



Police and Crime Commissioner for Dyfed-Powys

OPCC Complaint Reviews Reporting period Update Report July - September 2025 Quarter

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Number of reviews received

During this period the OPCC received 9 requests for a review, which is 2 more than the same reporting period last 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 is 18 days 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 5 working days.

Reviews found not reasonable and proportionate

During this period the OPCC have upheld 2 review's which is 1 more than the previous year.

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

Reason for upheld reviews

1. Complaint ref: PCC-10062025-2

An allegation raised by the complainant had not been addressed as part of the complaint. Although it was noted that the complainant had submitted a new complaint to PSD, therefore it was recommended that the missed allegation would be considered under the new complaint.

PSD response

PSD accepted the recommendation and noted that the missed allegation would form part of the new complaint.

2. Complaint ref: PCC-19082025-2

The reviewer considered that there were unanswered questions submitted by the complainant and that there was a missed opportunity for further learning. It was therefore recommended that the complaint handler responded to the 10 questions asked by the complainant and that guidance on the Crown Prosecution Service definition of a 'course of conduct' is circulated to all officers.

PSD response

PSD accepted the recommendation to respond to the complainants 10 questions. Although they determined that it would not be appropriate to circulate guidance to the Force as differing views of a course of conduct were between CPS and the individual officers involved in the investigation. PSD determined that there is nothing to suggest a force wide issue and noted that Stalking and Harassment training has already been rolled out 2023-2024.

When clarity was sought by the OPCC the PSD provided further information that a new stalking screening tool is being implemented in Force and training has been delivered to officers. The PSD also shared the proposed learning with appropriate leads.

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.
- Lack of contact from OS3 and delay of contact of over a month once allocated to Insp for OTBI.
- Language used within correspondence to the complainant and within the outcome letter was not trauma informed.
- Supervisory accountability and lack of clarity and communication which resulted in the complaint being made.

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.
