



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:20/02/2024

2024/194 - "formal grievance" mechanism

In response to your recent request for information regarding;

Do you hold data on individuals who approach the inspector or supervisor, as outlined in your final paragraph? Also, is there a "formal grievance" mechanism in your force? If so, I would be grateful if you could provide data on formal grievances raised relating to my original request.

Clarification requested

Please would you provide clarification on the specific information you require? Do you require a copy of force policy? Or is this request asking for statistics?

Clarification received

I am seeking monthly data on how many times concerns were raised within the force (ie any member of the force - staff, volunteers or officers) about the handling of a domestic abuse case, from 2015 to the present day. I have pasted the wording of my original request 2024/194 below.

- **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.**

As you have said, there is no "complaints" mechanism, so you do not hold any data relating to the wording in this original request. I am seeking to know if concerns are raised under another mechanism, for example another police force has informed me that if a force member had a concern, they would raise a "formal grievance".

I am seeking the data within the bullet points as relates to whichever term you use for how members of the force can raise concerns.

Year	Complaint taken forward	Outcome of complaint	Role of individual	Individual complaint was made to
2016	Taken forward by PSD for investigation	No further action - lack of evidence	PC	Made via the grievance process
2019	Not taken forward via grievance process as not an internal matter	N/A	PC	Made via the grievance process
2022	Not taken forward via grievance process as not an internal matter	N/A	PC	Made via the grievance process

2023	Partially Upheld	Organisational learning regarding welfare during investigations	Response Operator	Made via the grievance process
------	------------------	---	-------------------	--------------------------------

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 19/02/2024