



Police and Crime Commissioner

for Dyfed Powys

Complaints Dip Sampling Report

Date: Quarter 4 January – March 2026

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Introduction

A series of dip sampling of complaints cases was undertaken by the Office of the Police and Crime Commissioner (OPCC) between the 1st of January and the 31st of March 2026.

The OPCC reviewed a total of 15 randomly selected closed complaint cases that were handled by the Professional Standards Department (PSD) between October –December 2025. The main purpose of this scrutiny work is to independently review that the recording and handling of complaints complies with the guidance set out by the Independent Office of Police Complaints (IOPC) and that the service provided to the complainant is reasonable and proportionate.

IOPC Statistics

Each quarter, the IOPC collects data from Dyfed Powys Police about how they handle complaints. The IOPC uses this to produce information bulletins. These set out performance against a number of measures and compare each force's data with their most similar force average and the overall results for all forces. The data is available on the IOPC website here: [Publications Library | Independent Office for Police Conduct \(IOPC\)](#)

Summary of findings

Positive

- Initial contact to the complainant provided by PSD were detailed and contained sufficient information to understand the action taken.
- Out of the 15 cases considered the OPCC determined that 11 were reasonably and proportionately handled.
- One case was identified as an example of best practice of a complaint being dealt Outside Schedule 3 (OS3) of the [Police Reform Act 2002](#).

Area for Improvement

- Inconsistencies with complaint handling. Supervisors should provide PSD with an update of any action/outcome of a complaint which they have handled informally outside of schedule, but this is not routinely done. Resulting the OPCC being unable to determine the outcome of 2 of the cases.
- Within 3 of the cases timeliness in PSD's initial contact with the complaint could had been improved.
- Within some of the cases it was identified that within the immediate responses to the complainants, they were not informed in the letter that should they remain dissatisfied that they could request for their complaints to be formally recorded.
- From the 15 cases reviewed by the OPCC 2 cases were determined not to be handled in a reasonable and proportionate manner.
- Within 1 case the tone of the email response from PSD may be interpreted as abrupt, which may had affected the complainant from progressing with their complaint.

Dip-Sample Findings

Case no	Complaint Category	Complaint type	Complaint summary	Areas for improvement / Positive findings	Outcome reasonable and proportionate?
1	General OS3	Police Powers, policies and procedures	Officer had arrested and pushed complainant on a public walkway without a reason.	<ul style="list-style-type: none"> • Timely initial contact made by PSD. • No response was received from complainant after 7 days of the initial from PSD therefore it was deemed appropriate to close. 	Yes
2	General OS3	Delivery of duties and service	The Complainant is wanting the return of their sibling's detained property. After receiving the property, they allege that the phone has been damaged.	<ul style="list-style-type: none"> • Initial contact from PSD was detailed. This included a phone call which was later followed up by an email. The OPCC considered this to be good practice to ensure the complainant is 	Yes

				<p>fully sighted on the actions and expectations are managed.</p> <ul style="list-style-type: none"> The complaint handler provided frequent contact with the complainant. 	
3	General OS3	Delivery of duties and service	The complainant felt ignored by Dyfed Powys Police when their parent's mental health crisis.	<ul style="list-style-type: none"> No return contact from complainant once complaint was formally recorded. OPCC agreed it was therefore appropriate to take no further action. Noted that PSD waited over a year to close the complaint and that no chaser email to the complainant was identified. Consider these to be areas of improvement. 	Yes
4	General OS3	Delivery of duties and service	The complainant is dissatisfied with the Forces response to their reports of a vehicle parked with no tax, no insurance and not road worthy	<ul style="list-style-type: none"> OS3 outcome letter sent. Responses provide to the complainant's queries were fair and informative. Complaint handling by the Neighbourhood Policing Team (NPT) was positive. 	Yes
5	General OS3	Handling of or damage to property/premises	During an arrest, the complainant alleges the battery of their E-Bike is missing	<ul style="list-style-type: none"> Note that the OS3 remained open for 58 days, with no reasoning. Complainant established they were seeking compensation therefore should have been handled timely and referred to the Legal department. 	No
6	Neighbourhood Policing OS3	Delivery of duties and service	Unhappy with the manner the Force are tackling drugs and Antisocial Behaviour (ASB) on the complainant's estate	<ul style="list-style-type: none"> Timeliness of acknowledgment (over a month) could have been improved. No outcome provided as it had been handled under a different complaint reference. 	Unable to determine

7	Neighbourhood Policing OS3	Police Powers, policies and procedures	The complainant is unhappy with the officer's conduct and the power to enter their property.	<ul style="list-style-type: none"> Handled via an immediate resolution letter. Letter does not advise the complainant that if they remain dissatisfied that they are entitled to have their complaint recorded. OPCC reviewed BWV, no concerns raised. 	Yes
8	Neighbourhood Policing OS3	Police Powers, policies and procedures	Unhappy that police are not enforcing obstruction of the highway.	<ul style="list-style-type: none"> Handled via an immediate resolution letter which did include details of requesting the complaint to be formally recorded. 	Yes
9	Neighbourhood Policing OS3	Police Powers, policies and procedures	Unhappy of investigation and entry onto their property.	<ul style="list-style-type: none"> Identified this case as an example of best practice. Complaint was handled via an immediate resolution letter. Complaint handler has asked officers to communicate directly with complainant. Officers have spoken directly with the complainant and communicated the actions taken with PSD. 	Yes
10	Neighbourhood Policing OS3	Delivery of duties and service	Dissatisfied with policing of ASB.	<ul style="list-style-type: none"> Handled via an immediate resolution letter. Complaint had been sent to the NPT to provide an explanation. No noted response received from NPT to PSD to confirm what action was undertaken. 	Unable to determine
11	General OS3	Delivery of duties and service	The complainant is wanting to re-open an investigation of theft; alleging collusion with officer's linked to the suspected alleged offender.	<ul style="list-style-type: none"> Has been dealt by an immediate resolution and passed to the officers Supervisor. Supervisor advised that the investigation will be re-opened to establish any lines of enquiry. 	Yes

				<p>Positive that the action taken has been reported back to PSD.</p> <ul style="list-style-type: none"> Not noted within the immediate resolution letter that if the complainant remains dissatisfied that they can request their complaint to be formally recorded. 	
12	General OS3	Delivery of duties and service	Unhappy with Victim Right to a Review outcome.	<ul style="list-style-type: none"> Long delay for PSD to acknowledge (51 days) the complaint resulting the complainant in sending chasers. Tone of the email response from PSD appears to be insensitive given the nature of the allegation and may be interpreted as abrupt, which may have affected complainant from progressing. 	No
13	General OS3	Delivery of duties and service	Complainant is dissatisfied with the conduct of an officer.	<ul style="list-style-type: none"> Taken PSD 44 days to acknowledge the complaint. Consider that this could had been improved. Complaint was handled through immediate resolution. Complainant appears satisfied with the outcome. 	Yes
15	General OS3	Delivery of duties and service	Dissatisfied with the length of time of the investigation into a report of hate crime.	<ul style="list-style-type: none"> Immediate resolution outcome letter included information on the right to have their complaint formally recorded. 	Yes
16	General OS3	Police Powers, policies and procedures	Concern of the enforcement of an Restraining Order.	<ul style="list-style-type: none"> No response received from the complainant, therefore considered appropriate to take no further action. 	Yes

This report is submitted to the PSD assurance board for oversight and reporting. Further information on the PSD assurance board can be found on the OPCC website here: [Dyfed-Powys Police & Crime Commissioner](#)