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Police and Crime Commissioner's Annual Complaints Performance Report

1 April 2025 – 31 March 2026

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1. Introduction

1.1 Statutory requirement

Under *The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021*, the Police and Crime Commissioner (PCC) is required to publish an annual self-assessment of performance in overseeing the management of police complaints by Dyfed-Powys Police.

1.2 PCC statutory duties in relation to complaints

The PCC has three principal responsibilities:

- Acting as the **Appropriate Authority** for complaints about the Chief Constable
- Holding the Chief Constable to account for the effectiveness and efficiency of the police complaints system
- Acting as the **Relevant Review Body** for certain police complaints

1.3 Purpose of this report

This report sets out the resources, governance arrangements and processes adopted by the PCC to discharge these duties and provides assurance of compliance with the Specified Information Order.

1.4 Scope

This report does **not** contain information about individual complaints or reviews.

2. PCC Self-Assessment: Complaints Handling Functions

2.1 Complaints about the Chief Constable (Appropriate Authority role)

The PCC for Dyfed-Powys is statutorily responsible for considering complaints made against the Chief Constable and for ensuring that such complaints are handled reasonably and proportionately.

Performance during the reporting period

Between 1 April 2025 and 31 March 2026:

- **8 complaints** relating to the Chief Constable were received by the OPCC
- **6 complaints** did not meet the criteria for formal recording and were suitable for resolution through alternative processes

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- **2 complaints** were formally recorded and assessed as not meeting the referral threshold to the Independent Office for Police Conduct (IOPC).

Of the two recorded complaints:

- The first complaint was not upheld as it concerned a delegated authority and not a direct complaint against the Chief Constable. The complainant did not exercise their right of review to the IOPC
- The second complaint was received anonymously via Crimestoppers. The complaint was in relation to internal recruitment processes. Enquiries were made with the Force and no further action was taken. The PCC was satisfied that correct procedures were followed and the concerns raised related to a delegated process.

All decisions were made in accordance with *IOPC Focus* – [Handling Complaints Against a Chief Officer \(Focus Newsletter 16\)](#).

3. OPCC Complaint Reviews

3.1 Legislative context

The *Policing and Crime Act 2017* introduced reforms to the police complaints system to increase independence, transparency and learning from complaints.

3.2 PCC role as Relevant Review Body

Under the new arrangements, the PCC or the IOPC acts as the Relevant Review Body, replacing the previous appeals system.

3.3 Model adopted by Dyfed-Powys PCC

The Act provides three operating models. Dyfed-Powys PCC adopted **Model 1**, the rationale for this decision is published on the [OPCC website](#).

3.4 Review rights

Since 1 February 2020, individuals dissatisfied with the outcome of a complaint recorded under Schedule 3 of the *Police Reform Act 2002* may apply for a review. Dyfed-Powys Police remains responsible for recording and investigating complaints.

3.5 IOPC and PCC review responsibilities

The IOPC is the Relevant Review Body in cases involving:

- Senior officer conduct (above Chief Superintendent)
- Potential criminal or disciplinary matters
- Article 2 or 3 ECHR considerations
- Mandatory or initiative-based IOPC referrals

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In all other eligible cases, the PCC is the Relevant Review Body.

3.6 Outsourcing of complaint reviews

Following a joint tender process led by Dyfed-Powys OPCC, a contract was awarded to Sancus who are jointly used by the PCCs for Dyfed-Powys, Gwent and North Wales. Complaint reviews will be outsourced to Sancus as required to provide resilience and financial viability to PCCs.

All complainants are informed that reviews may be outsourced to Sancus, with this information published on the [OPCC website](#).

3.7 Quality assurance

Robust quality assurance arrangements are in place:

- Independent review by Sancus
- Consideration of outcomes by trained OPCC Quality of Service Caseworkers
- Oversight by the Head of Assurance prior to disclosure
- Ongoing IOPC-led training for OPCC staff

3.8 Learning and oversight

Recommendations and learning points are shared with the Force's Professional Standards Department (PSD), with formal responses required within 28 days. Review data is recorded and reported quarterly to the Professional Standards Assurance Board (PSDAB). The OPCC also meets quarterly with the IOPC to identify themes and share best practice.

3.9 Review performance 2025–26

- **53 review applications** received (60 in 2024–25)
- **51 reviews completed**, including 2 carried over from the previous year
- **10 upheld** and **41 not upheld**
- **10 reviews** resulted in formal recommendations for the Force
- **4 reviews** carried forward to 2026–27

4. Holding the Chief Constable to Account

4.1 Appropriate Authority delegation

The Chief Constable, acting through the Deputy Chief Constable and PSD, is the Appropriate Authority for complaints against officers, staff and services.

4.2– Professional Standards Assurance Board (PSDAB)

Operating since March 2024, the PSDAB meets quarterly and is chaired by the OPCC Chief Executive. It met **five times** during the reporting period.

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Standing agenda items include:

- Force performance including IOPC complaint satisfaction data
- Misconduct and vetting
- OPCC complaint reviews and dip-sampling findings

Additional scrutiny during the year included:

- IOPC national reports
 - Misconduct transparency and FOI responses
 - Whistleblowing and anti-corruption policies
 - Vetting, recruitment and pension forfeiture processes
 - Timeliness & Quality of complaint investigations
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5. Further Scrutiny and Public Assurance

5.1 HMICFRS and IOPC

The PCC is subject to external scrutiny by HMICFRS and the IOPC. Responses to findings and progress updates are published on the OPCC website and monitored through Policing Boards.

5.2 Timeliness reporting

In accordance with Regulations 13 and 19 of the *Police (Complaints and Misconduct) Regulations 2020*, the OPCC was notified of **11 investigations** exceeding 12 months. Timeliness is now a standing PSDAB agenda item.

5.3 Police and Crime Panel

The Police and Crime Panel continued to scrutinise the PCC's statutory performance, meeting **six times** during 2025–26. Reports from meetings are published on the Police and Crime Panel [website](#) and include a summary of complaints received by the OPCC as well as reviews undertaken in relation to the handling of complaints undertaken by the Force.

5.4 Community concerns

The capture and analysis of local concerns from the public supports the Police and Crime Plan priority of building trust and confidence in local policing.

Correspondence is logged on to the OPCC's record management system and categorised so that quarterly analysis of communication can be undertaken which will inform future scrutiny and engagement activity.

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During 2025–26, the OPCC recorded **389 community concerns**. Correspondence is broken down into categories for quarterly analysis which helps inform future scrutiny.

The top 5 categories recorded are outlined below

- 30% were logged as PSD-related complaints where individuals were either wanting to make a new complaint or were seeking an update on a live complaint.
 - 15% related to organizational dissatisfaction
 - 14% relating to local traffic concerns
 - 8% relating to Anti-Social Behavior concerns
 - 5% relating to response times from Dyfed Powys Police
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6. Independent Office for Police Conduct (IOPC)

The PCC meets on a quarterly basis with the Director of Engagement for the IOPC which is essential in supporting the PCC's duty to hold the Chief Constable to account by scrutinizing force performance, reinforcing transparency and accountability, and strengthening public trust and confidence in policing.

The IOPC publishes quarterly and annual complaint statistics, enabling force comparison, trend analysis and benchmarking. OPCC review data is included and provides insight into complainant satisfaction levels. The latest statistics can viewed on the following link [Dyfed-Powys Police | Independent Office for Police Conduct \(IOPC\)](#)

7. OPCC Complaint Dip-Sampling

7.1 Dip-sampling activity

During 2025–26, the OPCC dip-sampled **57 closed complaint cases**, covering areas such as neighbourhood policing, hate crime, investigations and roads policing.

Key findings included:

- Delays and communication failures in some cases
- Inconsistent recording of informal resolutions
- Strong quality of written responses from PSD
- Evidence of good expectation management in complainant communications

Findings are reported quarterly to PSDAB and published on the [OPCC website](#).

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8. Publication

In compliance with *The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021*, this Annual Complaints Performance Report is published on the Dyfed-Powys Police and Crime Commissioner's website.

9. Appendix: Mapping to the Specified Information Order (2021)

The table below demonstrates how this report complies with the information requirements set out in **The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021**, specifically the provisions relating to police complaints oversight and review functions.

Specified Information Order requirement (2021)	Description of requirement	Where addressed in this report
Article 1(2) – Annual publication requirement	Requirement on PCCs to publish specified information on an annual basis	Section 8 – Publication
Paragraph 7A(a)	PCC self-assessment of performance in overseeing the handling of complaints by the chief officer	Section 1 (Introduction) and Section 2 (PCC Self-Assessment)
Paragraph 7A(b)	Arrangements for handling complaints against the Chief Constable	Section 2.1 – Complaints about the Chief Constable
Paragraph 7A(c)	Description of how the PCC acts as Relevant Review Body	Section 3 – OPCC Complaint Reviews
Paragraph 7A(d)	Information about resources and processes used to carry out review functions	Sections 3.7–3.9 – Outsourcing, Quality Assurance
Paragraph 7A(e)	Data on the number of complaint reviews and their outcomes	Sections – Review Performance
Paragraph 7A(f)	How learning and recommendations from complaints are identified and addressed	Sections 3 and Section 7 – Dip-Sampling
Paragraph 7A(g)	How the PCC holds the Chief Constable to account for complaints handling	Section 4 – Holding the Chief Constable to Account
Paragraph 7A(h)	Governance and scrutiny arrangements supporting complaints oversight	Sections 4 and 5 – PSDAB, Police and Crime Panel, external scrutiny
Paragraph 7A(i)	Engagement with and oversight by the IOPC	Sections 3.14 and 6 – IOPC engagement and statistics

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Paragraph 7A(j)	Transparency and accessibility of complaints information	Sections 5 and 8 – Community Concerns and Publication
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This mapping provides assurance that the Commissioner has complied fully with the Specified Information Order and publication requirements |

Force performance and assurance	Sections 3, 4, 5 and 7 provide qualitative and quantitative assurance on the Force's complaint handling	
Learning and continuous improvement	Sections 3 and 7 set out how learning, recommendations and dip-sampling inform improvement	
Engagement and public confidence	Sections 5 show how community concerns are captured, analysed and used to inform scrutiny	