

Frequently asked questions

Post-decision questions about local resolution appeals

1. What are the possible outcomes from the appeal?

All the evidence that you and the appropriate authority have supplied to the Independent Office for Police Conduct (IOPC) was looked at and we have made our decision.

The outcome of your appeal can either be 'upheld' or 'not upheld'. An appeal may be upheld if the findings show that the service provided by the police did not reach the standard a reasonable person could expect.

If an appeal is not upheld, it may mean that the service the police provided was of a standard that a reasonable person could expect. If so, the police may not be required to take any further action on your complaint.

If we upheld your appeal, we may have told the appropriate authority that it must take certain actions called **directions**. For example, the appropriate authority could be directed to re-attempt local resolution, or carry out a local investigation if we felt that local resolution was not suitable.

We can also make **recommendations** to the appropriate authority. If we have made recommendations to the appropriate authority, then it must consider them and respond to us. Recommendations may involve organisational learning from your complaint, so that the force can learn from what happened to make sure it doesn't happen again (for example, a police force should change its policies or training procedures) or we may have identified that the officer could benefit from additional learning or training.

We do not make recommendations or directions in every case, even where we have upheld an appeal. We look at appeals on a case-by-case basis.

The appropriate authority should contact you directly to notify you of the outcome of any recommendations or directions made to them. We will keep in touch with the appropriate authority to monitor its response. However, if you have not heard from them within 28 days, please contact them directly, as the IOPC won't be able to update you on any progress.

2. Can I submit extra information following the decision?

No, you cannot provide extra information following the decision. The time when you made your appeal was your opportunity to provide us with all the necessary information for consideration.

3. What happens if I don't agree with the IOPC's decision?

There is no right to appeal against our decision. If you have any questions or need more information about our appeal decision, please contact us so we can explain the reasons for the decision and answer any questions that you have.

You should be aware that the IOPC's appeal decisions are final. This means that any decision we make and communicate to the parties involved, can only be overturned by the courts through the judicial review process. You should seek your own independent legal advice if you intend to pursue this course of action.

4. What if I am unhappy with the service I have received?

If you are unhappy with the service you received from us, or want to express dissatisfaction, you can make your complaint to the IOPC Complaints & Feedback Team. A member of the team will respond to your complaint accordingly. Their role is not to address your concerns about the decision (because the decision is final), but rather to look at the service you received from our staff. You can contact the IOPC Complaints & Feedback Team by sending an email to:

feedback@policeconduct.gov.uk

Learn more about [Complaints, compliments and how to challenge our decisions](#).

Note: This information is available in Welsh on our website: www.policeconduct.gov.uk

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