



Response Date:06/01/2025

2024/1192 - Complaints

In response to your recent request for information regarding;

1. How many North Wales officers were the subject of complaints in the calendar year 2024?

337

2. How many complaints were dismissed by the investigating officer but appealed and considered by your Professional Standards Department (PSD)?

Clarification requested;

There is no longer an "appeal" process and complainants can seek a "review".

There is also no option for a complaint to be "dismissed". Please could you clarify what you mean by "considered by your PSD"?

Clarification received;

The wording perhaps should read:

2. How many of these complaints were appealed but dismissed on review by the Professional Standards Department

3. How many of these complaints did the PSD uphold?

Clarification requested;

Please can you also clarify if this question relating back to the number of complaints identified under question 1 or 2?

Clarification received;

Is related to FOI request 1.

There is no longer an option to appeal a complaint case via the PSD route. This option was removed in February 2020 following a legislative change.

A complainant can seek a review of a complaint through the Local Policing Board or IOPC.

Therefore the answer is nil.

4. Optional for context: How many officers were serving in your Force in 2024?

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UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 06/01/2025