



West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire

Our Reference: 3219

18/03/2026

Freedom of Information Act 2000 Enquiry: Training received by Casework Officers

Thank you for contacting West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 23/02/2026.

Your request was:

"With respect to your review function for public complaints against West Yorkshire Police, can you please;

1) Provide me with details of the relevant training your Casework Officers had to have received before being tasked with handling police complaint reviews from March 2023 onwards?

2) Provide me with an explanation of the difference between 'Casework Officers' and 'Casework and Review Officers' - insofar as their training and police complaint handling roles are concerned?"

This request was handled under the Freedom of Information Act 2000 (FoIA), and I can confirm that the Combined Authority holds the information covered by your request:

1) Provide me with details of the relevant training your Casework Officers had to have received before being tasked with handling police complaint reviews from March 2023 onwards?

Every Casework & Reviews Officer and Manager has attended individual training either before, and/or after March 2023, depending on the date at which their employment commenced. However, in respect of relevant training that *"Casework Officers had to have received before being tasked with handling police complaint reviews"*, there isn't one specific and/or mandatory training programme that needs to be adhered to.

The Independent Office for Police Conduct (IOPC) statutory guidance on the police complaints system, which is publicly available here: [Statutory guidance - 2020 | Independent Office for Police Conduct \(IOPC\)](#), stipulates that:

"18.12 Local policing bodies must ensure that anyone considering applications for reviews has sufficient training."



West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire

As you are already aware, the Casework and Reviews Manager and Casework Officer, who were in post before the responsibility for Reviews commenced on 1 February 2020, both attended Reviews training in 2019 which was jointly delivered by the IOPC and the Home Office.

A second Casework Officer joined the Team in May 2021 and attended reviews training in March 2023. Additional regional Complaint Handling and Reviews Workshops have also been attended by the team since March 2023. Additionally, a further Casework and Reviews Officer joined the team in September 2024 and attended reviews training in December 2024.

We don't hold a specific overarching record / document which evidences the details of all the relevant training that the team has undertaken. Training documentation which evidences training completed by an individual is held within each staff member's personnel file. This information relates to the individuals and constitutes their personal data, which is exempt from disclosure under Section 40(2) of the FoIA.

Section 40(2) of the FoIA is an absolute exemption covering third-party personal data, meaning it can be withheld if disclosure breaches any of the UK GDPR data protection principles. It applies to information relating to living individuals, where disclosing it to the public would violate their privacy rights. Disclosure of data in this case would contravene UK GDPR principle (a) because there is no lawful basis for processing.

2) Provide me with an explanation of the difference between 'Casework Officers' and 'Casework and Review Officers' - insofar as their training and police complaint handling roles are concerned?"

A request made under the FoIA covers any recorded information that we hold.

There was a role profile change from Casework Officer to Casework and Reviews Officer in 2023; please see the attached files which outline the differences between the roles. However, we do not hold further details regarding the differences in training and police complaint handling between the two job profiles:

'Ref 3219 - Policing & Crime Casework Officer Role Profile 2020.pdf'

'Ref 3219 - Policing & Crime Casework and Reviews Officer Role Profile 2023.pdf'

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.



**West
Yorkshire
Combined
Authority**

**Tracy
Brabin
Mayor of
West Yorkshire**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

freedom.info@westyorks-ca.gov.uk