



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 12/02/2024

2024/176 - Internal Complaints

In response to your recent request for information regarding;

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

- **How many complaints were made internally within your force regarding the handling of domestic abuse cases. Please include:**
 - **How many of the above complaints were taken forward.**
 - **The outcome of the above complaints.**
 - **The role of the individual making the complaint.**
 - **The individual the complaint was made to, for example a supervisor or the domestic abuse regional lead.**
 - **If you apply any further categories to your records regarding complaints, please also include this information**

The IOPC Statutory Guidance sets out that internal staff cannot generate a formal complaint and as such there are no identifiable "factors" available to track cases.

"A person cannot make a complaint if they are a person serving with the force complained about, unless they are a designated community support volunteer or police support volunteer."

Whilst Forces are encouraged to set out "adequate systems" to support such staff there are no means to identify these cases without manually reviewing all cases held within PSD / ACU records. 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 12/02/2024