

## What can you expect from Greater Manchester Combined Authority (GMCA) if you choose to submit a review?

### What we can do

- We will review the original investigation or enquiries that were conducted into your complaint and look at whether the handling or the outcome of your complaint was reasonable and proportionate.
- We can reach a different conclusion to Greater Manchester Police (GMP), if this is appropriate.
- We can identify learning recommendations to improve policing in Greater Manchester.
- We can only consider reviews where we (GMCA) are the “relevant review body”. You can find details of this in your outcome letter from the GMP.

### What we can't do

- The review process does not re-investigate your original complaint.
- We cannot deal with reviews that have been submitted outside of the 28 days given by GMP who dealt with your original complaint, unless there are exceptional circumstances.
- We cannot direct GMP to open a criminal investigation or change the outcome of previous criminal proceedings, such as challenge a caution or overturn a conviction
- The review process cannot recommend or award compensation. If you want to pursue this, please contact GMP legal services on the following email: [civillitigation.unit@gmp.police.uk](mailto:civillitigation.unit@gmp.police.uk)
- We cannot direct the outcome of any disciplinary proceedings.

### Find out more

You can [find out more about police complaint reviews handled by Greater Manchester Combined Authority on our GMCA website.](#)