



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 15/02/2024

2024/175 - Complaints

In response to your recent request for information regarding;

Although excess cost removed the forces obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Please provide the following information, from 2015 to the present day. Please provide monthly data on:

- **Number of complaints from domestic abuse victims regarding your force's handling of their case.**
 - **Please provide this as a raw number and percentage of cases.**
- **The outcome of the above complaints. If this is categorised, please outline what these categories are and how many cases fell into each category.**

Result	2020	2021	2022	2023	Total
Resolved	6	9	8	8	31
The service provided was acceptable	3	9	4	5	21
The service provided was not acceptable		1	6	2	9
Not Resolved - NFA	1	1	1		3
ONGOING				2	2
No Case to Answer				1	1
Case to Answer			1		1
Total	10	20	20	18	68

Case to answer case resulted in;

2022- Written Warning

% Of overall complaints per year	2020	2021	2022	2023
	1.53%	3.15	3.96	2.97

- **Which category each complainant falls into under the IOPC's guidance which lays out the three following categories:**
 - **claims to be the person in relation to whom the conduct took place**
 - **claims to have been adversely affected by the conduct**
 - **claims to have witnessed the conduct**
 - **(is acting on behalf of someone who satisfies one of the above three criteria)**

For the second and third bullet points, please provide this as a raw number.

claims to be the person in relation to whom the conduct took place	59
claims to have been adversely affected by the conduct	1
claims to have witnessed the conduct	1
is acting on behalf of someone who satisfies one of the above criteria	7

Our information is set up and searchable for our policing purposes. The detail provided runs from 01/02/2020 to date, as prior to that date we did not assign "Domestic Abuse" factors to cases and as such this query would require a manual search of approx. 500 cases per annum.

The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 14/02/2024