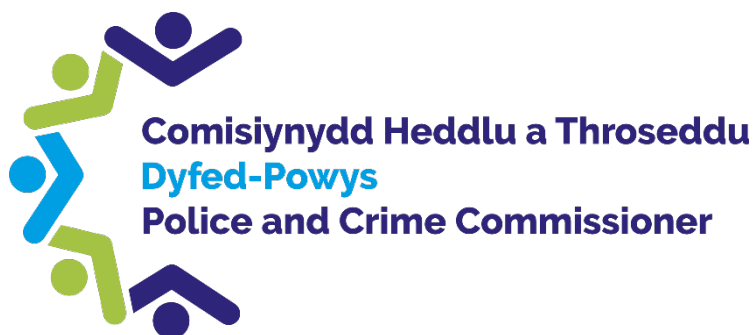




Police and Crime Commissioner for Dyfed-Powys

OPCC Complaint Reviews Reporting period Update Report April - June 2025 Quarter

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Number of reviews received

During this quarter the OPCC received 14 reviews which is the same received in the previous year.

Timeliness

Timeliness is calculated upon receipt of a request for a review. The OPCC Caseworker will check the validity of the review before requesting the case file from PSD. PSD will have 5 working days to provide the OPCC with the case files which are then checked and sent to the Independent reviewer.

Once the independent reviewer return the review, the OPCC Caseworker will consider the findings to reach their determination. Reviews are Quality Assured before being sent to the complainant

The average number of days to complete a review by the OPCC is 18. This is less than the same period last year.

From the time the OPCC submits a review to Sancus, the average time for the review to be returned is 7 working days.

Reviews found not reasonable and proportionate

During this period the OPCC have upheld 1 review which is 1 less than the previous year.

Data from the IOPC can be found on their website here: [Publications Library | Independent Office for Police Conduct \(IOPC\)](#)

Reason for upheld reviews

1. Complaint ref: PCC-29042025-1

- This review was upheld on the basis that:
 - The outcome letter required more detail to understand the outcome reached for allegation 2.
 - The outcome letter required more detailed to understand the determination reached for allegation 4.

- Feedback to be provided to the complaint handler in relation to the manner this complaint was handled regarding the lack of correspondence with the complainant and needing more accurate account of enquiries undertaken to understand the outcome reached.

PSD response

PSD responded to the above recommendations advising:

- They accepted that greater detail within the complaint outcome letter in respect of allegation 2 and 4 would have been beneficial.
- Feedback provided to the complaint handler in relation to how they handle and conducts future complaints.

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 2 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.
- Allocation of complaint handlers – Officers who are subject to a complaint should not be allocated the complaint to handle.
- Communicating the allocation of the complaint handler to a complainant.
- Further assurance was sought for one complaint in relation to the Forces response to Domestic Abuse incidents. This has been actioned with the relevant department within Dyfed Powys Police.

The OPCC also make a record of any best practice identified from conducting a review. No areas of best practice were identified within this period.