

order to challenge a decision made by the Department of Work and Pensions. As previously advised by the OPCC, any complaint against the DWP should be made via their own complaints procedures.

I appreciate that you will be disappointed with the outcome of my appeal decision however I have decided not to uphold your appeal in accordance with the Police Reform Act 2002.

My appeal decision is final; you do not have a further right of appeal to the IPCC. Should you wish to challenge my appeal decision, you should seek independent legal advice to have the matter judicially reviewed, or alternatively, you can contact your local Citizens Advice Bureau for advice.

Not Upheld

We are committed to providing the highest possible standard of customer service, but are aware that sometimes things may go wrong. If you are unhappy or dissatisfied with the level of service you have received from the IPCC, please let us know and we will do our best to put things right. We will listen to you and endeavour to resolve issues quickly and at the right level.

There is a questionnaire on our website which includes questions about your views on making an appeal to the IPCC.

http://www.ipcc.gov.uk/en/Pages/appeals_survey.aspx

Your response will help us to improve our systems and processes in the future. The questionnaire is anonymous and will be treated in confidence. Your reference number is BR1.

Yours sincerely



Khurram Javed
Assessment Analyst
Independent Police Complaints Commission (IPCC)

IPCC Contact:
Khurram Javed
Assessment Analyst
Email: Khurram.javed@ipcc.gsi.gov.uk

CC: Merseyside Police and Crime Commissioner