

Internal Review of FOI 15195 Activities undertaken by the PCC to ensure the police record complaints

Request:

Please provide full details of any activities that the PCC has undertaken to try and ensure that the police record complaints when asked and to ascertain how often they fail to do so.

Schedule of Response Information:

I write in connection with your request for an internal review which was received by this office on 4 June 2025, requiring the Office of the Police and Crime Commissioner provide you with a more specific response.

All requests and internal reviews are dealt with on a case-by-case basis. The internal review is intended to provide a fair and thorough review of the handling and decisions taken in pursuant to the Act. Internal reviews within Devon & Cornwall OPCC are conducted by individuals that have had no connection to the initial handling of a request to facilitate a fresh look at the circumstances of a request.

I note you seek access to the following information:

Please provide full details of any activities that the PCC has undertaken to try and ensure that the police record complaints when asked and to ascertain how often they fail to do so.

Devon & Cornwall OPCC responded to your FOI request on 2nd June 2025, detailing the multiple ways in which the PCC and her office scrutinise the handling of police complaints.

I can advise that, following my review of this request it is my consideration that the response provided at the time was correct, however since that date, in addition to the activities previously described the PCC has introduced a Police Conduct Oversight Board which meets twice a year. The primary purpose of the Police Conduct Oversight Board is to review all police misconduct cases which may be suitable for the Commissioner to consider for a pension forfeiture application and to provide oversight of all force misconduct and statutory complaint compliance.

One of the main objectives of the board is to provide governance of the force's statutory reporting requirements for complaints.



☎ 01392 225555 ✉ opcc@dc-pcc.gov.uk

📍 The Office of the Police and Crime Commissioner
Andy Hocking House, Alderson Drive, Exeter EX2 7RP

🌐 devonandcornwall-pcc.gov.uk

If you are not satisfied with the outcome of this internal review, you have the right to appeal directly to the Information Commissioner's Officer (ICO) – please see the details below.

Information Commissioner

In line with the decision made relating to your appeal, I must advise you that under Section 50 of the Freedom of Information Act 2000, you have the right to appeal to the Information Commissioner to review the application and the Office of the Police and Crime Commissioner's response. The address of the Information Commissioner is:

The Office of the Information Commissioner
Wycliffe House, Water Lane,
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545745
Fax: 01625 524510
e.mail: mail@ico.gsi.gov.uk



☎ 01392 225555 ✉ opcc@dc-pcc.gov.uk

📍 The Office of the Police and Crime Commissioner
Andy Hocking House, Alderson Drive, Exeter EX2 7RP

🌐 devonandcornwall-pcc.gov.uk

