



<https://www.dyfedpowys-pcc.org.uk/t>

An annual review of the complaints performance from the 1<sup>st</sup> of April 2025 - 31<sup>st</sup> of March 2026. This report will consider the number of complaints received regarding the Chief Constable, outcomes of the complaint reviews conducted by the OPCC and summary of the community concerns raised with the OPCC.

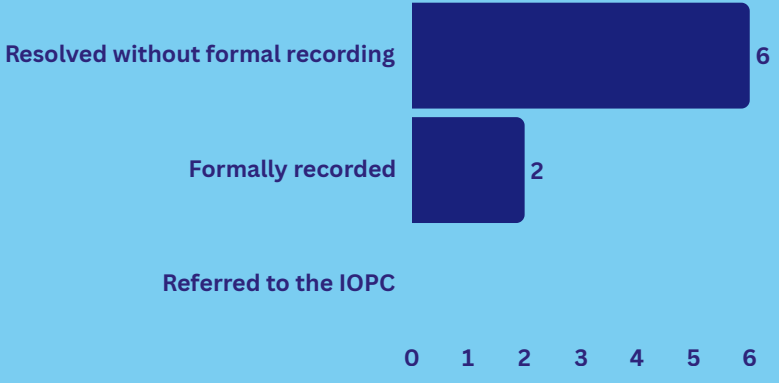


## PCC STATUTORY RESPONSIBILITIES 25-26 ANNUAL STATISTICS

### Chief Constable Complaints:



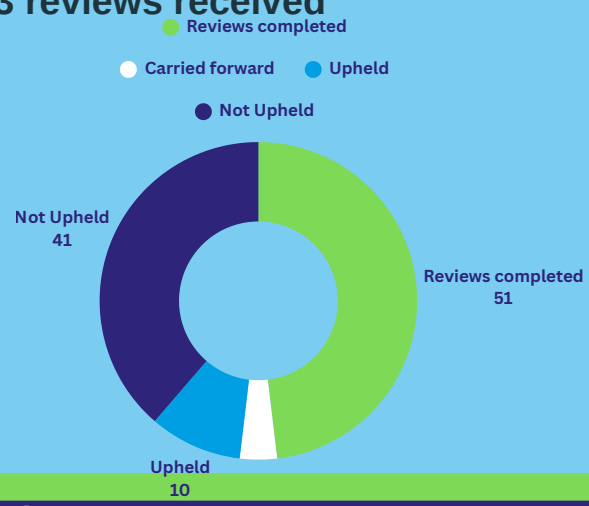
8 complaints received



### OPCC Complaint Reviews:



53 reviews received



## COMMUNITY CONCERNS

389 total concerns recorded



14% Traffic concerns



30% PSD complaint queries



5% Police response times

15% organisational dissatisfaction



8% Antisocial Behaviour concerns

## COMPLAINT DIP



### SAMPLING

57 cases reviewed

#### Key findings

- Non compliance with statutory timescales
- Inconsistent recording of informal resolutions
- Strong quality of written responses from Professional Standards Department
- Evidence of good expectation management in complainant communication

