



**Police and Crime Commissioner
for Dyfed Powys**

Complaints Dip Sampling Report

Date: Quarter 3 October – December 2025

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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 October and the 31st of December 2025.

The OPCC reviewed a total of 15 randomly selected closed complaint cases that were handled by the Professional Standards Department (PSD) between July – September 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.
- PSD appropriately signposted complainants for support or Victims Right for a Review.
- One case reviewed, was an example of best practice as the complaint was handled timely, correspondence with the complainant was detailed and learning identified for officers.
- Out of the 15 cases considered the OPCC determined that 11 were reasonably and proportionately handled.

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.
- In some cases, it was difficult to identify what the outcome of the complaint was or if it had been concluded and whether the complainant was satisfied with the outcome.
- Timeliness in the compliant handler contacting the complainant and concluding the complaints.
- Within some of the cases it was identified that within the responses to the complainants, they were not informed in their outcome email that should they remain dissatisfied that they could request for their complaints to be formally recorded.
- From the 15 cases reviewed by the OPCC 3 cases were unable to be determined as the outcome was unknown.
- 1 case considered by the OPCC was determined not to be handled in a reasonable and proportionate manner.

Dip-Sample Findings

Case no	Complaint Category	Complaint type	Complaint summary	Areas for improvement / Positive findings	Outcome reasonable and proportionate?
1	Delivery of duties and service	Hate Crime	Complainant represents LGBTQ+ communities. They raised that their group receives online hate and are dissatisfied with the lack of support from DPP.	<ul style="list-style-type: none"> • The Complaint handler (CH) has provided a good explanation. • Area for improvement is the timeliness in concluding the complaint. Although it is acknowledged that the timeliness was affected by seeking clarification from the complainant 	Yes
2	Delivery of duties and service	Hate Crime	The Complainant is dissatisfied with the Officer in charge (OIC) stating that they provide a lack of updates from investigation and that the conduct of OIC was rude.	<ul style="list-style-type: none"> • Acknowledgement email to the complainant was detailed. • Appropriate means to address the complaint carried out. • CH appropriately informed the line manager of the OIC. 	Yes

				<ul style="list-style-type: none"> Positive that the complaint was dealt with in a timely manner. 	
3	Delivery of duties and service	Hate Crime	Complainant was advised by DPP that unless they were directly affected by the incident that they would not be eligible to report.	<ul style="list-style-type: none"> Positive that PSD sent the details of the complaint to the officers in question for their awareness. Handled in a timely manner. 	Yes
4	Delivery of duties and service	Hate Crime	The Complainant's ex-father-in-law was abusive, and they are unhappy that DPP did not take action.	<ul style="list-style-type: none"> Appropriate action taken to address the complaint. No detail noted as to whether PSD have responded to the complainant with the outcome. 	Yes – but no able to identify if complainant was informed
5	Delivery of duties and service	Hate Crime	DPP have not followed up enquiries to the complainant's investigation. Complainant is also dissatisfied that the Force Contact Centre (FCC) operator was obstructive not allowing them to speak to someone of higher rank.	<ul style="list-style-type: none"> Enquiries undertaken were proportionate. There was a delay with timeliness with the initial complaint being made in January and the outcome not received until April. 	Yes
6	Delivery of duties and service	Roads Policing	Complainant is dissatisfied with the Force following a Road Traffic Collision.	<ul style="list-style-type: none"> Case considered best practice Appropriate enquiries conducted by PSD. Body Worn Video was reviewed and explanation provided. Learning identified and feedback provided to the officers. 	Yes
7	Delivery of duties and service	Roads Policing	Complainant is dissatisfied with the inactivity following reports of a vehicle being used without an MOT.	<ul style="list-style-type: none"> Timeliness of PSD to acknowledge the complaint. 	Unknown

				<ul style="list-style-type: none"> • No outcome received to see how this was resolved via an OS3. Complaint was sent out to the Roads Policing Unit but no conclusion confirmed. 	
8	Delivery of duties and service	Roads Policing	Dissatisfied after incorrectly pulled over by officers.	<ul style="list-style-type: none"> • Handled in a timely manner. • Appropriate enquiries undertaken. • In the response to the complainant there is no explanation advising that the complainant could have their complaint recorded if they remained dissatisfied. 	Yes
9	Delivery of duties and service	Roads Policing	Dissatisfied with the manner officers drove their motorbikes	<ul style="list-style-type: none"> • Handled in an appropriate manner. • Issues with timeliness 	Yes
10	Delivery of duties and service	Roads Policing	Unhappy that the community speed watch is considered to be unnecessary on a specific road.	<ul style="list-style-type: none"> • Handled appropriate and proportionately. • No information informing the complainant of the option to have the complaint recorded. 	Yes
11	Delivery of duties and service	Closed as 'other action'	Complaint is dissatisfied with the investigation / length of time detained property is released in relation to their stepfather's death. They also are unhappy with the way they were informed of the death.	<ul style="list-style-type: none"> • Initial email from FCC is very vague. Difficult for PSD to assess. • Delay in the initial contact from PSD but the email sent was very detailed • Unsure of what the outcome was, as there is no response received from the CH. 	Unknown
12	Delivery of duties and service	Closed as 'other action'	Dissatisfied with the Force's response to speeding concerns in their area.	<ul style="list-style-type: none"> • Initial email from PSD is informative and timely. • Delay in the CH in responding resulting in the complainant having to chase up a response. • CH provided their conclusion of the complaint directly to PSD, but we were unable to identify 	No

				<p>the CH had communicated the outcome directly to the complainant</p> <ul style="list-style-type: none"> Language in one correspondence from PSD to GoSafe considered unprofessional '<i>Don't shoot the messenger</i>'. Whilst it is an internal communication, emails concerning personal information are disclosable via subject access request. 	
13	Delivery of duties and service	Closed as 'other action'	Complainant is dissatisfied of the Force's handling of their sexual assault case. They are unhappy that their name was spelt incorrectly, how the case was handled, lack of updates, not being referred to support services and why no explanation was provided as to why the case was dropped.	<ul style="list-style-type: none"> Positive that PSD signposted complainant to a VRR. No response logged, unsure what the outcome was. Complaint was assigned to a Detective Sargent, but no response has been logged. 	Unknown
14	Delivery of duties and service	Closed as 'other action'	Lack of contact and updates in relation to partners death.	<ul style="list-style-type: none"> Timely initial contact from PSD. Appropriate signposting. Not really addressed the main bulk of the complaint which was around the lack of contact. 	Yes
15	Delivery of duties and service	Closed as 'other action'	Complainant is dissatisfied that officers ignored their requests and were rude towards them when reporting an incident.	<ul style="list-style-type: none"> Delay in contacting the complainant, although the email was detailed. CH provided a detailed response to the complainant and notified PSD of the outcome. CH spoke with the officer in question providing feedback 	Yes

				<ul style="list-style-type: none">• Consider this to be an example of best practice.	
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This report is submitted to the PSD assurance board for oversight and reporting. Further information on the PSD assurance board can be found here [Terms of Reference](#).