



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

# What can you expect from the OPCC if you choose to submit a review?



We will consider whether your request for a review was valid



We will consider whether the outcome of your complaint was reasonable and proportionate



We will make any recommendations or identify learning that should be made to the Force as a result of the handling and/or outcome of your complaint



We will aim to complete your review within 28 days and should we have to extend this date we will let you know



We may liaise with an independent reviewer who will consider your review



We will take into consideration all information provided from the complainant and Dyfed Powys Police

# What the review process will NOT do



We will not be reinvestigating your complaint



We cannot deal with reviews that have been submitted outside of the 28 days given by the police service who dealt with your original complaint, unless there are exceptional circumstances.



We cannot direct a police service to open a criminal investigation or change the outcome of previous criminal proceedings, such as challenge a caution or overturn a conviction.



We cannot direct the outcome of any disciplinary proceedings.



We cannot dismiss any Police Officers or Police Staff