

# Police Complaints Information Bulletin

## Force Commentary Sheet – North Yorkshire

**Reporting Period: Reporting Period: 1 April 2024 – 31 December 2024**

### **Commentary:**

North Yorkshire Police currently work within model 3 complaint handling. The OPFCC Customer Resolution Team manage all public complaints for initial handling and service recovery where appropriate. The PSD handle all Schedule 3 formal complaint matters. It should be noted that discussions are taking place as to the longevity of the current Model 3, and it has been raised consistently by the Chief Constable in terms of consideration of moving to an alternative model.