

# **Complaints about Police and Crime Commissioners and Police and Crime Panels in Wales**



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# Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



It explains how we deal with complaints about:

- Police and Crime Commissioners (PCCs) and
- Police and Crime Panels (PCPs)



The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations



A **public service** is a service provided by an organisation that is part of the Government.

# Police and Crime Commissioners (PCCs)



Police and Crime Commissioners are elected by local people to be in charge of the Police in their area.



There are 4 Police and Crime Commissioners in Wales:

- One for the Dyfed–Powys Police



- One for the Gwent Police



- One for the North Wales Police



- One for the South Wales Police

# Police and Crime Panels

Each Police force in Wales has a Police and Crime Panel.



A Police and Crime Panel is an independent group of people who give advice to the Police and Crime Commissioner about:



- Their plans for the local Police



- How much money is spent by the local Police



- How much council tax should be paid by local people for the Police



- Choosing a new Chief Constable



Police and Crime Panels are based at local councils.

# Complaints



Each local Police force has a way of looking into complaints.



You can get more information from each local Police force's website.



If you are not happy with the way they have dealt with your complaint, you can complain to the Chief Constable.



## Complaints about the Chief Constable

If you are not happy about the Chief Constable, you can complain to the Police and Crime Commissioner (PCC).



If you are not happy about the way the Police and Crime Commissioner (PCC) deals with your complaint, you can complain to the Ombudsman.



## Complaints about the Police and Crime Commissioner (PCC)

The Ombudsman can only look into the way the Police and Crime Commissioner dealt with your complaint.



We cannot look into your original complaint against the Police.



If you are unhappy with the Police and Crime Commissioner, you should usually complain to your local Police and Crime Panel before contacting us.

## Complaints against the Police



If you have complained about your local Police and you are still unhappy, you can contact the **Independent Office for Police Conduct**.



You can find out more on their website:  
[www.policeconduct.gov.uk/  
complaints-reviews-and-appeals](http://www.policeconduct.gov.uk/complaints-reviews-and-appeals)



You can contact them by:

Email:  
[enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)

Phone:  
**0300 020 0096**



**The Independent Office for Police Conduct** looks at how Police forces in England and Wales deal with complaints.



# To make complaints about your local Police



**HEDDLU  
GOGLEDD CYMRU  
NORTH WALES  
POLICE**

## North Wales Police

Email:

[profstandardsenq@nthwales.pnn.po](mailto:profstandardsenq@nthwales.pnn.po)

Post:

**North Wales Police Headquarters  
Glan y Don  
Colwyn Bay  
Conwy  
LL29 8AW**

Phone:

**01492 805486**



**Heddlu Police  
DYFED  
POWYS**

## Dyfed Powys Police

Email:

[psd@dyfed-powys.pnn.police.uk](mailto:psd@dyfed-powys.pnn.police.uk)

Post:

**Professional Standards Department  
Dyfed Powys Police  
PO Box 99  
Llangynnor  
Carmarthen  
SA31 2PF**

Phone:

**01267 226044**





**South Wales  
Police**

## South Wales Police

Email:

[professionalstandards@south-wales.pnn.police.uk](mailto:professionalstandards@south-wales.pnn.police.uk)



Post:

**Tŷ Richard Thomas  
Newlands Avenue  
Brackla Industrial Estate  
CF31 2DA**

Phone:

**01656 302139**



**Heddlu  
Gwent  
Police**

## Gwent Police

Online complaint form:

[www.gwent.police.uk/en/contact-us/your-opinion-counts/making-a-complaint](http://www.gwent.police.uk/en/contact-us/your-opinion-counts/making-a-complaint)



Post:

**Gwent PSD  
Police Headquarters  
Turnpike Road  
Croesyceiliog  
Cwmbran  
NP44 2XJ**

Phone: **101**

**10**

# To contact your Local Police and Crime Panel

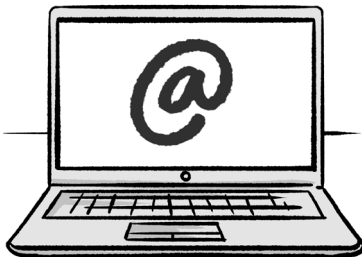


## North Wales Police & Crime Panel

Based at Conwy County Borough Council.



Website:  
[www.nwpcp.org.uk](http://www.nwpcp.org.uk)



Email:  
[pcc.complaints@conwy.gov.uk](mailto:pcc.complaints@conwy.gov.uk)



Post:  
North Wales Police & Crime Panel  
Conwy County Borough Council  
Bodlondeb  
Conwy  
LL32 8DU

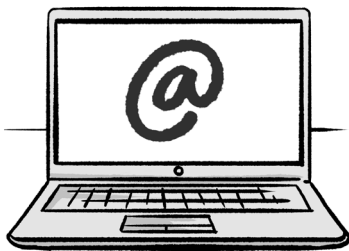


## Dyfed Powys Police & Crime Panel

Based at Carmarthenshire County Council.



Website:  
[www.dppoliceandcrimepanel.wales](http://www.dppoliceandcrimepanel.wales)



Email:  
[rjedgeco@carmarthenshire.gov.uk](mailto:rjedgeco@carmarthenshire.gov.uk)



Post:  
**Dyfed Powys Police & Crime Panel Legal Services**  
**County Hall**  
**Carmarthen**  
**SA31 1JP**



Phone:  
**01267 224018**





Heddlu  
Gwent  
Police

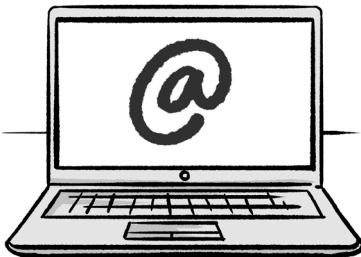
## Gwent Police & Crime Panel

Based at Caerphilly County Borough  
Council.



Website:

[www.gwentpcp.org.uk](http://www.gwentpcp.org.uk)



Email:

[gwentcpc@caerphilly.gov.uk](mailto:gwentcpc@caerphilly.gov.uk)



Post:

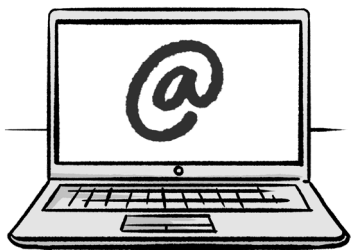
**Ty Penallta  
Tredomen Park  
Ystrad Mynach  
Hengoed  
CF82 7PG**

# To contact the Ombudsman



To contact the Public Services Ombudsman for Wales (PSOW):

Phone:  
**0300 790 0203**



Email:  
**[ask@ombudsman.wales.org.uk](mailto:ask@ombudsman.wales.org.uk)**



Website:  
**[www.ombudsman.wales.org.uk](http://www.ombudsman.wales.org.uk)**



Post:  
**Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ**