

Police Complaints Information Bulletin

Appropriate Authority: Action Fraud

Reporting Period: 01 April 2023 - 30 June 2023 (Q1 2023/24)

Most Similar Force (MSF) Group:

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

Notes on this bulletin

Section titles (from Section B onwards) have been renamed following removal of a section.

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Notes

Acronyms used in this bulletin

Force – year to date force numbers

IOPC – Independent Office for Police Conduct

Inc. – including

Ind – independent investigation

Loc – local investigation

LPB – local policing body

MSF – most similar force

Nat. – national

No. – number

PRA – the *Police Reform Act 2002*

RPRP – reflective practice review process

SPLY - Same period last year

UPP – unsatisfactory performance procedure

Section A1.1: Complaint cases logged and initial handling

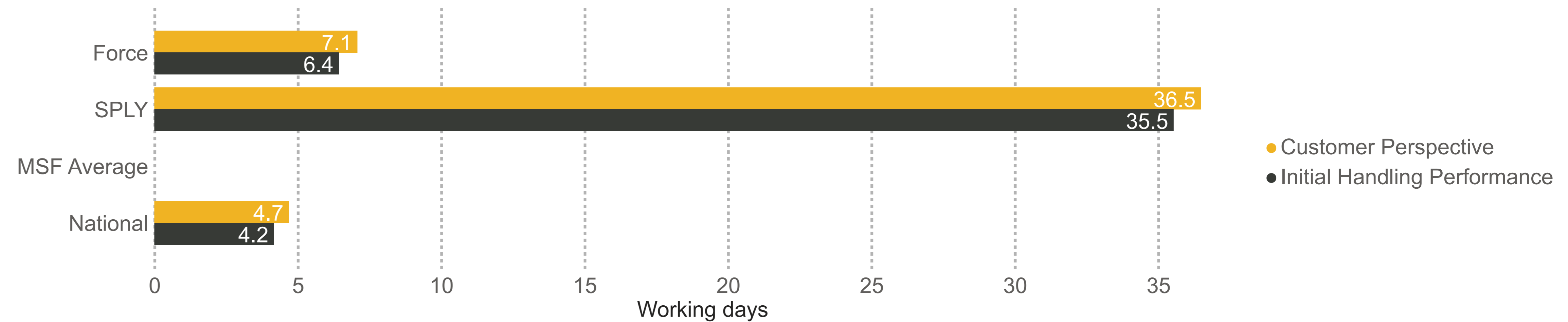
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it received the complaint.

Complaint cases with 'invalid dates' have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

To contact complainants

Average number of working days...	Customer perspective	Initial handling performance
Force	7	6
SPLY	36	36
National	5	4

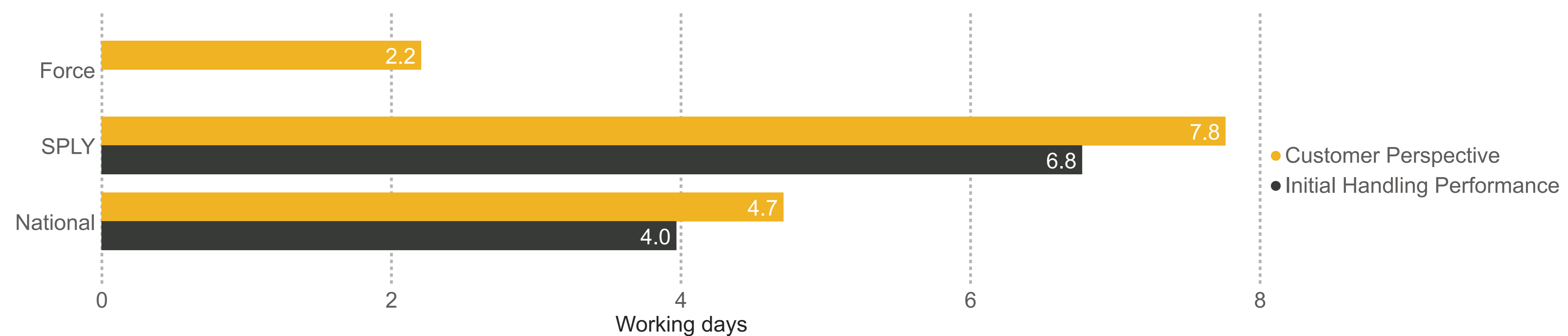
Average number of working days to contact complainants



To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	2	0
SPLY	8	7
National	5	4

Average number of working days to log complaint cases



Please note: average times presented in the above tables are rounded to the nearest whole number. In comparison, the charts present the exact result.

Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	96	110		20,503
Complaint cases logged per 1,000 employees				81

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	1	50 %	2	17 %			3,253	44 %
Complainant wishes the complaint be recorded	0	0 %	0	0 %			1,615	22 %
Dissatisfaction after initial handling	1	50 %	10	83 %			921	12 %
Nature of the allegation(s) in the complaint	0	0 %	0	0 %			1,673	22 %

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Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

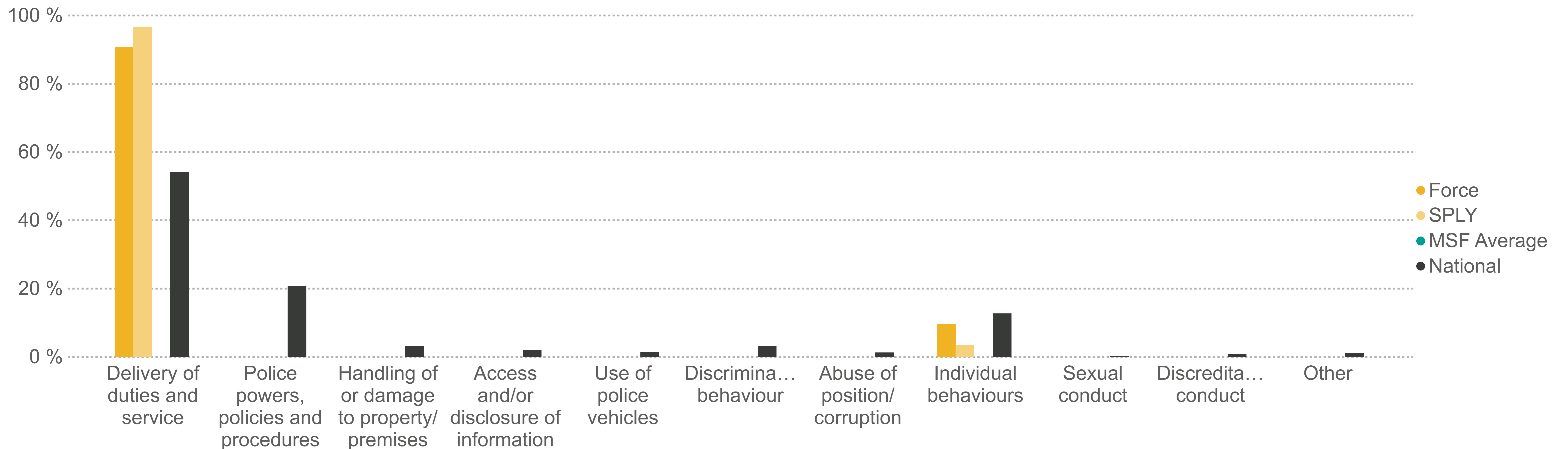
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	53	119		36,667
Allegations logged per 1,000 employees				145

What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	48	0	0	0	0	0	0	5	0	0	0	53
SPLY	115	0	0	0	0	0	0	4	0	0	0	119
MSF Average												
National	19,800	7,573	1,143	742	464	1,113	444	4,640	84	250	413	36,666
Force	91 %	0 %	0 %	0 %	0 %	0 %	0 %	9 %	0 %	0 %	0 %	100 %
SPLY	97 %	0 %	0 %	0 %	0 %	0 %	0 %	3 %	0 %	0 %	0 %	100 %
MSF Average												
National	54 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



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Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Category	Subcategory	Force		SPLY		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	48	91 %	115	97 %	19,799	54 %
	Police action following contact	42	88 %	57	50 %	8,710	44 %
	Decisions	2	4 %	25	22 %	2,575	13 %
	Handling of or damage to property/ premises	0	0 %	0	0 %	1	0 %
	Disclosure of information	0	0 %	0	0 %	1	0 %
	General level of service	4	8 %	16	14 %	6,577	33 %
	Information	0	0 %	17	15 %	1,935	10 %
Individual behaviours	Total	5	9 %	4	3 %	4,640	13 %
	Police action following contact	0	0 %	0	0 %	2	0 %
	Searches of premises and seizure of property	0	0 %	0	0 %	1	0 %
	Use of force	0	0 %	0	0 %	3	0 %
	General level of service	0	0 %	0	0 %	4	0 %
	Unprofessional attitude and disrespect	5	100 %	4	100 %	1,316	28 %
	Lack of fairness and impartiality	0	0 %	0	0 %	623	13 %
	Overbearing or harassing behaviours	0	0 %	0	0 %	826	18 %
	Impolite language / tone	0	0 %	0	0 %	1,220	26 %
	Impolite and intolerant actions	0	0 %	0	0 %	645	14 %

This section presents the five most commonly recorded categories for allegations that have been logged.

A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged.

Allegations where the subcategory is 'none' are omitted from this table.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Allegation category												
Factors	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Fraud	47	0	0	0	0	0	0	5	0	0	0	52

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

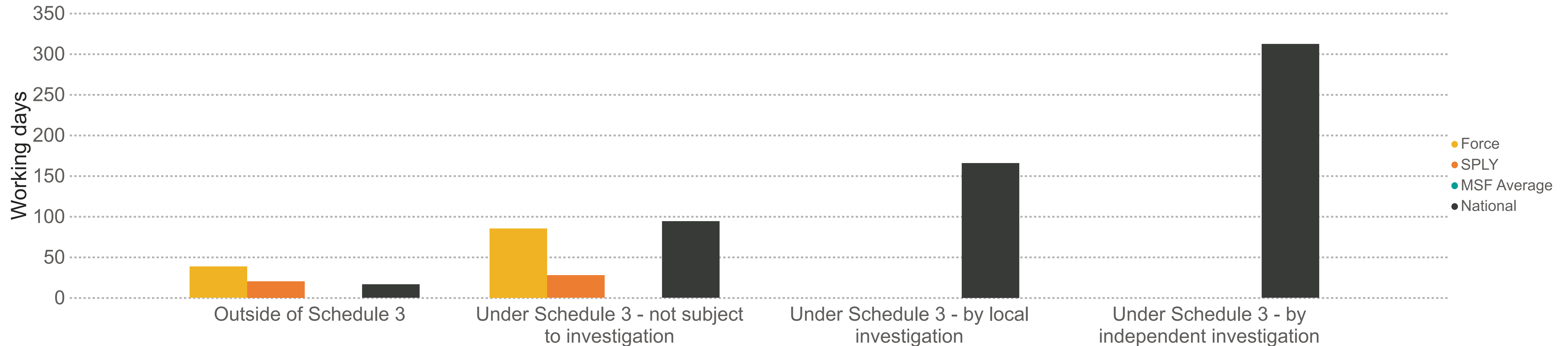
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	39	20		17
Under Schedule 3 - not subject to investigation	85	28		94
Under Schedule 3 - by local investigation	0	0		166
Under Schedule 3 - by directed investigation	0	0		0
Under Schedule 3 - by independent investigation	0	0		312

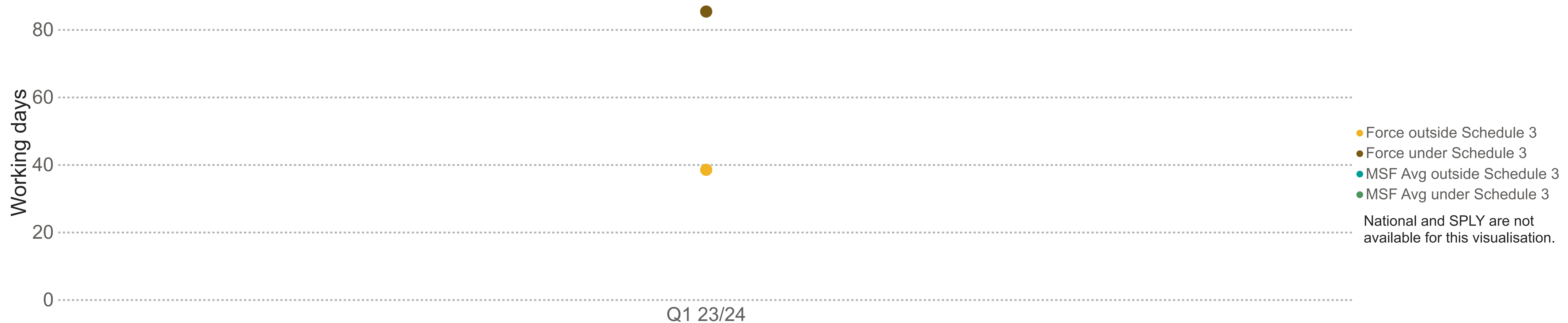
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) for an explanation of invalid dates.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



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Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	0				3,793	12 %
Under Schedule 3 investigated (subject to special procedures)	0				296	1 %
Under Schedule 3 - not investigated	8	17 %			13,614	43 %
Outside of Schedule 3	39	83 %			14,274	45 %
Total	47	100 %			31,977	100 %

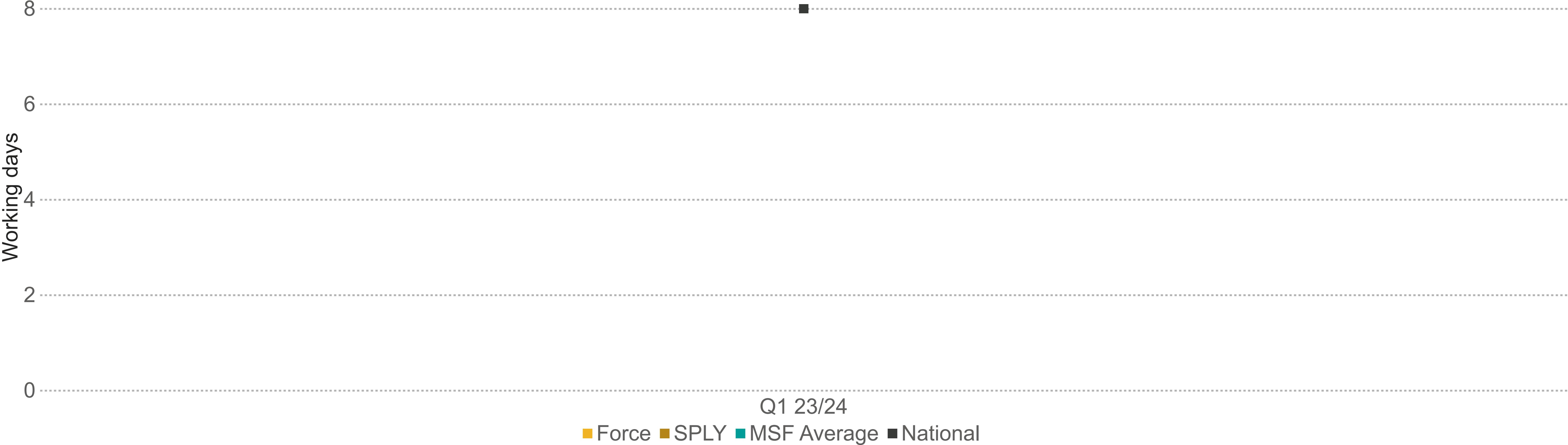
Please note that figures presented in these tables may be under-representing the number of allegations finalised under Schedule 3 and investigated (not subject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action							9 %	1,260			1 %	2			3 %	109
Regulation 41 applies							0 %	6			1 %	2			1 %	27
Service provided - unable to determine							8 %	1,026			2 %	7			8 %	294
Service provided - not acceptable							13 %	1,767			5 %	14			12 %	447
Service provided - acceptable					100 %	8	67 %	9,148			20 %	58			74 %	2,824
Not Resolved	3 %	1	7 %	1,006												
Resolved	97 %	38	93 %	13,268												
No Case to Answer											47 %	138				
Case to Answer											24 %	70				
Withdrawal							3 %	406			2 %	5			2 %	92
Total	83 %	39	45 %	14,274	17 %	8	43 %	13,613			1 %	296			12 %	3,793

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received				1,785
Number referrals completed				1,558
Decision: Independent Investigation				120
Decision: Directed Investigation				9
Decision: Local Investigation				990
Decision: Return to Force				417
Decision: Invalid				22

Average number of working days to complete referrals by quarter



The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation. Referrals may have been completed in a different period to when they were received.

Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

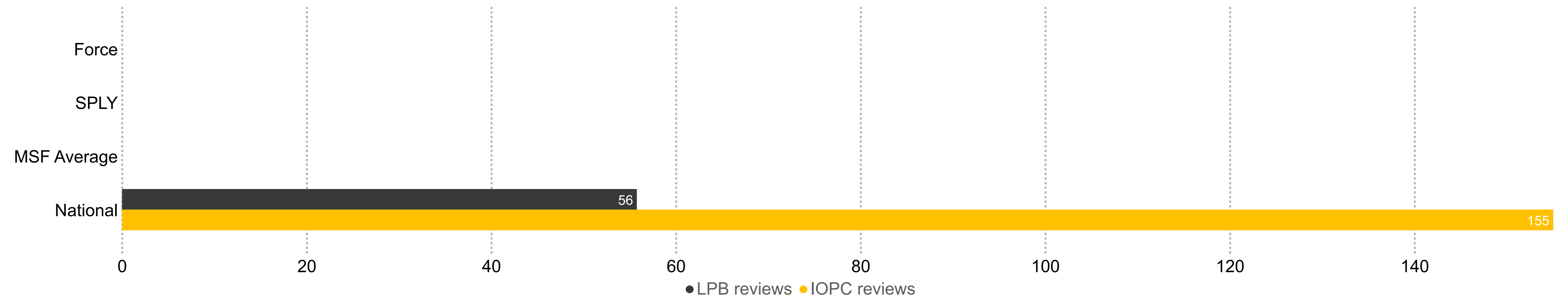
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section C1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	2	0	0 %	0	0		
SPLY	27	0	0 %	0	0		
MSF Average							
National	6,941	1,511	22 %	94	939	190	288

Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	0	0		56
Average number of working days to complete IOPC reviews				155



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC's Statutory Guidance on the police complaints system \(February 2020\)](#).

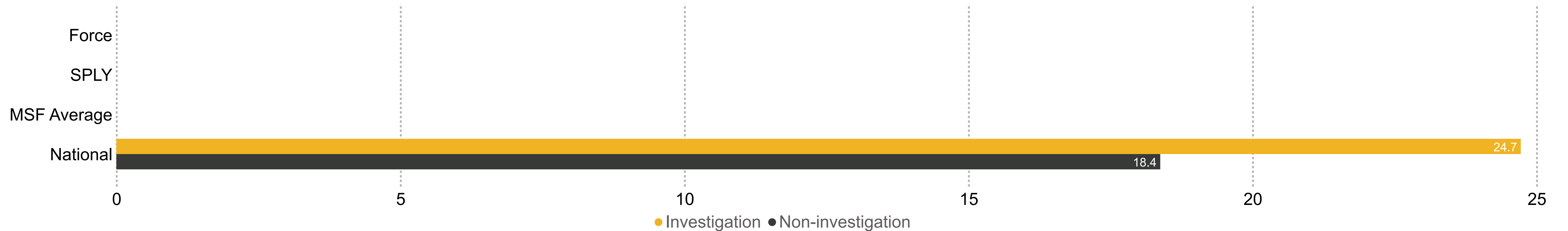
Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

LPB reviews found not reasonable and proportionate

Category	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	0		0	0		0
SPLY	0		0	0		0
MSF Average						
National	89	22	25	909	167	18



LPB reviews resulting in recommendations

Category	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0			0
SPLY			0			0
MSF Average						
National	22	21	95	167	145	87

Section C4: Decisions on IOPC reviews

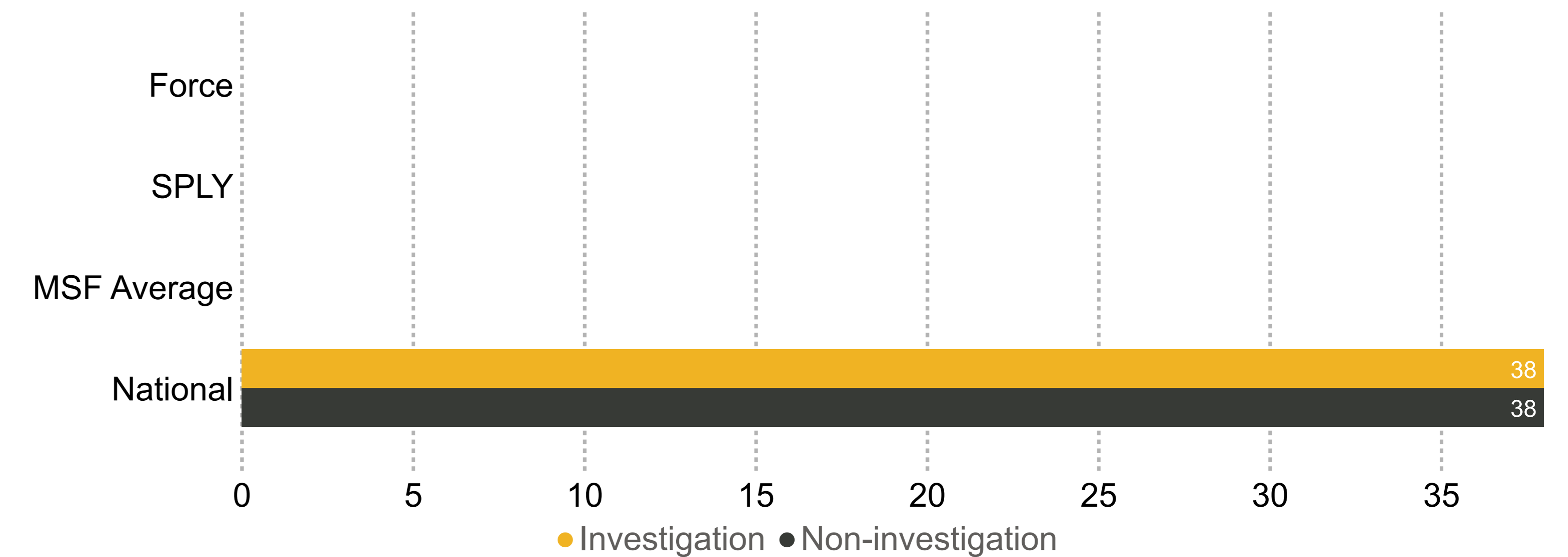
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force		
SPLY		
MSF Average		
National	184	69

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force		
SPLY		
MSF Average		
National	311	117

% IOPC reviews found outcome not reasonable and proportionate



MSF average in this chart is calculated as an average of each force's % found not reasonable and proportionate and is not a calculation of figures in the left hand table.

IOPC review recommendations and directions

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force				
SPLY				
MSF Average				
National	69	6	47	68

Percentages not available for MSF group average

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force			
SPLY			
MSF Average			
National	117	77	66

Percentages not available for MSF group average

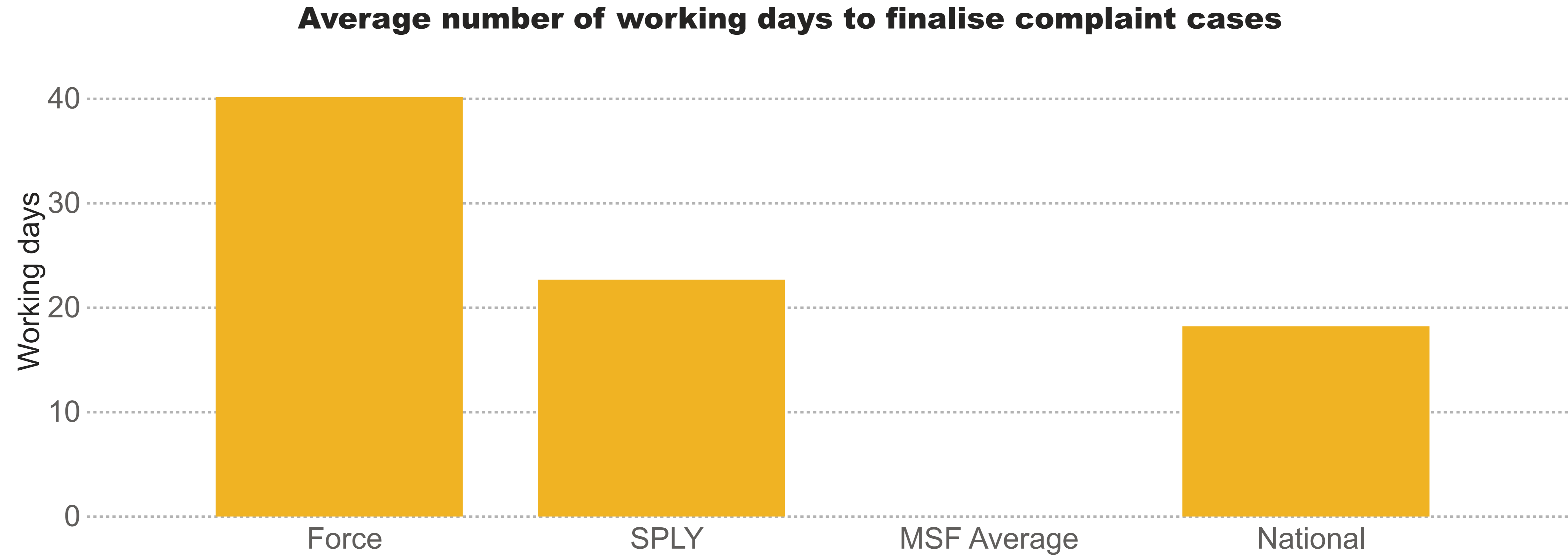
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

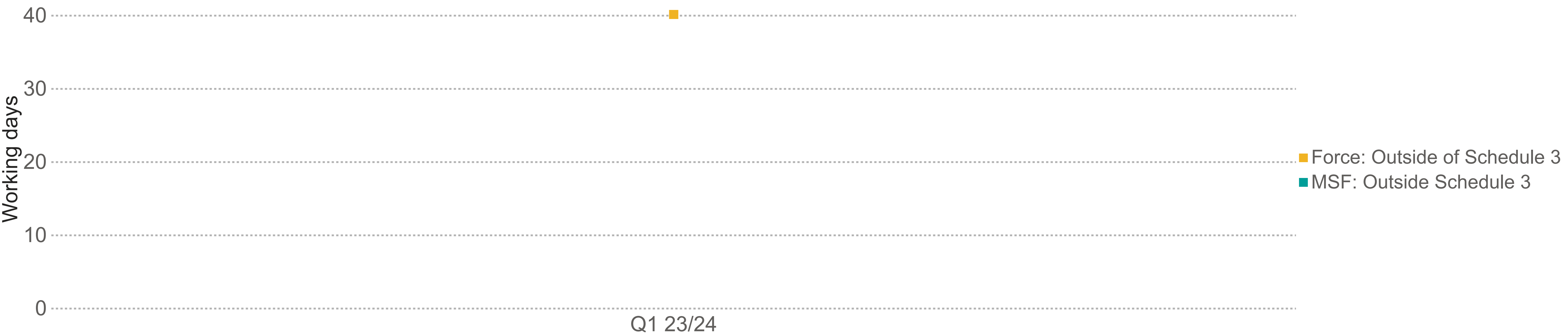
Force	SPLY	MSF Average	National
40	23		18

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

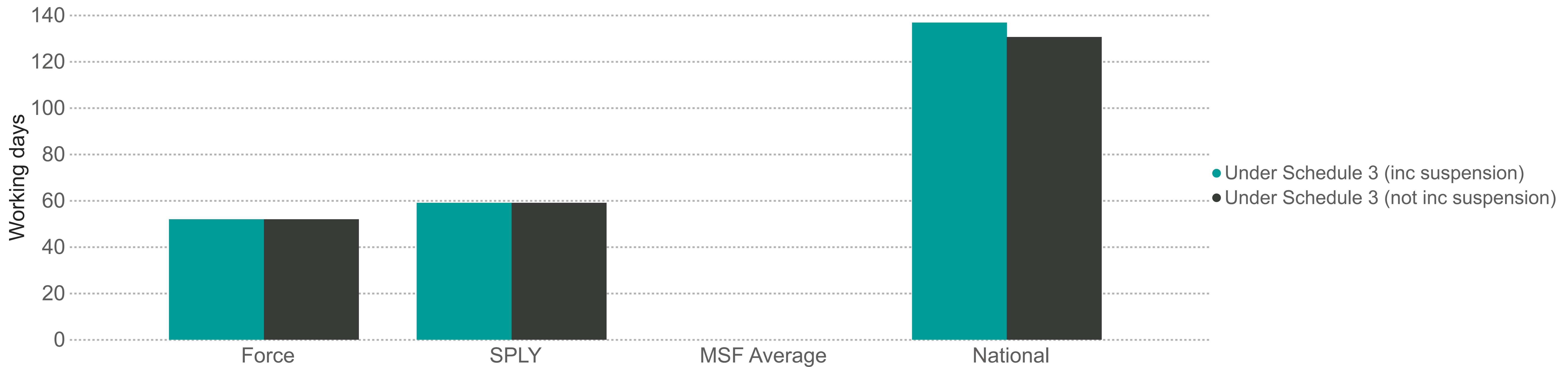
Average number of working days to finalise complaint cases

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	52	59		137
Under Schedule 3 (not inc suspension)	52	59		131

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



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Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %			38	0 %
Learning from reflection	0	0 %	0	0 %			273	2 %
Policy review	0	0 %	0	0 %			6	0 %
Goodwill gesture	0	0 %	0	0 %			48	0 %
Apology	0	0 %	0	0 %			1108	9 %
Debrief	0	0 %	0	0 %			99	1 %
Explanation	35	97 %	48	98 %			6967	58 %
No further action	1	3 %	0	0 %			1902	16 %
Other action	0	0 %	1	2 %			974	8 %

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Section D2.2: Allegation actions - on complaint cases handled under Schedule 3

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %			160	2 %
Apology	0	0 %	0	0 %			394	6 %
Debrief	0	0 %	0	0 %			117	2 %
Explanation	2	100 %	27	100 %			3942	57 %
Criminal proceedings	0	0 %	0	0 %			1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %			4	0 %
No further action	0	0 %	0	0 %			2059	30 %
Other action	0	0 %	0	0 %			148	2 %
Learning from reflection	0	0 %	0	0 %			787	11 %
Referral to RPRP	0	0 %	0	0 %			211	3 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	0	0 %	0	0 %			37	32 %
Criminal proceedings	0	0 %	0	0 %			1	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %			2	2 %
Other actions following a case to answer decision	0	0 %	0	0 %			8	7 %
Referral to RPRP	0	0 %	0	0 %			40	34 %

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).