



FOI Ref: OPCC 03 – 26/27

Request: Dated 4th of June 2026

Request:

I am requesting information on the total number of complaints your office has received, regardless of their nature, including complaints about either the Chief Inspector or the force itself. I understand that your office deals only with complaints about the Chief Inspector rather than the force, but as a public office you are still required to record receipt of such correspondence. I would also like to know how many of those complaints were formally registered and how many were acted upon.

Details of all complaints submitted by members of the public to your office, either by post or through the website, how many have been logged as a complaint and how many have been dealt with.

Response:

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

As previously advised, the legislative remit of the Police and Crime Commissioner means that the Police and Crime Commissioner is **only** responsible for considering and investigating formal complaints made against the Chief Constable of Dyfed Powys Police Force.

The Commissioner **does not** have the legal remit to investigate complaints involving any other ranking officer or to become involved in operational policing delivery. Such matters are the responsibility of the Chief Constable of Dyfed Powys Police Force, who delegates the responsibility to the relevant department/individual.

With the above in mind when the OPCC receives correspondence in relation to complaints made against Dyfed Powys Police these are recorded but no further action is undertaken as the complainant is advised to contact the Professional Standards Department who are the appropriate department to consider their complaint.

Additionally, I would advise that the information you request may 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. The annual report provides data on the number of complaint correspondence received by the OPCC and information on complaints against the Chief Constable.
- [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 \(IOPC\)](#)
- [Dyfed Powys Police](#) – You may find the relevant information already published by Dyfed Powys Police on their website here: [Published items - complaints | Dyfed-Powys Police](#)

Although, I would advise that your request would be best considered by Dyfed Powys Police who may or may not hold the information requested. You can make a request through their online form here: [Request information about the police | Dyfed-Powys Police](#)

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](#)