

REQUEST

Please could you list the number of complaints made about The Metropolitan Police Commissioner Cressida Dick monthly from January 2019 to the present. If you hold further information, for example you categorise complaints, please supply that and if you collect information as to whether the complaints were upheld or not upheld please supply that.

However, I am most interested in the number of monthly complaints.

RESPONSE

Thank you for your Freedom of Information (FOI) request of 8 July to the Mayor's Office for Policing And Crime (MOPAC) and I apologise for the delay in replying to you. I confirm that your request has been handled under the FOI Act 2000, please see response below:

The Policing and Crime Act 2017 introduced major changes to the police complaints system, which applies to all complaints made on or after 1 February 2020. Under these reforms, complaints about any aspect of policing within the Metropolitan Police District, other than complaints about the Metropolitan Police Service (MPS) Commissioner, should always be directed to the MPS, as they are responsible for resolving these complaints.

The Mayor's Office for Policing And Crime (MOPAC) is the Appropriate Authority for complaints about the Commissioner of the Police of the Metropolis (the Commissioner). Where complaints received concern functions that have been delegated to the MPS, they are not eligible to be treated as a complaint against the MPS Commissioner.

The Independent Office for Police Conduct (IOPC) Statutory guidance on police complaints sets out the who can make a complaint [Statutory guidance on the police complaints system \(policeconduct.gov.uk\)](https://www.policeconduct.gov.uk)

A complainant must be a member of the public who:

- claims to be the person in relation to whom the conduct took place
- claims to have been adversely affected by the conduct
- claims to have witnessed the conduct, or
- is acting on behalf of someone who satisfies one of the above three criteria

Since the complaint reforms were introduced in February 2020, there have been three complaints (as at 5 August 2021) made by individuals falling within the specified criteria of a complainant and therefore constituting valid complaints. In 2019, there was one complaint received from an individual meeting the criteria of a valid complainant.

If you are unhappy with the response to your Freedom of Information requests, please see the MOPAC website on what the next steps are at:

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/governance-and-decision-making/freedom-information>