Comisiynydd Heddlu a Throseddu Dyfed-Powys,

This document is available in Welsh

Blwch Post 99, Llangynnwr, Caerfyrddin, SA31 2PF

Dyfed-Powys Police and Crime Commissioner,

PO Box 99, Llangunnor, Carmarthen, SA31 2PF

**Ffôn: Tel:** 01267 226440

**Ffacs: Fax:** 01267 226448

**E-bost: Email:** opcc@dyfed-powys.police.uk

**Police and Crime Commissioner’s Statutory Responsibilities in relation to Police Complaints**

Reporting Period: 1st April 2024 to 31st March 2025

**1.0 Introduction**

1.1 This report has been prepared to meet the requirements of The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021

1.2 The Police and Crime Commissioner has three main duties in relation to police complaints, as outlined below:

* Appropriate Authority to consider complaints about the Chief Constable
* Duty to hold the Chief Constable to account in providing an effective and efficient complaints process
* Relevant Review Body of some police complaints

1.3 This report will provide information relating to the resources and processes that have been put in place to meet those duties and will give reassurance that the Police and Crime Commissioner is fulfilling his duties in relation to police complaints.

1.4 This report does not contain details of any specific complaint or review dealt with by the Police and Crime Commissioner.

**2.0 Statutory Duties**

2.1 **Appropriate Authority of complaints about the Chief Constable**

2.1 The Police and Crime Commissioner for Dyfed Powys is statutorily responsible for considering complaints made against the Chief Constable of Dyfed Powys Police. It is also the role of the Police and Crime Commissioner to ensure those complaints are dealt with in a reasonable and proportionate manner.

2.2 During the period 1st April 2024 and 31st March 2025, the Office of the Police and Crime Commissioner (OPCC) received a total of 8 Chief Constable complaints. Of these complaints 6 did not meet the criteria to be recorded as a formal complaint as the complaints were suitable for handling through another process. 2 of the complaints were formally recorded but did not meet the threshold to be referred to the IOPC. One complainant exercised their review right to the IOPC and the outcome of the review was not upheld.

 Decisions are made in accordance with the IOPC Focus publication on handling complaints against a Chief Officer. [IOPC Focus newsletter 16 (policeconduct.gov.uk)](https://www.policeconduct.gov.uk/sites/default/files/documents/IOPC-Focus-16-chief-officer-allegations.pdf)

**3.0 OPCC Complaint Reviews**

3.1 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. Importantly, the reforms aim to make the discipline system more proportionate and encourage a much greater emphasis on learning from mistakes.

3.2 Local accountability was enhanced through changes to the role of Police and Crime Commissioners. They have a central role in deciding how the complaints system operates at a local level, as they have the option of taking on direct responsibility for certain functions. Where appeals were previously handled by either the Chief Constable or the IOPC, the new right to apply for review is to either the Police and Crime Commissioner or the IOPC. This change is aimed to increase independence and transparency.

3.3 The Act provides a choice of three models, which the Commissioner may choose to adopt. In Dyfed Powys, the Commissioner confirmed that **Model 1** will be adopted. The rationale for this decision can be located on the Dyfed Powys OPCC website: <https://www.dyfedpowys-pcc.org.uk/media/8964/c-users-65015-desktop-dll-dec-s.pdf>.

3.4 Since 1st February 2020, if an individual’s complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can submit an application for a review to the Relevant Review Body, either the IOPC or the Police and Crime Commissioner. Dyfed Powys Police continue to be responsible for logging, recording and investigating complaints and for keeping complainants informed of progress.

3.5 The IOPC is the relevant review body where –

1. the appropriate authority is a local policing body
2. the complaint is about the conduct of a senior officer (an officer holding a rank above chief superintendent)
3. the appropriate authority is unable to satisfy itself, from the complaint alone, that the conduct complained of (if it were proved) would not justify the bringing of criminal or disciplinary proceedings145 or would not involve an infringement of a person’s rights under Article 2 or 3 of the European Convention on Human Rights (see glossary)
4. the complaint has been, or must be, referred to the IOPC
5. the IOPC is treating the complaint as having been referred (also known as the ‘power of initiative’, see paragraphs 9.36 – 9.39)
6. the complaint arises from the same incident as a complaint falling within ii-v vii. any part of the complaint falls within ii-vi

3.6 In any other case the relevant review body is the Police and Crime Commissioner.

3.7 Outsourcing Reviews

3.8 Dyfed Powys, Gwent and North Wales Police and Crime Commissioners decided to outsource reviews on an initial basis, as this was the most financially viable option and would allow an initial understanding of the level of demand, prior to any permanent decisions being made.

3.9 A joint tender process to outsource complaint reviews was led by the Dyfed Powys Office of the Police and Crime Commissioner. The contract was awarded to Sancus.

The rationale for this decision is available on the Dyfed Powys Office of the Police and Crime Commissioner website: [complaint-review-tender-decision-log-2022-002.pdf (dyfedpowys-pcc.org.uk)](https://www.dyfedpowys-pcc.org.uk/media/11205/complaint-review-tender-decision-log-2022-002.pdf)

3.10 Every individual is notified that the complaint reviews are outsourced to an independent organisation. This information is available on the Dyfed Powys OPCC website (in the OPCC Review Form section): <https://www.dyfedpowys-pcc.org.uk/media/11417/opcc-review-form-english-website.pdf>

3.11 The OPCC has developed quality assurance mechanisms to ensure that review decisions are sound and in-line with the requirements of the complaint’s legislation and IOPC statutory guidance. The reviews are considered independently by Sancus (see section 3.9), the review is then considered alongside the Sancus recommendations and the outcome written by the Quality of Service Caseworker. The Head of Assurance then considers the proposed outcome prior to disclosure. OPCC staff involved in the review process regularly attend IOPC workshops and training, ensuring that they are up-to-date with legislation and statutory guidance.

3.12 Additionally, when each complaint review is considered, the OPCC retain a log of all recommendations/lessons learnt made to Dyfed Powys Police Professional Standards Department (PSD). The OPCC ensure that we have received a satisfactory response from Dyfed Powys Police, that addresses the recommendation/lesson learnt identified, prior to updating both the complainant and the log with those details. Those logs are then considered for any opportunities to improve the quality of responses to future complaints.

3.13 During the course of the review process, a reviewer may 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. Sharing this information with the IOPC will allow it, as a mutual oversight body, to assess whether there are themes and trends across the reviews we both see, and whether we need to take specific action to address complaint handling concerns. For example, a pattern of cases where the outcomes were reasonable and proportionate but where the customer service was unsatisfactory. This also enables both oversight bodies to share good practice between themselves and with appropriate authorities that help resolve a complainant’s dissatisfaction in a reasonable and proportionate manner.

3.14 The OPCC produces a quarterly report on review performance which considers the timeliness of review and also any oversight themes that are identified. The information is published quarterly on the [OPCC website.](https://dppopcc.azurewebsites.net/en/complaints-review-and-appeals/complaint-reviews/)

3.15 Reviews 2024/25

3.16 Between 1st April 2024 and 31st March 2025, a total number 61 reviews were received in comparison to 59 the previous year. A total of 64 complaint reviews have been completed by the OPCC during this period 6 of which were carried on from previous year.

3.17 The new regulations relating to police complaints provides the Relevant Review Body with one element to consider and that is whether the outcome of the police complaint was reasonable and proportionate.

3.18 If the Police and Crime Commissioner determines that the outcome provided by the Force was reasonable and proportionate, the review is not upheld. If the Police and Crime Commissioner finds that the outcome is not reasonable and proportionate, it may:

* recommend that the appropriate authority refer it to the IOPC, if the complaint has not been previously referred
* recommend that the appropriate authority investigate the complaint
* make a recommendation under paragraph 28ZA, Schedule 3, Police Reform Act 2002 (recommendation with a view to remedying the dissatisfaction of a complainant, see paragraphs 17.15 – 17.20).

3.19 Of those 64 reviews completed, 12 were Upheld, 52 were Not Upheld. A total of 12 reviews resulted in recommendations identified by the OPCC. 3 reviews are being carried over to the new financial year, which is due to the date the review application was submitted.

4.0 **How the Police and Crime Commissioner is holding the Chief Constable to Account**

4.1 The Chief Constable is the Appropriate Authority for all complaints made about officers, staff and services under his direction and control. This duty has been delegated to the Deputy Chief Constable and is carried out by the Force’s Professional Standards Department.

4.2 **Professional Standards Assurance Board**

4.3 The OPCC has an established process for review of and scrutiny of complaints against the police. The Professional Standards Assurance Board (PSDAB) has been in operation since March 2024 with a formal [Terms of Reference](file:///C%3A%5CUsers%5C65038%5CDyfed-Powys%20Police%5CDEPT_OPCC%20-%20Assurance%5CQuality%20of%20Service%5CPSD%5CPSD%20Assurance%20Board%20TOR%20.docx).

4.4 The PSAB meets every 3 months, the meetings are chaired by the Chief Executive of the OPCC. It is attended by, amongst others, the Deputy Chief Constable and Head of Professional Standards Department. Th Board has met 4 times during this period.

4.5 The PSDAB is an opportunity for the OPCC to hold the Force to account in relation to complaint performance. The standing agenda items include

* IOPC quarterly performance reports
* Misconduct and Vetting
* OPCC Update which includes complaint reviews and complaint dip sampling

4.6 In addition to the above, other matters which have been discussed include

* Vetting resources
* Vetting audit
* PSD Policies
* HMICFRS Vetting and Anti- Corruption report
* Timeliness reports
* Code of Ethics
* Changes to the composition of Misconduct Hearings
* Trauma Informed case study
* IOPC VAWG recommendations
* Reflective Practice Review Process
* Vetting for volunteers

**5.0 Further Scrutiny**

5.1 Her Majesty’s Inspectorate of Constabulary (HMICRFRS)

5.2 Further scrutiny of the police complaint’s function is carried out by the Independent Office for Police Conduct (IOPC) and scheduled investigations by HMICFRS. Statistical reports of their scrutiny and findings are available on their respective websites. The Dyfed Powys Police and Crime Commissioner responses to the assessments are published: <https://dppopcc.azurewebsites.net/en/transparency/force-performance/> The Police and Crime Commissioner receives progress updates on implementing relevant recommendations made by HMICFRS in Policing Boards and minutes of those meetings are published on the [OPCC website](https://dppopcc.azurewebsites.net/en/accountability-and-scrutiny/governance/policing-board/).

5.3 Timeliness reports

5.4 During the period 1st April 2024 and 31st March 2025, the OPCC received 9 written communications issued by the Force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020, where an investigation has not been completed within a “relevant period.”

5.5 Police and Crime Panel

5.7 The Dyfed Powys Police and Crime Panel scrutinises and supports the work of the Police and Crime Commissioner. Throughout 2024-2025, the Panel continued to hold the Police and Crime Commissioner to account for the performance of his statutory functions and delivery against his Police and Crime Plan priorities. The Panel is made of up of members nominated by the four councils in the force area, and at least two independent members. Five formal Panel meetings were held during the year. Previous meetings can be located on the Dyfed Powys Police and Crime Panel website: <https://www.dppoliceandcrimepanel.wales/home/meetings/>.

5.6 Community Concerns

5.7 Within the [Police and Crime Plan](https://dppopcc.azurewebsites.net/media/d0gjuu5m/jref26262-crime-plan-2025-29-eng-stp-digital.pdf), the Police and Crime Commissioner sets out his vision to improve public trust and confidence in local policing.

5.8 The OPCC has a process in place to capture concerns raised by local communities. Correspondence is logged on to the OPCC’s record management system and categorised so that quarterly analysis of communication can be undertaken which will inform future scrutiny and engagement activity.

5.9 Concerns and complaints received of an operational nature or in relation to officers below the rank of Chief Constable – this communication is the responsibility of the Chief Constable and falls outside of the remit of the Police and Crime Commissioner. However, the OPCC considers all communication received and provides relevant advice to the individual, including the process for making a complaint to the Force, details of the relevant department or process relevant to their communication and/or any relevant information/hyperlink to further information on the Force website.

5.5 During the period 1st April 2024 and 31st March 2025, the OPCC recorded a total of 349 community concerns which is less in comparison to the previous year of 412.

5.6 Analysis of OPCC correspondence is reported in the Policing Protocol which is provided to the Police and Crime Panel quarterly. Reports are published on the [OPCC website](https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/governance/police-and-crime-panel/)

**6.0 Independent Office for Police Conduct (IOPC) Statistics**

**6.1** The IOPC collect information from all police forces in England and Wales about the types of complaints they are receiving and how long they take to deal with them.

This allows the IOPC to identify good practice, trends and differences that we need to look into.

6.2 IOPC complaints data is published quarterly and allows Forces and OPCC’s to compare data with most similar forces and it provides the data for the same period last year which allows us to identify themes for scrutiny.

6.3 Data is also provided on the OPCC complaint reviews and provides an indication of complaint satisfaction by giving a percentage of complaint reviews submitted in comparison to the number of complaints recorded.

6.1 The quarterly and annual IOPC statistics can be located on their website, via the following hyperlinks: Quarterly Statistics: [Dyfed Powys Police | Independent Office for Police Conduct](https://www.policeconduct.gov.uk/police-force/dyfed-powys-police) Annual Statistics: [IOPC Police complaints: Statistics for England and Wales](https://www.policeconduct.gov.uk/our-work/research-and-statistics/police-complaints-statistics)

**OPCC Complaint Dip Sampling**

5.1 The OPCC review complaint data to identify any themes in complaints or a consistently high volume of complaints in a particular area of policing. Consideration is given to further work that may need to be undertaken to address repetitive concerns. This can include dip-sampling, or independent analysis or top-level data comparison with other similar forces etc. The aim of dip-sampling activity is to scrutinise the performance of the Force’s complaints management process. The volume of police complaint cases considered by Dyfed Powys Police’s Professional Standards Department dictates that it would be impractical for the OPCC to oversee every complaint case, therefore dip-sampling enables the Police and Crime Commissioner to fulfil his oversight and monitoring responsibility under legislation.

5.2 From April 2024 to March 2025 the OPCC have dip sampled 60 closed complaint cases. The dip sample have considered the following

 -Individual behaviours

 -Domestic/Gender abuse

 - Complaints handled outside schedule 3

 -Delivery of duties and services

 - Police action following contact

 Quarterly reports are published on the [OPCC website](https://www.dyfedpowys-pcc.org.uk/en/complaints-review-and-appeals/complaint-dip-sampling/) which provides a summary of any findings.

**6.0 Publication**

6.1 In accordance with The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021, this information and report will be published on an annual basis on the Dyfed Powys Police and Crime Commissioner’s website.