

**From:** !enquiries <enquiries@policeconduct.gov.uk>  
**Sent:** 11 October 2023 14:54  
**To:**  
**Subject:** IOPC Reference: 2023/195530

Dear Howard Lamb DC,

Thank you for contacting the Independent Office for Police Conduct (IOPC). We acknowledge receipt of your email dated 28 September 2023. The reference number is 2023/195530 which you should quote in all future correspondence.

I understand you have written to Tom Whiting, however your correspondence has been passed to ourselves as the most appropriate department to respond to your enquiry.

The IOPC is completely independent of the police service and is responsible for making sure that the police complaints system in England and Wales works effectively and fairly. However, each police force is responsible for considering complaints made against that force and for recording your complaint.

As you have made a complaint this would have gone to the to the appropriate authority for the force concerned - usually this is the Professional Standards Department (PSD) or the Complaints Resolution Unit (CRU) for the Metropolitan Police.

The PSD or equivalent is the department within the police service that is responsible for dealing with complaints made against that force in the first instance. In the vast majority of cases, the appropriate authority retains responsibility for investigating the allegations made, and attempting to resolve the complaint.

The complainant may have the right of review at the end of this process if he or she remains dissatisfied with the actions taken by the appropriate authority. The relevant body (either the police force or the IOPC) to deal with your review is dependent upon the allegations raised in your complaint

If you have received an outcome letter at the end of the complaint process this should explain if you have a right to a review of the complaint and who the review body would be.

If you have any queries about a complaint that has been made you should contact the appropriate authority for the force concerned. As you have stated you have been trying to communicate with Sir Mark Rowley I have included the details below for the CRU.

Metropolitan Police Service  
Complaint Resolution Unit (CRU)  
40-42 Newlands Park  
London  
SE26 5NF  
Tel: 101  
Email: [DPSMailbox-.CRU@met.police.uk](mailto:DPSMailbox-.CRU@met.police.uk)

Please be aware that the rules and regulations of the police complaints system are set out in the Police Reform Act 2002, under these rules complaints can only be made by members of the public who: