Police Complaint Reviews

From 1 February 2020, the Policing and Crime Act 2017 places a mandatory requirement upon Police and Crime Commissioners to carry out reviews of police complaints regarding complaints made after this date.

Who can request a review?

If you are unhappy with the outcome or handling of your complaint, then you can submit a request for a review. It is important that you request a review to the correct organisation. The Office of the Police and Crime Commissioner can only deal with complaints where they have been identified as the relevant review body. You should have been advised of this in the outcome letter of your complaint. The OPCC must receive your request for a review within 28 days from the day after the date stated on your outcome letter.

How will my review be carried out?

In line with the Independent Office of Police Conduct (IOPC) statutory guidance the review will not be a reinvestigation of your complaint, but rather to ensure that it was handled was reasonably and proportionately. Further information and a copy of the statutory guidance can be found on the IOPC's website – https://www.policeconduct.gov.uk/

What happens after making a review request?

Once we receive your request for a review, we will check with Lancashire Constabulary to confirm we are the relevant review body. If we are not the correct review body, we will forward your review request to the correct organisation and inform you that we have done this. If we are the relevant review body, we will acknowledge your request for a review in writing and let you know the next steps. You should provide us with any relevant information about your complaint when submitting your request. To consider your review we will contact Lancashire Constabulary and ask them to provide any information they have about your complaint and how it was dealt with. Once we have received all of the information, we will assess your complaint and make a decision. Once your review has been assessed, the Chief Executive or a authorised officer from the Police and Crime Commissioner's office will make the final decision on the outcome, and if necessary, any recommendations to the force. Our recommendations may or may not be accepted by Lancashire Constabulary. You will be informed of the outcome of your review in writing.

What could the outcomes of the review be?

If a review is upheld, it means that the handling of your complaint did not reach the standard a reasonable person could expect. Where this is the case we will make recommendations to Lancashire Constabulary with a view to remedying the dissatisfaction expressed in your complaint. If a review is not upheld, it means that the handling of your complaint was of a standard that a reasonable person could expect.

COMPLAINT REVIEW PROCESS

