

FOI - Reviews

Question	01.04.2023 - 31.03.2024	01.04.2024 - 31.03.2025
Please provide the following information for the period 1 April 2023 to 31 March 2025:		
<b>1. Complaint Reviews</b>		
The total number of complaint review applications received by the Office of the Police, Fire and Crime Commissioner	56	53
The total number of complaint reviews completed	40	28
<b>2. Outcomes of Reviews</b>		
For completed reviews, please provide a breakdown of outcomes, including:		
Number of reviews where the outcome was found not reasonable and proportionate (upheld)	11	4
Number of reviews where the outcome was found reasonable and proportionate (not upheld)	14	16
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	Included within the upheld/not upheld and partially upheld statistics	Included within the upheld/not upheld and partially upheld statistics
Any other outcome categories used (e.g. withdrawn, invalid)	Part Upheld = 11 Invalid = 4	Part Upheld = 8 Invalid = 0
<b>3. Review Body</b>		
The number of cases where the Office of the Police, Fire and Crime Commissioner was the relevant review body	55	50
Where recorded, the number of cases where the Independent Office for Police Conduct was the relevant review body	1	3
<b>4. Escalation / Referrals to the IOPC</b>		
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	Information not held - this information is held by North Yorkshire police	Information not held - this information is held by North Yorkshire police
Please distinguish between mandatory and voluntary referrals where this information is held	Information not held - this information is held by North Yorkshire police	Information not held - this information is held by North Yorkshire police
<b>5. Further Action Following Review</b>		
The number of cases where, following a review, the OPFCC recommended further investigation, reconsideration, or other action by the police force	Answered by Question 2	Answered by Question 2
<b>6. Staffing and Review Process</b>		
The number of individuals responsible for conducting complaint reviews	1	1
Their job titles or roles	Independent Adjudicator	Independent Adjudicator
Whether they are employees of the OPFCC, external contractors, or independent reviewers	Independent Reviewer	Independent Reviewer
The name of any organisation or company providing complaint review services, where applicable	N/A	N/A
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	Independent Reviewer Solicitor/Lawyer	Independent Reviewer Solicitor/Lawyer
Any recorded information (e.g. policies, procedures, or organisational documents) describing how complaint reviews are allocated and conducted	<a href="#">Reviews and appeals   Independent Office for Police Conduct (IOPC)</a>	<a href="#">Reviews and appeals   Independent Office for Police Conduct (IOPC)</a>
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.	<a href="#">Reviews and appeals   Independent Office for Police Conduct (IOPC)</a>	<a href="#">Reviews and appeals   Independent Office for Police Conduct (IOPC)</a>
<b>7. Time Taken</b>		
The average and/or median time taken to complete complaint reviews during the period	15.21 hours	15.255 hours
<b>8. Audit and Quality Assurance</b>		
Any recorded information describing auditing, quality assurance, supervision, or oversight of complaint review decisions, including those where complaints were not upheld	N/A	N/A
The number of complaint review decisions that were subject to audit, quality assurance checks, or supervisory review during the period	N/A	N/A
Details of any policies, procedures, or guidance relating to the auditing or quality assurance of complaint review decisions	N/A	N/A
<b>9. Governance and Oversight of Review Decisions</b>		
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	N/A	N/A
Details of any formal meetings, panels, or governance structures where complaint review decisions are reviewed, discussed, or evaluated	N/A	N/A
Any policies, procedures, or governance documents describing how complaint review decisions are supervised or reviewed beyond the individual reviewer	N/A	N/A
<p><i>NB: Please note in relation to Questions 8 and 9, we have recently cleared a backlog of complaints which has impacted the complaints review process. As such, with the Model 3 complaints process now having been reviewed, updated and embedded, the focus is now applied to the complaints review process which is also undergoing update to ensure it is inline with the refreshed Model 3 complaints process and will include moving forward, such activities as identified in Questions 8 and 9</i></p> <p><i>Please note that complaint reviews are subject to both Home Office legislation and also the Judicial Review process.</i></p>		