Comisiynydd Heddlu a Throseddu
Dyfed-Powys
Police and Crime Commissioner

Police and Crime Commissioner for Dyfed-Powys

OPCC Complaint Reviews Reporting period Update Report January - March 2026 Quarter 4

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Review data

Date	Number of reviews received	Number of reviews Upheld	Number of reviews Not Upheld	OPCC average number of days to complete	Sancus average number of days to complete	Number of reviews sent to Sancus
Q4 25/26	17	5	12	17	9	2
Q4 24/25	13	2	11	19	6	10

The OPCC has seen an 31% increase in complaint reviews being received in comparison to the same period last year. Although the average days for a review to be completed has reduced (11% faster) in comparison to the same period last year.

The number of complaints upheld has increased by 14%. The reviews that were upheld were due to noncompliance of Victims Code of Practice, lack of information within the outcome letter, timeliness of the investigation conducted, disagreement with the determination reached and determination that the learning identified by the complaint handler was not sufficient.

The Independent Office of Police Conduct (IOPC) data can be found on their website here: Publications Library | Independent Office for Police Conduct (IOPC)

Reason for upheld reviews

1. ***Complaint ref: PCC-08012026-6/CO/209/25***

The review was upheld on the basis that the Officer in charge (OIC) should have liaised with the Dog Legislation Officer (DLO) in the first instance before contacting the owner. The complaint handler determined that the OIC should have sought appropriate advice which may have led to the dog being seized more expeditiously on the basis of concerns to public safety and potentially an illegal breed.

As a result, the following recommendations were made:

- For the OIC to receive feedback in relation to liaising with a DLO in the first instance when handling any allegations involving a dangerous dog or illegal breed.
- OIC to be reminded of their obligation to comply with Victims Code Of Practice, specifically rights 4 and 6.

PSD response

The Appropriate Authority (AA) accepted the recommendations set and reassessed the service determination to be unacceptable.

The PSD acknowledged the adverse effect this incident had on the complainant and their daughter and extended their apology for the review outcome and service delivery.

2. ***Complaint ref: PCC-09022026-7/ CO/492/25***

The reviser disagreed with the complaint handler's determination that the timeliness of the investigation was acceptable. As a result, the review was upheld and the following recommendations were made:

- Re-consider the outcome provided by the complaint handler in relation to the findings associated with the timeliness of the investigation.
- For additional learning to be provided for the OIC to reflect on the importance of managing time and conducting investigations in a timely manner.

PSD response

The AA accepted both recommendations.

3. ***Complaint ref: PCC-06032026-2 / CO/00288/25***

The review concluded that the service provided by the officer had fallen below the expected standards, not just within the phone call to the complainant but also at the complainant's premises. The reviewer considered that this aspect of the complaint has not been addressed via the learning identified and considered that the officer and their accompanying officer's service provided had fallen below the standards expected, specifically with regards to treating members of the public with fairness and respect.

The review determined that the learning identified does not addresses the above and therefore the review was upheld. As a result, the following recommendations were made:

- That the officer and their accompanying officer are provided with the opportunity to review and reflect on their interaction with the complainant.

PSD response

The Appropriate Authority (AA) have provided a response to the OPCC in relation to the above request and have accepted the recommendation.

4. ***PCC-02032026-7 / CO/00608/24***

Whilst it was determined that the complaint had been handled in an appropriate and proportionate manner, the reviewer disagreed with the outcome reached and considered that the service provided was unacceptable.

No further recommendations were made as it was determined that appropriate learning had already been identified as part of the complaint handling process.

5. ***PCC-13032026-4 / CO/00494/25***

The reviewer determined that outcome letter provided to the complainant did not provide sufficient information for the complainant to understand the outcome reached.

As a result, the following recommendation was made:

- Provide the complainant with a clear understanding of the decisions made to:

1. *Query 1, to understand why a S.49 RIPA was not pursued as a standalone charge.*
2. *Query 3, why no financial check was conducted.*

- Provide the complainant with a clear understanding of the recorded offence, specifically by illustrating the evidential parameters that Dyfed-Powys Police must comply with in order to seek a charge from CPS.

PSD response

The Appropriate Authority (AA) accepted the above recommendations and appointed a senior officer to review the investigation who has requested that a new Officer in Case (OIC) be appointed to seek a second opinion regarding the section 49 RIPA with the Crown Prosecution Service (CPS). The ACC have also advised that they shall keep the complaint open, with an allocated Investigating Officer assigned to the complaint, to ensure that the complainant is updated following the outcome of this CPS guidance

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

Themes identified as oversight:

- Timeliness in completing complaints.
- 28-day statutory updates not provided.
- Accuracy of the information provided within the report.
- Use of police jargon and technical legislation language not explained.

The OPCC also makes a record of any best practice identified from conducting a review.

This report is provided to the Professional Standards Department Assurance Board for reporting. Further information on the Professional Standards Assurance Board can be found on our website here: Dyfed-Powys Police & Crime Commissioner