

**From:** !enquiries <[enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)>

**Sent:** Thursday, September 28, 2023 2:05 PM

**To:** [lambchiro@btinternet.com](mailto:lambchiro@btinternet.com)

**Subject:** Automatic Reply: IOPC

Thank you for contacting the Independent Office for Police Conduct (IOPC). We are receiving a high number of enquiries and we will respond to your email within **10 working days**. In the meantime, you may find the information below useful.

## **How to make a complaint**

The quickest and easiest way to submit a complaint is via our [online complaint form](#). We will send your complaint directly to the police force involved. The Professional Standards Department (PSD) for the police force will usually respond to your complaint within 15 working days.

## **Concerns with an ongoing complaint investigation**

The IOPC has limited involvement in ongoing complaints handled by the police force's PSD. If you have an ongoing complaint being handled by the PSD and want to ask for an update, or express any concerns or criticisms, you should contact the PSD directly. Please telephone 101 for the PSD contact details.

## **The outcome of your complaint and right of review**

If you received an outcome letter for your complaint, it may offer you the right to ask for a review. A review can only be considered by the relevant review body. Your outcome letter should name the relevant review body and tell you where to send a request for review. Please ensure any request for review is sent as soon as possible and **before** the deadline stated in the outcome letter.

## **Reporting a crime**

If you wish to report a crime, you must report it directly to the police. If you fear for your safety or are in immediate danger you should ring 999.

If your email falls into one of the categories above or you have copied the IOPC into your email, **you may not receive a response**. However, if you have any more questions please contact 0300 020 0096.

We welcome correspondence in Welsh. We will respond to you in Welsh and this will not lead to delay.

Rydym yn croesawu gohebiaeth yn y Gymraeg. Byddwn yn ymateb i chi yn y Gymraeg ac ni fydd hyn yn arwain at oedi.

This message and its content may contain confidential, privileged or copyright information. They are intended solely for the use of the intended recipient. If you received this message in error, you must not disclose, copy, distribute or take any action which relies on the contents. Instead, please inform the sender and then permanently delete it. Any views or opinions expressed in this communication are solely those of the author and do not necessarily represent the views of the IOPC. Only specified staff are authorised to make binding agreements on behalf of the IOPC by email. The IOPC accepts no responsibility for unauthorised agreements reached with other employees or agents. The IOPC cannot guarantee the security of this email or any attachments. While emails are regularly scanned, the IOPC cannot take any liability for any virus that may be

transmitted with the internet. The IOPC communication systems are monitored to the extent permitted by law. Consequently, any email and or attachments may be read by monitoring staff.

Gall y neges hon a'i chynnwys gynnwys gwybodaeth gyfrinachol, freintiedig neu hawlfraint. Fe'u bwriedir at ddefnydd y derbynnydd arfaethedig yn unig. Os derbynioch y neges hon mewn camgymeriad, mae'n rhaid i chi beidio â datgelu, copïo, dosbarthu na chymryd unrhyw gamau sy'n dibynnu ar y cynnwys. Yn hytrach, rhowch wybod i'r anfonwr ac yna dilëwch ef yn barhaol. Mae unrhyw farn neu safbwyntiau a fynegir yn y cyfathrebiad hwn yn eiddo i'r awdur yn unig ac nid ydynt o reidrwydd yn cynrychioli barn yr IOPC. Dim ond staff penodedig sydd wedi'u hawdurdodi i wneud cytundebau rhwymol ar ran yr IOPC trwy e-bost. Nid yw'r IOPC yn derbyn unrhyw gyfrifoldeb am gytundebau anawdurdodedig y daethpwyd iddynt â gweithwyr neu asiantau eraill. Ni all yr IOPC warantu diogelwch yr e-bost hwn nac unrhyw atodiadau. Tra bod negeseuon e-bost yn cael eu sganio'n rheolaidd, ni all yr IOPC gymryd unrhyw gyfrifoldeb am unrhyw firws y gellir ei drosglwyddo â'r rhyngrwyd. Mae systemau cyfathrebu'r IOPC yn cael eu monitro i'r graddau a ganiateir gan y gyfraith. O ganlyniad, gall unrhyw e-bost a/neu atodiadau gael eu darllen gan staff monitro.