

Annex B – IOPC Annual Complaints Data Statistics

Table 1 sets out full detail of IOPC data on complaints and allegations against the City of London Police in 2021/22. It is presented alongside national averages but it should be noted that City of London IOPC data includes complaints and allegations made about the Action Fraud reporting service, which means volumes and response times are not necessarily directly comparable.

Table 1 – City of London Police complaints data 2021/22		
Metric	Figure	National average*
Number of complaints logged (of which Action Fraud)	588 (451)	1705
Number of complaints logged per 1,000 employees	407	309
Number of allegations logged (of which Action Fraud)	680 (468)	2743
Number of allegations logged per 1,000 employees	471	700
Average time taken to log complaint	3 days	6 days
Average time taken to contact complainant	6 days	9 days
Number of complaint cases finalised – outside Schedule 3	428	872
Number of complaint cases finalised – inside Schedule 3	111	763
Average time taken to finalise complaint – outside Schedule 3	10 days	24 days
Average time taken to finalise complaint – inside Schedule 3	54 days	108 days
Applications for review received by local policing body – investigated	2	101
Applications for review received by local policing body – not investigated	1	13
Applications for review received by IOPC – investigated	2	18
Applications for review received by IOPC – not investigated	1	19
Number of allegations finalised by investigation under Section 3 – investigated (not subject to special procedures)	45	382
Number of allegations finalised by investigation under Section 3 – investigated (subject to special procedures)	0	31
Average time taken to finalise allegations – outside Schedule 3	8 days	21 days
Average time taken to finalise allegations – not investigated under Schedule 3	66 days	84 days
Average time taken to finalise allegations –by local investigation under Schedule 3	74 days	134 days

**Note that figures for the City of London include complaints and allegations about Action Fraud. This means they are not directly comparable to other forces data.*