Police and Crime Commissioner
CAMBRIDGESHIRE AND PETERBOROUGH
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FOI Response

Information provided under the Freedom of Information Act

Freedom of Information Request		
FOI Reference: FOI/OPCC/26-011		
Date of Request: 18/04/2026	**Date of Response:** 18/05/2026	
Information Requested: Please provide the following information for the period **1 April 2023 to 31 March 2025**:		
1.	**Question:** **Complaint Reviews** 1. The total number of complaint review applications received by the Office of the Police, Fire and Crime Commissioner 2. The total number of complaint reviews completed	
	OPCC Response: 1 April 2023 - 31 March 2024 1. 47 requests for a review received 2. 34 reviews completed 1 April 2024 - 31 March 2025 1. 42 requests for a review received 2. 33 reviews completed	
2.	**Question:** **Outcomes of Reviews**	

	For completed reviews, please provide a breakdown of outcomes, including: 1. Number of reviews where the outcome was found **not reasonable and proportionate** (upheld) 2. Number of reviews where the outcome was found **reasonable and proportionate** (not upheld) 3. Number of cases where the review resulted in **further action being recommended**, including referral back to the Professional Standards Department (PSD) for further investigation or reconsideration 4. Any other outcome categories used (e.g. withdrawn, invalid)
	OPCC Response: 1 April 2023 - 31 March 2024 1. 9 reviews were completed and upheld 2. 25 reviews were completed and not upheld 3. Formal recommendations were raised in 7 of the upheld reviews 4. 7 reviews were considered not valid 6 reviews were not progressed 1 April 2024 - 31 March 2025 1. 8 reviews were completed and upheld 2. 25 reviews were completed and not upheld 3. Formal recommendations were raised in 8 of the upheld reviews 4. 7 reviews were considered not valid 2 reviews were not progressed
3.	**Question:** **Review Body** 1. The number of cases where the Office of the Police, Fire and Crime Commissioner was the relevant review body 2. Where recorded, the number of cases where the Independent Office for Police Conduct was the relevant review body
	OPCC Response: 1 April 2023 - 31 March 2024 1. The OPCC is recorded as the RRB for all 34 completed reviews and 6 invalid reviews. 2. 0 are recorded as having IOPC as the RRB.

	1 is recorded as having another OPCC as the RRB. 6 are unknown where not progressed. 1 April 2024 - 31 March 2025 1. The OPCC is recorded as the RRB for all 33 completed reviews and 1 invalid review. 2. 5 are recorded as having IOPC as the RRB. 1 is recorded as having another OPCC as the RRB. 2 unknown where not progressed. You may wish to contact Cambridgeshire Constabulary to request further information regarding the total number of finalised complaints that had the OPCC as the RRB, and how many had the IOPC as the RRB, between these dates. You can do so by emailing foi@cambs.police.uk
4.	**Question:** **Escalation / Referrals to the IOPC** 1. Where recorded, the number of complaint or conduct matters that were referred to the Independent Office for Police Conduct (IOPC), including both mandatory and voluntary referrals 2. Please distinguish between mandatory and voluntary referrals where this information is held
	OPCC Response: 1. Details regarding Cambridgeshire Constabulary referrals to the IOPC can be found within the Police complaints information bulletins for Cambridgeshire Constabulary, published on the IOPC website here: Publications Library | Independent Office for Police Conduct (IOPC) You may wish to contact Cambridgeshire Constabulary to request further information on complaints/conduct matters referred to the IOPC. You can do so by emailing foi@cambs.police.uk 2. Details regarding complaint handling, including when complaints must be referred to the IOPC, can be found within the IOPC Statutory guidance on the police complaints system, published on the IOPC

	website here: Statutory guidance - 2020 | Independent Office for Police Conduct (IOPC)
5.	**Question:** **Further Action Following Review** 1. The number of cases where, following a review, the OPFCC recommended further investigation, reconsideration, or other action by the police force
	OPCC Response: 1 April 2023 - 31 March 2024 1. Formal recommendations were raised in 7 reviews, requesting Cambridgeshire Constabulary take additional action regarding their complaint response. Oversight feedback was provided in 11 reviews. 1 April 2024 - 31 March 2025 1. Formal recommendations were raised in 8 reviews, requesting Cambridgeshire Constabulary take additional action regarding their complaint response. Oversight feedback was provided in 2 reviews.
6.	**Question:** **Staffing and Review Process** 1. The number of individuals responsible for conducting complaint reviews 2. Their job titles or roles 3. Whether they are employees of the OPFCC, external contractors, or independent reviewers 4. The name of any organisation or company providing complaint review services, where applicable 5. If reviews are conducted by individual contractors rather than an organisation, please confirm this and provide any recorded information held regarding their role, qualifications, professional accreditations, experience, or professional background

	6. Any recorded information (e.g. policies, procedures, or organisational documents) describing how complaint reviews are allocated and conducted 7. Any recorded information, including policies, procedures, guidance, or workflow documents, describing how complaint reviews are conducted, including how evidence is considered, how decisions are reached, and any stages of the review process.
	OPCC Response: 1. A review report is completed by an independent reviewer from Sancus Operations (external), on behalf of the OPCC, which is then subject to additional review by the Reviews, Compliance and Governance Officer (OPCC), and Head of Governance & Compliance (OPCC). However, this is subject to change as appropriate. 2. As advised above. 3. As advised above. 4. Sancus Operations. 5. Information about Sancus Operations and their reviews services can be found on their website here: Police Complaints Review Support UK | Sancus Solutions 6. Details on the reviews process can be found under 'Complaints and Reviews' on the OPCC website here: **Complaints and Reviews** Further detail is published under within our Complaints Statement, published on the above linked page. The OPCC completes reviews in line with IOPC statutory guidance, which can be found published on the IOPC website here: Statutory guidance - 2020 | Independent Office for Police Conduct (IOPC) Please see the following additional documents attached, held in relation to review handling: - Complaint Review Request form - Complaint Review Request Flyer - 25 12 05 Review report handling flowchart - Flow for DPIA - Sancus Process Note (1)

	7. As advised above.
7.	**Question:** **Time Taken** **1.** The average and/or median time taken to complete complaint reviews during the period
	OPCC Response: 1 April 2023 - 31 March 2024 1. 56 days 1 April 2024 - 31 March 2025 1. 30 days
8.	**Question:** **Audit and Quality Assurance** 1. Any recorded information describing auditing, quality assurance, supervision, or oversight of complaint review decisions, including those where complaints were not upheld 2. The number of complaint review decisions that were subject to audit, quality assurance checks, or supervisory review during the period 3. Details of any policies, procedures, or guidance relating to the auditing or quality assurance of complaint review decisions
	OPCC Response: **1.** Review outcome decisions provided for all completed complaint reviews within the requested timeframe have been subject to review by at least 2 members of the OPCC, and as detailed within section 6. 2. The number of completed reviews, subject to internal review, is detailed in section 1. 3. As advised in section 6.
9.	**Question:** **Governance and Oversight of Review Decisions** 1. Any recorded information describing whether complaint review decisions are subject to discussion, oversight, or scrutiny by any board, panel, committee, or senior management process including the Commissioner

	2. Details of any formal meetings, panels, or governance structures where complaint review decisions are reviewed, discussed, or evaluated 3. Any policies, procedures, or governance documents describing how complaint review decisions are supervised or reviewed beyond the individual reviewer
	OPCC Response: 1. As advised in section 6. Please see information published on our website here: Complaints and Reviews In particular, sections titled: 'Request a review of your complaint', 'The Commissioner's assessment of his own performance in carrying out his complaint handling functions', and the 'Complaints Statement'. 2. As advised in section 6. 3. As advised in section 6.