



Devon & Cornwall
POLICE

📞 101 Non-urgent

📞 999 in an emergency

🌐 www.devon-cornwall.police.uk

📘 [DevonAndCornwallPolice](https://www.facebook.com/DevonAndCornwallPolice)

🐦 [@DC_Police](https://twitter.com/DC_Police)

📍 [dc_police.999](https://www.instagram.com/dc_police.999)

Our ref: PSD/CO/00260/26

Professional Standards Department
Devon & Cornwall Police
Middlemoor
Exeter
EX2 7HQ

D Bird
Willand Parish Council
16 Tudor Grove
Cullompton
EX15 1XG

Telephone: (non-emergency) 101

28th January 2026

Dear Debbie Bird

I refer to your complaint against police recorded under the above reference number. This complaint has been handled outside of Schedule 3 of the Police Reform Act 2002. This means that it was considered suitable to be resolved without investigative steps having to be carried out.

There is no set procedure to follow when handling a complaint outside the requirements of Schedule 3, the key consideration is whether it will be an effective response, which will satisfy the complainant. Please be assured that this complaint will be recorded and retained on our systems.

I am sorry that you have had cause to complain. From the information provided to me, I understand your complaint to be:

1. You are unhappy that crime reports made by Willand Parish Council have not been proceeded with.

I have looked into the crime reports and note that the crimes have not been proceeded with due to lack of evidence. I note that when CCTV has been provided it has not been possible to identify the offenders. Without evidence of the offenders there is nothing that can be done to pursue the offenders.

I understand that this is frustrating for you especially as you believe that local officers are not aware and the crimes are being managed by Exeter officers. Due to the capacity of local officers, it is not always possible for the crimes to be investigated by themselves.

I have contacted the neighbourhood team for your area and asked that they contact you to discuss any prevention methods that could be put in place.

With regards to your comment regarding the removal of vehicles from a site from a new development I am sorry, but I am unable to comment on this.

Once again, I apologise on behalf of Devon and Cornwall Police that you felt the need to raise concerns about the service provided and I hope that the above provides you with a satisfactory resolution to your complaint.

Yours sincerely



Case Handler
Public Service Team
Professional Standards Department



We would like to hear about your experience, feedback is important to us to help measure and make improvements to our services. We hope that you will tell us about your experience by completing a short survey using the QR code. It should take less than 5 minutes to complete and is anonymous.