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| **Requesting a review against the outcome of your complaint**  G:\OPCC\PR, Media & Comms\Branding\PM New Branding 2017\Colour Version\CPCC_Logo_Colour.jpg  tails / Logo |
| **Using this form:**  Please use this form if you are unhappy about the outcome of your complaint, or feel it was not reasonable or proportionate, you have the right to have it reviewed.  **The OPCC must receive your request for a review within 28 days from the day after the date stated on your outcome letter**. By completing this form you are giving us permission to access your complaint case to carry out the review.  **Accessibility:**  If it is difficult for you to use this form or this service, please contact us:  Telephone: 01768 217734  Email: [commissioner@cumbria-pcc.gov.uk](mailto:commissioner@cumbria-pcc.gov.uk)  If you require any adjustments to support you through the complaints system, please outline these below. For example, if you have a visual impairment, you may require written responses in larger text.  **How will my review be carried out?**  The Police, Fire and Crime Commissioner has taken the decision to use an independent review officer to carry out reviews of complaints to ensure openness and transparency. In line with the Independent Office of Police Conduct (IOPC) statutory guidance the review will not be a reinvestigation of your complaint, but rather to consider if the outcome that was given to you was reasonable and proportionate. Further information and a copy of the statutory guidance can be found on the IOPC’s website - <https://www.policeconduct.gov.uk/>  **What happens to the information in my review form?**  The information you provide on this form will be entered into the complaint case management system. Please note all the contents of this form (including your equality and diversity information) may only be viewed by complaint handlers who deal with complaints. This does not mean that they can interfere with the review.  For information about how we handle your personal information, please read our privacy notice at: <https://cumbria-pcc.gov.uk/website-policies/privacy-policy/>  **Where to send this review request form:**  This form should be completed and sent to the Office of the Police, Fire and Crime Commissioner by:  **Email:** [commissioner@cumbria-pcc.gov.uk](mailto:commissioner@cumbria-pcc.gov.uk)  **Mail:** 1-2 Carleton Hall, Penrith, Cumbria, CA10 2AU  **To assist us in undertaking your review, please provide as much detail as possible in the boxes below.**   |  |  | | --- | --- | | **Section 1: Your details :** | | | **Personal details:** | | | **Title:** |  | | **First name:** |  | | **Surname:** |  | | **Date of birth:** |  |  |  |  | | --- | --- | | **Address details:**  **House/flat number:** | | | **House/building name:** |  | | **Street:** |  | | **Town:** |  | | **County :** |  | | **Postcode:** |  |  |  |  | | --- | --- | | **Contact details:**  **Email address:** | | | **Main contact number:** |  | | **Alternative contact Number:** |  |  |  | | --- | | **Section 2: Would you like someone to act on your behalf?** |   **Please tick as appropriate:**   |  |  | | --- | --- | | **Yes, I would like someone to act on my  behalf :** | **No, I don’t want someone to act on my behalf:** |   **If you selected yes, please provide the contact details of the person acting on your behalf:**   |  |  | | --- | --- | | **Personal details:** | | | **Title:** |  | | **First name:** |  | | **Surname:** |  | | **Date of birth:** |  |  |  |  | | --- | --- | | **Address details:**  **House/flat number:** | | | **House/building name:** |  | | **Street:** |  | | **Town:** |  | | **County :** |  | | **Postcode:** |  |  |  |  | | --- | --- | | **Contact details:**  **Email address:** | | | **Main contact number:** |  | | **Alternative contact number:** |  | |

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| **Section 3: Your review request details** |
| |  |  | | --- | --- | | Please enter the details of the police force that dealt with your complaint: |  | | If you received a letter from the police force telling you about the outcome of your complaint please attach a copy of that letter |  | | Date you made your complaint: |  | | Complaint reference number (*this should be on any correspondence you have had from the force*) : |  |   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Please tell us why you would like to request a review about the outcome of your complaint:**  The police should try to find an outcome for your complaint which is reasonable and proportionate. You can ask for a review if you think they have not done that. To assist the reviewer please explain why you think the outcome given to you was not reasonable and proportionate.   |  |  |  | | --- | --- | --- | |  |  | | |  |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |  | |      |  | | --- | |  | |  | |  | |

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| |  |  | | --- | --- | | **Section 4: Confirmation and signature** | | | Please provide your signature to confirm the information you have provided is correct: | | | Signature: | Date: | |

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| |  | | --- | | **Section 5:** |   We want to make sure everyone has an equal chance to use and benefit from our services. To ensure we continue to do this, it would help us if you could answer the following questions. If you prefer, you do not have to answer these questions as it will not affect your review in any way.  Please tick as appropriate:   |  |  | | --- | --- | | Female |  | | Male |  | | Other (please give details) |  | |  |  |  |  |  | | --- | --- | | White - British |  | | White - Irish |  | | White - Gypsy, Traveller or Irish Traveller |  | | White – Any other background (please give details) |  |  |  |  | | --- | --- | | Mixed - White and Black Caribbean |  | | Mixed - White and Black African |  | | Mixed - White and Asian |  | | Mixed - Any other Mixed background |  |  |  |  | | --- | --- | | Asian or Asian British - Indian |  | | Asian or Asian British – Pakistani |  | | Asian or Asian British – Bangladeshi |  | | Asian or Asian British - any other Asian background |  |  |  |  | | --- | --- | | Black or Black British - Caribbean |  | | Black or Black British - African |  | | Black or Black British - Any other Black background |  |  |  |  | | --- | --- | | Chinese or other ethnic group – Chinese |  | | Chinese or other ethnic group – Any other ethnic group |  |  |  |  | | --- | --- | | Not stated (please give details) |  | |

**Please return this form to:**

**Office of the Police, Fire & Crime Commissioner  
1-2 Carleton Hall  
Penrith  
Cumbria  
CA10 2AU**

**Email address:** [**commissioner@cumbria-pcc.gov.uk**](mailto:commissioner@cumbria-pcc.gov.uk)