and contained sufficient information such as safety advice. Followed up a phone call with an email. • Last email within the file is a request from the Fore Communication Centre asking to call the complainant back. Unsure what the outcome of this is? This was 3 weeks following the Complaint Handlers determination, shows they remain dissatisfied?
4	Complainant is unhappy with the Force's response and lack of updates in relation to an assault against their son.	OS3	<ul style="list-style-type: none"> • Consent received to progress complaint. • Unknown outcome.
5	Unhappy with the Force's response / lack of updates in relation to the complainants grandson's case.	OS3	<ul style="list-style-type: none"> • Very timely. • Followed up the call with an email - good auditing. • Very detailed response provided by PSD as to why it has been closed as no further action required. • Good example of an OS3.

September – Outside schedule 3 (OS3)

Case number	Complaint summary	Handling Type	OPCC observations
1	Delivery of drugs were seized at the airport addressed to the complainant's property. Dissatisfied that the Force delivered a desist and decess order.	OS3	<ul style="list-style-type: none"> No outcome received. Was OS3 appropriate manner to handle for its intended purpose given the timeframe this has been handled- does it promote public confidence?
2	Complainant is dissatisfied that they were arrested for assault.	OS3	<ul style="list-style-type: none"> No outcome received. Timeliness – took three weeks to acknowledge the complaint.
3	Dissatisfied that cars were perceived to be permitted to drive dangerously due to a planned rally and unhappy with the advice given by the call operator.	OS3	<ul style="list-style-type: none"> Force Communication Centre have handled well and timely. Appropriate learning identified. Well handled.
4	Perceived hate crime whereby neighbour and complainant disagree on land. Dissatisfied with the Force's response.	OS3	<ul style="list-style-type: none"> Outcome date received but no details.
5	Dissatisfied that the Force is not responding to their reports.	OS3	<ul style="list-style-type: none"> Complaint appeared to be recorded OTBI. Why was the DMF drafted. Despite being satisfied with the outcome, was the complainant aware they had a right for a review?

PSD Comments

PSD acknowledge the report and confirm that it will be shared amongst the complaint handling staff to ensure that any learning is action and acknowledged.