

From: !enquiries <enquiries@policeconduct.gov.uk>
Sent: 25 June 2024 11:08
To: lambchiro@btinternet.com
Subject: IOPC reference - 2023/195530

Dear Howard Lamb,

Thank you for contacting the Independent Office for Police Conduct (IOPC). We acknowledge receipt of your emails dated 30 May and 06 & 21 June 2024.

We are completely independent of the police service and are 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 them.

Upon receipt of your emails, we contacted the Complaint Resolution Unit (CRU) of the Metropolitan Police to establish the status of your complaint. The CRU is a department within the Metropolitan Police Service that deals solely with complaints against their officers. They confirmed today, 25 June 2024, that there is no record of a complaint in your name.

As such, if you wish to submit a formal complaint against the police regarding their conduct, you will need to put your concerns in writing to the CRU of the Metropolitan Police. You can submit your complaint directly to the CRU using our website; select the below link to fill in an on-line form.

[Submit a complaint | Independent Office for Police Conduct \(IOPC\)](#)

Alternatively, you can contact the CRU of the Metropolitan Police to submit your complaint directly, using the details below;

Metropolitan Police Service
Complaint Resolution Unit (CRU)
40-42 Newlands Park
London
SE26 5NF

Tel: 101
Email: DPSPMailbox-.CRU@met.police.uk

Once they receive your complaint, the CRU will get back to you in a timely manner; usually within three weeks.

Please note, submitting a complaint directly to the CRU is the correct way of engaging with the complaints process. Sir Mark Rowley does not get involved in individual cases.

I have attached further information on the police complaints process for your attention.

Kind regards

Lucas Crossley
Customer Contact Advisor
Independent Office for Police Conduct (IOPC)
PO Box 473
Sale

M33 0BW

Tel: 0300 020 0096

Email: enquiries@policeconduct.gov.uk

Website: www.policeconduct.gov.uk

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

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

The IOPC is proud to have achieved [Customer Service Excellence accreditation](#)

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.

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

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

<https://www.policeconduct.gov.uk/complaints/guide-to-complaints-process>

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, rhwch 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 rhyngwyd. 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.