



**Comisiynydd Heddlu a Throseddau
Dyfed-Powys
Police and Crime Commissioner**

Role of the Police and Crime Commissioner:

Complaints, reviews and appeals

This document is also available in Welsh

Frequently asked questions



Complaints and Complaints Handling

Complaints which are the responsibility of the PCC

- The Police and Crime Commissioner is the Appropriate Authority for considering complaints against the Chief Constable.

Complaints which are not the responsibility of the PCC

- Complaints against DPP staff/officers below the rank of Chief Constable
- Complaints about the service you have received from the Dyfed Powys Police

These complaints must be directed to the Professional Standards Department who handle the complaint on behalf of the Chief Constable.

Follow the QR Code.



Reviews and Appeals

- The Police and Crime Commissioner is the Appropriate Authority for considering some complaint reviews

Complaints which are formally recorded under schedule 3 of the Police Reform Act 2002 have the right for the complaint to be reviewed once it has been finalised. This will be explained in the complaint outcome letter provided by the Professional Standards Department once the complaint is finalised.

- The Police and Crime Commissioner is the Appropriate Authority to consider Community Trigger Appeals

If an Anti-Social Behaviour (ASB) victim(s) is not happy with the response that they have received from the Dyfed Powys Anti-Social Behaviour Group, a community trigger can be escalated to the Office of the Police and Crime Commissioner (OPCC)

Further information about complaints processes and procedure can be found on the Police and Crime Commissioner's website. Follow the QR Code.



Frequently Asked Questions for Chief Constable Complaints and Reviews of the handling of complaints

What constitutes as a complaint against the Chief Constable?

The PCC is the appropriate authority only when a complaint is about the conduct of the Chief Constable.

If it is about the decisions of the force in general, or about a delegated power rather than the conduct of the Chief Constable, these matters should be directed to the Professional Standards Department.

How do I make a complaint about the Chief Constable

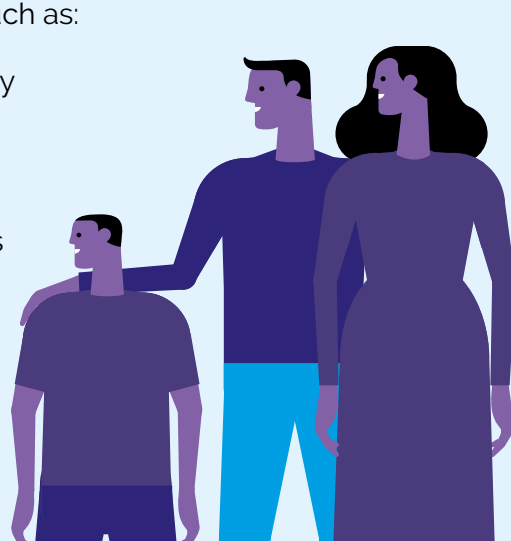
Complaints against the Chief Constable can be made by using one of the following methods:

- Email: opcc@dyfed-powys.police.uk
- By Post: OPCC, PO Box 99, Llangunnor, Carmarthen, SA31 2PF

What Information should I include in a complaint?

When making your complaint, please include as much detail as possible about what happened such as:

- What was said or done and by the Chief Constable?
- Times and dates.
- Were there witnesses or evidence such as documents or photographs?
- What outcome are you wanting to achieve?



When can you ask the Police and Crime Commissioner for Dyfed Powys for a Review of your complaint?

If you are unhappy with the outcome of your complaint, you may wish for the way it was handled to be independently reviewed.

If your complaint has been recorded under Schedule 3 of the Police Reform Act 2002, which means that it has been considered and finalised by the Professional Standards Department, you have the right to apply for a Review of the outcome of the complaint. The Professional Standards Department will inform you of your rights within their outcome letter.

The Review will consider whether the handling and/or outcome of your complaint is reasonable and proportionate

How can an application for a Review be made?

An application for a Review must be made within 28 days of being sent the written outcome of your complaint.

An application must be made in writing and state the following information:

- The details of your complaint.
- The date on which the complaint was made.
- Who dealt with your complaint?
- The date on which you were provided with the details about your right to a review.

Alternatively, you may complete the review application form which is available on the OPCC website.

Follow the QR Code.



Can you re-investigate my complaint as part of the review process?

No, we cannot re-investigate your complaint, we can only assess how your complaint was handled and whether this handling and the outcome of your complaint was reasonable and proportionate.

Please visit our website for further answers to FAQ's

