

Our Reference No: 1002861
Your Reference No:

Family Y
By Email: request-96616-3c5229ed@whatdotheyknow.com

90 High Holborn
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10th January 2012

Dear Family Y

IPCC Contact:
Adam Lillis
FOI Officer
foi@ipcc.gsi.gov.uk

Re: Your Request for Information

Thank you for your email, received in this office on 9th December 2011, regarding your request for information.

I note that you have requested information relating to the assignation of IPCC casework through regional offices.

Firstly, you ask; *"How many police complaints submitted to the IPCC by members of the public, that concerned Gwent Police were re-directed from the IPCC Cardiff Offices, to the IPCC Sale Offices, between the time periods of January 2009 to 22 November 2011?"*

Under the Police Reform Act, all complaints against a police force must be forwarded to the police force's Professional Standard Department (PSD), provided we have the complainant's consent to do so. All complaints against the police received by the IPCC, irrespective of which IPCC office it was received in, are processed by our Customer Contact Centre in Sale, and forwarded to the relevant PSD.

Secondly, you ask; *"Additionally, if the IPCC Sale Office reviewed/handled/investigated a complaint concerning Gwent Police and IPCC Sale Office closes the file and subsequently an appeal is submitted. Does all the case file pertaining to the complaint return to Cardiff, for IPCC Cardiff Office to conduct the appeal process, thus taking possession of all the evidence the complainant has submitted?"*

All files, documentation and information received or generated by the IPCC relating to casework and investigations are recorded and stored on the IPCC's electronic filing system, which can be accessed by any staff with a need and the appropriate authority to do so, from any of the IPCC's office locations. If a hard file copy of the case exists then this case file can also be transferred securely to another staff member in another IPCC office if necessary. The documents within this case file should correlate with the documents stored on the electronic filing system.

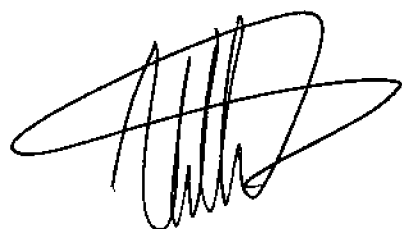
If you are not satisfied with this response you may request an independent internal review by our FOI appeals officer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please contact:

Amanda Kelly
Director of Business Services
Independent Police Complaints Commission
90 High Holborn
London WC1V 6BH

All emails requesting a review should be sent **directly** to: amanda.kelly@ipcc.gsi.gov.uk

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however, I should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the IPCC's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Adam Lillis', written in a cursive style.

Adam Lillis
Freedom of Information Officer
Independent Police Complaints Commission