

From: !enquiries <enquiries@policeconduct.gov.uk>
Sent: 11 October 2023 14:54
To: [REDACTED]
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

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:

- have been the victim of conduct you felt was inappropriate by a police officer or member of police staff
- were present when the alleged inappropriate conduct took place, or close enough to see or hear the inappropriate conduct, or have been adversely affected* by the incident
- are distressed as a result of a friend or a relative being treated badly by the police
- are acting on behalf of any of the above.

If the police force you have contacted felt you have not been adversely affected the complaint may not have been registered, however in order to clarify this, you would need to contact the appropriate authority for the force concerned.

Please see the following links to our Complaint Guide and FAQs on our website:

[A guide to the complaints process | Independent Office for Police Conduct \(IOPC\)](#)

[Frequently asked questions | Independent Office for Police Conduct \(IOPC\)](#)

Kind regards

Peter Rowland
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Sale
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Twitter: [@policeconduct](https://twitter.com/policeconduct)

Find out how we [handle your personal data](#)

How satisfied were you with your experience with the IOPC's Customer Contact Centre? Let us know by [taking this short survey](#)

All information will be treated in accordance with the Data Protection Act.

We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not delay our reply.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os cysylltwch â ni yn Gymraeg, fe gewch ymateb yn Gymraeg, heb arwain at oedi.

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.

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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, rhwng 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 rhyngwrwyd. 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.