



Response Date: 19/08/2025

2025/827 - Special Constables

In response to your recent request for information regarding;

I request the following information regarding the general handling of complaints — particularly those involving Special Constables — by North Wales Police.

1. Complaint Handling by Special Constables

a. Does North Wales Police have a policy or internal guidance which allows or prohibits a complaint against a Special Constable to be investigated by another Special Constable?

No

b. If such a policy exists, please provide a copy or summary of the relevant section(s).

Not applicable

c. In the last 3 years, how many public complaints against Special Constables were investigated by another Special Constable?

Nil

2. Oversight and Training

a. What specific training is provided to Special Constables who are assigned to investigate public complaints?

b. Are Special Constables ever granted acting supervisory ranks (e.g. Acting Sergeant) for the purposes of complaint investigation?

c. What safeguards or oversight mechanisms are in place to ensure impartiality when a Special Constable investigates another Special Constable?

Not applicable

3. Correspondence and Disclosure Errors

a. How many complaints have been upheld or partially upheld in the past 3 years regarding police correspondence or legal documents being sent to incorrect addresses?

This query has been addressed by reviewing cases logged or recorded under the allegation factor of "handling of information". There is no definition of "upheld" and as such I have used the definition "service not acceptable". The result is one allegation identified as "service not acceptable".

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

b. What is the formal process followed by North Wales Police when exculpatory material is found to have been omitted from court disclosure?

We do not have a policy in relation to this. In practice, we would be referred back to CPS and/or court as appropriate.

c. Have any internal audits or reviews into disclosure failings been conducted in the last 3 years? If so, please provide the titles and dates of those reviews.

No

4. Complaint Review Process

a. What is the average and maximum timeframe within which a complaint must be resolved under North Wales Police policy?

Each complaint is unique in nature and therefore there are no defined parameters for completion of investigation set by North Wales Police. We follow the IOPC guidance which set out that "It is important that investigations are conducted in a timely manner. This can affect what outcomes may be available and therefore the ability to secure a fair result. It helps to 98 Statutory guidance on the police complaints system secure confidence in the complaints system and minimise the impact of an investigation on all those involved. However, acting promptly should not come at the expense of necessary diligence" – Any cases under investigation beyond 12 months are subject of reporting to relevant parties in line with legislation.

b. What percentage of complaints in the last 3 years were escalated to an internal review or to the IOPC?

Complaints received during period 06/08/2022 – 06/08/2025 = 1719.

Local Policing Body Reviews during period 06/08/2022 – 06/08/2025 = 96.

IOPC Reviews during period 06/08/2022 – 06/08/2025 = 94.

c. Does North Wales Police track the number of complaints made specifically about the handling of complaints by the Professional Standards Department? If so, please provide figures for the past 3 years.

Professional Standards Department are subject of scrutiny and oversight by Chief Officers, IOPC, OPCC and HMICFRS. "Complaints" regarding the handling of complaints would be addressed by an application for "review" to the "Relevant Review Body".

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 12/08/2025