

Summary of Action Fraud public complaints data– Q3 2023/24				
Metric	Current quarter (Q3)	Previous quarter (Q2)	(%) change (Q on Q)	Comment
Complaints – Schedule 3	1	1	0%	A total of 83 cases were logged in Q3 2023/24. This is an overall decrease of 27 cases from Q2 2023/24 (25%) The average number of cases logged over the previous 5 quarters is 111 per quarter, Q3 is below average. It has been identified not all complaints logged in the AF SUGAR system have been logged into the PSD (centurion database). This is being rectified ¹ .
Complaints – not Schedule 3	82	109	25%	
Allegations	48	42	14%	There were 48 allegations recorded in Q3 2023/24. This is an increase of 6 allegations from Q2 2023/24 (14%). The average number of allegations over the previous 5 quarters is 83 per quarter. Q3 is below average.
Average time to log complaints (days)	N/A	2		<i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i>
Average time to contact complainant (days)	N/A	16		
Complaints finalised – Schedule 3	5	5	0%	
Complaints finalised - not Schedule 3	48	43	12%	
Average time to finalise complaint cases (days) – Schedule 3	Case combined data average 105 days	87	n/a	<i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i> <i>Case combined data average 105 days (ex subjudice). IOPC bulletin will publish breakdown by case type logged.</i>
Average time to finalise complaint cases (days) – not Schedule 3		54	n/a	
Applications for review sent to local policing body	0	0		None recorded during Q3
Applications for review sent to IOPC	0	0		None recorded during Q3

¹ All dissatisfaction data should be logged on Centurion (PSD) to reflect true public complaint data relating to Action Fraud. This is essentially a manual process from Sugar (the customer facing Action Fraud website) and inputted to Centurion. There are issues with Sugar, as the website allows complaints to be made, the identification of what might be defined as a complaint (as some of these are not complaints), and then referring identified complaints to PSD. In order to rectify this issue. 1. We are manually capturing and transferring AF Sugar complaints to PSD and 2. There is PSD engagement with the facilitation of the new AF/NFIB systems (however, there are no plans to automate the 'complaints' into Centurion at this time).

Nature of allegations – Of the 48 allegations recorded during Q3 2023/24 the highest number was in the category of, A1 – Police action following contact (24) followed by A4 - General level of Service (13) and A3 – Information (9). Reasons for complaint mostly relate to customer expectation of Action Fraud, with either the lack of contact or investigation cited. This is an increase in allegations recorded against Q2 of 6 (14%).

Members of Parliament -

There have been 20 miscellaneous cases logged where MPs have made contact with PSD on behalf of a constituent. This is lower than the previous quarter.

Action Fraud -

In Q3 of the 2023/24 Financial Year Action Fraud recorded **141,024** reports on the National Fraud Database (**93,347** crime reports and **47,677** Information reports).

The complaint figures (total) represent 0.06% of the total number of Action Fraud reports recorded in Q3.

Action Fraud complaint data

— Total Action Fraud Allegations recorded
— Total Action Fraud Complaints logged

