**REQUESTING A REVIEW OF A COMPLAINT**

**Requesting a Review of a Complaint**

The Policing and Crime Act 2017 made a number of changes to how police complaints are dealt with. From 1 February 2020 Police and Crime Commissioners were given powers to review less serious complaints formally recorded and handled by their police forces under Schedule 3 of the Police Reform Act 2002. From 10 May 2021, the Mayor will undertake the functions of the Police and Crime Commissioner for West Yorkshire.

For complaints where criminality or serious misconduct have been alleged, the review will be done by the Independent Office for Police Conduct (IOPC).

West Yorkshire Police will have told you who the review body is for your complaint in the outcome letter sent to you.

The purpose of a review is to assess whether the complaint has been handled in a reasonable and proportionate manner and identify any more learning or opportunities for the police force to improve. If the reviewer decides that the complaint has not been handled in a reasonable and proportionate manner, they can recommend various courses of action to their police force to put things right.

This document contains a form to complete if you want to ask the Mayor’s Office for Policing and Crime to review a complaint formally handled by West Yorkshire Police since 1 February 2020 under Schedule 3 of the Police Reform Act 2002. It can also be downloaded from our website using [https://www.westyorks-ca.gov.uk/policing-and-crime/complaints-and-conduct](https://www.westyorks-ca.gov.uk/policing-and-crime/complaints-and-conduct/) or provided as a paper version upon request.

Your request for a review must be received within 29 days of the outcome letter sent to you by West Yorkshire Police.

**Where you see an \* this information must be provided.**

**YOUR DETAILS**

**Please tell us a few details about yourself:**

First name**\***

Last name**\***

How would you like us to address you?

(e.g. title and surname, first name):

Address**\***

Telephone number/s

E-mail address

We need to communicate with you in writing. Would you prefer contact by email or letter?

**If you want someone to act on your behalf please complete the section below.**

I would like the person below to work on my behalf

Their name:\*

Their relationship to you\*:

Address for writing to them\*

Their telephone number:

Their e-mail address:

Would they prefer contact from us by email or letter?

**YOUR COMPLAINT**

**What is the reference number of your complaint \***

**Please tell us why you want a review of your complaint\*** (no more than 150 words **-** you will have the opportunity to provide more detail on page 6)

|  |
| --- |
|  |

**What do you want to happen by requesting this review? \***

|  |
| --- |
|  |

**Do you need any adjustments to support you to make your request for a review? \***

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Now send us your completed form:**

By post The West Yorkshire Combined Authority, Policing and Crime, 62 George Street, Wakefield, WF1 1DL

Email [policingandcrime@westyorks-ca.gov.uk](mailto:policingandcrime@westyorks-ca.gov.uk)

If you need help completing the form please email or phone 0113 348 1740.

**WHAT WE WILL DO NEXT**

We will acknowledge receipt of your request for a review as soon as possible and, in any case, within ten working days. We will contact you if further detail is needed. We will provide you with the outcome of the review in writing.

**If you wish to let us know more about the complaint you are making please use the attached sheet**.

**PRIVACY**

The West Yorkshire Mayor’s Office for Policing and Crime is the Data Controller for the information you are providing on this form. The information will be used for the purpose of reviewing how West Yorkshire Police handled your complaint. Under the General Data Protection Regulations, you have rights over your own personal data; including a right of access, right of erasure, right to rectification and a right to object. To use any of these rights, please contact our Data Protection Officer at [dpo.PC@westyorks-ca.gov.uk](mailto:dpo.PC@westyorks-ca.gov.uk). You can view our full privacy notice on our website using <https://www.westyorks-ca.gov.uk/policing-and-crime>

**More detail about why you want a review of your complaint:**

|  |
| --- |
|  |