



**Police and Crime  
Commissioner for Dyfed-Powys**

**OPCC Complaint Reviews  
Reporting period Update Report  
January - March 2025  
Quarter 4**

## Number of reviews received

	Complaint cases finalised under Schedule 3	Reviews Received	Reviews received as proportion of complaint cases	No OPCC reviews investigated	No OPCC reviews not investigated	Number IOPC reviews received - investigated	Number IOPC reviews not investigated
<b>DPP</b>	277	58		0	47	4	7
<b>SPLY</b>	348	48		0	38	3	7
<b>MSF</b>	370	59		0	47	5	8

## Timeliness

Timeliness is calculated upon receipt of a request for a review. The OPCC Caseworker will check the validity of the review before requesting the case file from PSD. PSD will have 5 working days to provide the OPCC with the case files which are then checked and sent to the Independent reviewer.

Once the independent reviewer return the review, the OPCC Caseworker will consider the findings to reach their determination. Reviews are Quality Assured before being sent to the complainant

The average number of days to complete a review is less than the same period last year.

	Force	SPLY	MSF Avera
<b>OPCC Average working days to complete review</b>	17	21	19
<b>Sancus average working days to complete review</b>	8	/	/
<b>IOPC Average working days to complete review</b>	127	146	159

From the time the OPCC submits a review to Sancus, the average time for the review to be returned is 8 working days.

## Reviews found not reasonable and propotionate

During this period the OPCC have upheld 2 reviews which is 1 more than the previous year but under the MSF average.

	Investigated			Non - investigation		
	Valid completed reviews	Upheld	Upheld %	Valid completed reviews	Upheld	Upheld %
<b>DPP</b>	0	-	N/A	49	9	18.4%
<b>SPLY</b>	0	-	N/A	38	3	8%
<b>MSF</b>	0	-	N/A	52	10	19.2%

## Reason for upheld reviews

### 1. **Complaint ref: PCC-06022025-1/CO/00601/24**

- This review was upheld on the basis that an allegation raised was not addressed. But from the case file provided and after corresponding with PSD the caseworker was able to address the missing allegation as part of the review.

#### **PSD response**

- This review did not require a formal response from PSD as no recommendations/learning were identified.

### 2. **Complaint ref: PCC-02012025-5/CO/618/24**

- PSD did not conduct reasonable and proportionate enquiries, resulting in them missing video footage provided by the complainant resulting in the complaint not being fully addressed.
- Respectfully request that the Appropriate Authority review the recording supplied by the complainant and provide him with an outcome that considers all available evidence.

#### **PSD response**

- Accepted the recommendation. The recording supplied by the complainant was reviewed and a further letter was provided detailing the outcome reached.

## Oversight

*The local policing bodies will, during the course of the review process, spot anomalies that do not change the outcome being reasonable and proportionate, but where the service in handling the complaint can be improved. The review process provides local policing bodies with the opportunity to address those anomalies, in individual cases, with the appropriate authorities [IOPC-Focus-19-Reviews \(18\).pdf](#)*

There were 4 reviews during this period where it was considered the service in handling the complaint could have been improved.

Themes identified as oversight:

- Call Handler advised the complainant that their complaint was closed when this was not the case, (the log had been closed but their complaint was being investigated). Caution to be taken when reading logs and advising complainants.
- Timeliness in completing complaints.
- 28 day statutory updates not provided.
- CCTV evidence was unavailable due to the length of time the Complaint Handler was taking to review.
- On his return from hospital the complainant should have been assessed as soon as possible by a health care professional to determine his suitability for continued detention.

The OPCC also make a record of any best practice identified from conducting a review. No areas of best practice were identified within this period.