

FOI Ref: OPCC 08 – 26/27

Request: Dated 27th of August 2026

Request:

Under the Freedom of Information can you please supply the number of complaints the OPCC has dealt with over the last 24 months and how many complaints have been dismissed with NFA.

What I'm after is the number of reviews raised where the review outcome was not upheld, also the number of reviews raised that were upheld.

Response:

I can confirm that the information you request is not held by the Dyfed Powys Police and Crime Commissioner.

The Office of the Dyfed Police and Crime Commissioner have received the following:

1 April 2024 to 31 March 2025

- Reviews received: 61
- Reviews completed: 64 (including 6 carried over from the previous year)
- Upheld: 12
- Not upheld: 52
- Reviews resulting in recommendations/learning: 12

This is a response under the Freedom of Information Act 2000 and disclosed in September 2026

1 April 2025 to 31 March 2026

- Reviews received: 53
- Reviews completed: 51 (including 2 carried over)
- Upheld: 10
- Not upheld: 41
- Reviews resulting in formal recommendations: 10

Additionally, I would advise that the information you request may also be available through the following:

- [OPCC Complaints Performance Data](#) – This section of our website details the Annual complaints report and information on the complaint reviews which are conducted through the office.
- [Policing Protocol](#) – On a quarterly basis the OPCC reports to the Police and Crime Panel of our performance in accordance with the Policing Protocol. This includes reporting on the correspondence received within the office. You can find the reports submitted to the panel through their website: [Dyfed Powys Police And Crime Panel](#)
- [Independent Office of Police Conduct \(IOPC\)](#) – Each quarter, the IOPC collect data from forces about how they handle complaints. They then use this to produce information bulletins which set out the forces performance against a number of measures and compare each force's data with their most similar force average and the overall results for all force. You can find Dyfed Powys Police's reports here: [Publications Library | Independent Office for Police Conduct \(IOPC\)](#)

Next steps:



If you are dissatisfied with our response to your request, you have a right to an internal review conducted by someone who was not involved in the handling of your request. You can request a review by contacting our office through the following:

- Email: opcc@dyfed-powys.police.uk
- Phone: 01267 226440
- Online: [Dyfed-Powys Police & Crime Commissioner](#)
- Or through the post: Dyfed-Powys Police and Crime Commissioner, OPCC, PO Box 99, Llangunnor, Carmarthen Carmarthenshire, SA31 2PF

If you remain dissatisfied with the handling of your request following an internal review you have a right to appeal to the Information Commissioner's Office who can be contacted through the following methods:

- Online: [Make a complaint | ICO](#)
- Phone: 0303 123 1113

Live chat service: [Advice services for members of the public | ICO](#)