

Police Complaints Information Bulletin: Action Fraud

Reporting Period: 01 April 2023 - 31 December 2023 (Q3 2023/24)

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).

As the IOPC does not record Action Fraud as an appropriate authority, details of IOPC referrals and reviews are not included in this bulletin

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Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

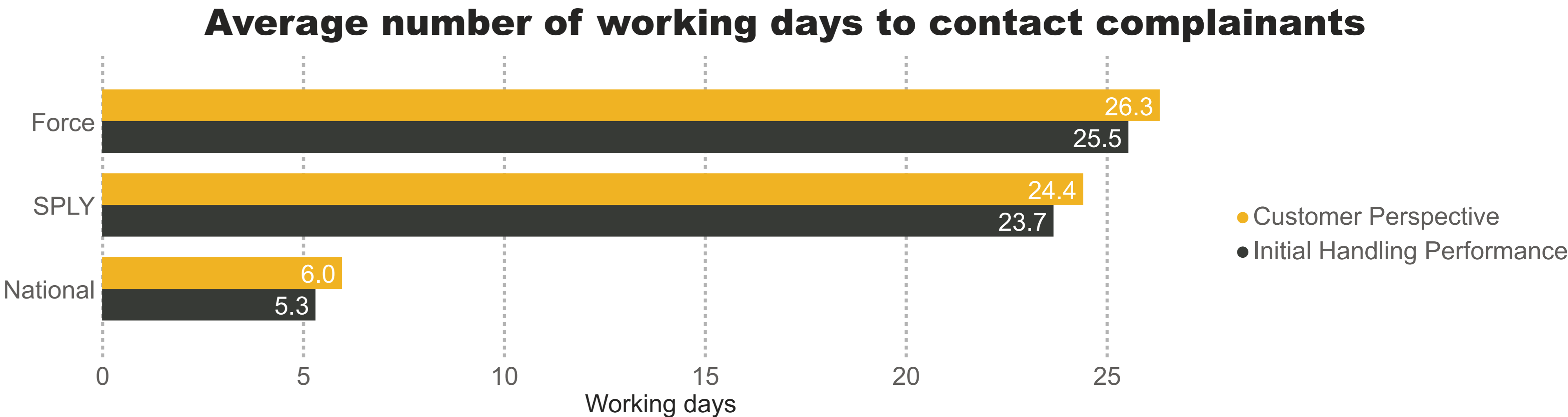
Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases logged and initial handling

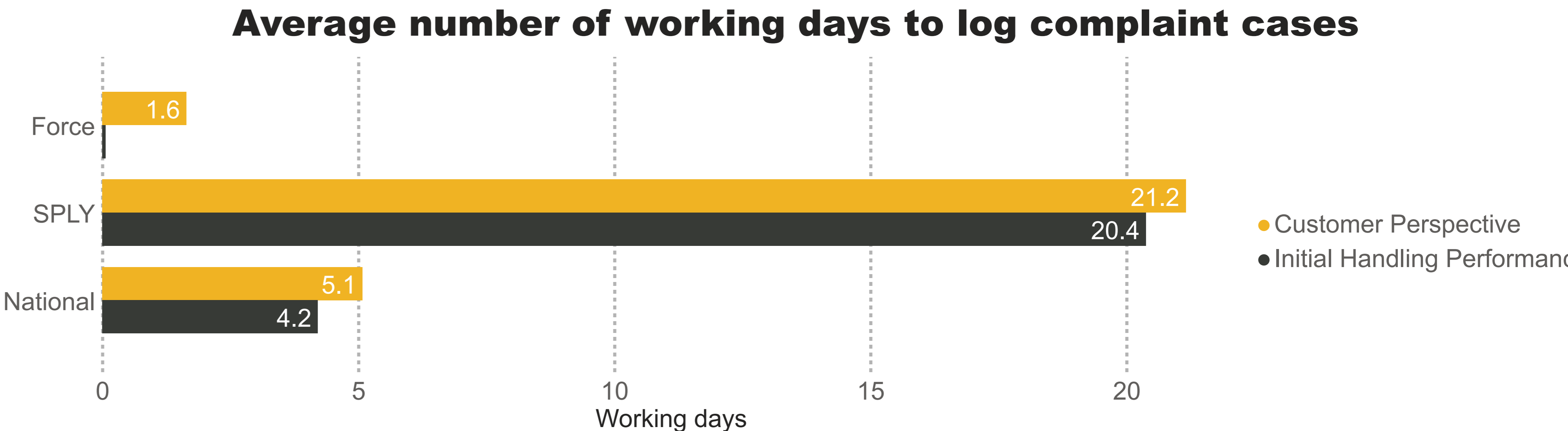
This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it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

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	26	26
SPLY	24	24
National	6	5



Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	2	0
SPLY	21	20
National	5	4



Complaint cases logged

	Force	SPLY	National
Complaint cases logged	289	334	62,963
Complaint cases logged per 1,000 employees			249

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		National	
	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	4	40 %	10	24 %	10,304	43 %
Complainant wishes the complaint be recorded	0	0 %	2	5 %	5,003	21 %
Dissatisfaction after initial handling	6	60 %	30	71 %	3,400	14 %
Nature of the allegation(s) in the complaint	0	0 %	0	0 %	5,131	22 %

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.

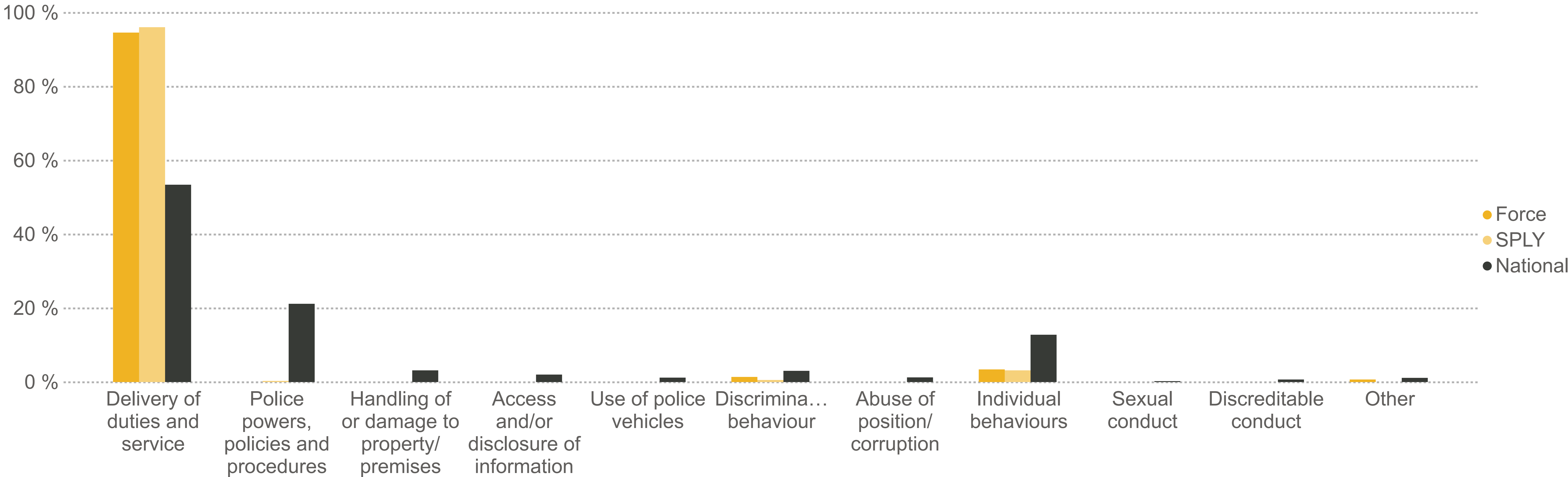
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	National
Allegations Logged	147	352	110,331
Allegations logged per 1,000 employees			436

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	139	0	0	0	0	2	0	5	0	0	1	147
SPLY	338	1	0	0	0	2	0	11	0	0	0	352
National	58,911	23,380	3,456	2,234	1,300	3,346	1,359	14,123	233	757	1,231	110,330
Force	95 %	0 %	0 %	0 %	0 %	1 %	0 %	3 %	0 %	0 %	1 %	100 %
SPLY	96 %	0 %	0 %	0 %	0 %	1 %	0 %	3 %	0 %	0 %	0 %	100 %
National	53 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



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

Category	Subcategory	Force		SPLY		National		
		No.	%	No.	%	No.	%	
Delivery of duties and service	Total	139	95 %	338	96 %	58,907	53 %	
	Police action following contact	102	73 %	227	67 %	25,213	43 %	
	Decisions	4	3 %	32	9 %	7,833	13 %	
	General level of service	19	14 %	38	11 %	19,902	34 %	
	Information	14	10 %	41	12 %	5,959	10 %	
Discriminatory behaviour	Total	2	1 %	2	1 %	3,346	3 %	
	Decisions	0	0 %	0	0 %	0	0 %	
	Age	0	0 %	0	0 %	59	2 %	
	Disability	0	0 %	0	0 %	601	18 %	
	Gender reassignment	0	0 %	0	0 %	28	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	3	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	1	0 %	
	Race	2	100 %	2	100 %	1,689	50 %	
	Religion or belief	0	0 %	0	0 %	91	3 %	
	Sex	0	0 %	0	0 %	479	14 %	
	Sexual orientation	0	0 %	0	0 %	119	4 %	
	Other	0	0 %	0	0 %	276	8 %	
	Individual behaviours	Total	5	3 %	11	3 %	14,122	13 %
		Unprofessional attitude and disrespect	5	100 %	11	100 %	4,046	29 %
Lack of fairness and impartiality		0	0 %	0	0 %	1,894	13 %	
Overbearing or harassing behaviours		0	0 %	0	0 %	2,519	18 %	
Impolite language / tone		0	0 %	0	0 %	3,672	26 %	
Impolite and intolerant actions		0	0 %	0	0 %	1,991	14 %	

This section presents the 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)

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.

Factors	Delivery of duties and service	Discriminatory behaviour	Individual behaviours	Total
Fraud	139	2	5	146

Section A2: Allegations timeliness

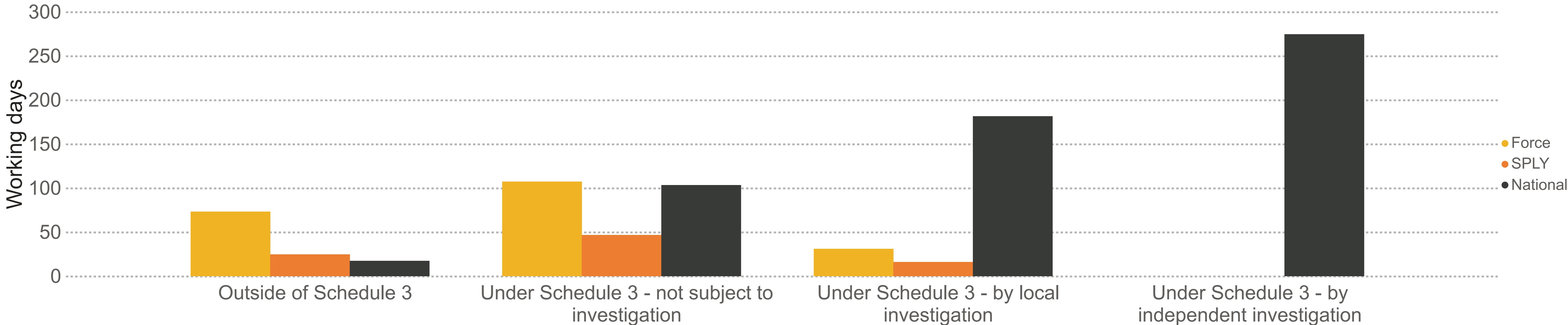
Average number of working days to finalise allegations	Force	SPLY	National
Outside of Schedule 3	73	25	18
Under Schedule 3 - not subject to investigation	107	47	103
Under Schedule 3 - by local investigation	31	16	182
Under Schedule 3 - by directed investigation	0	0	0
Under Schedule 3 - by independent investigation	0	0	275

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 to the date the complainant is informed of the allegation decision.

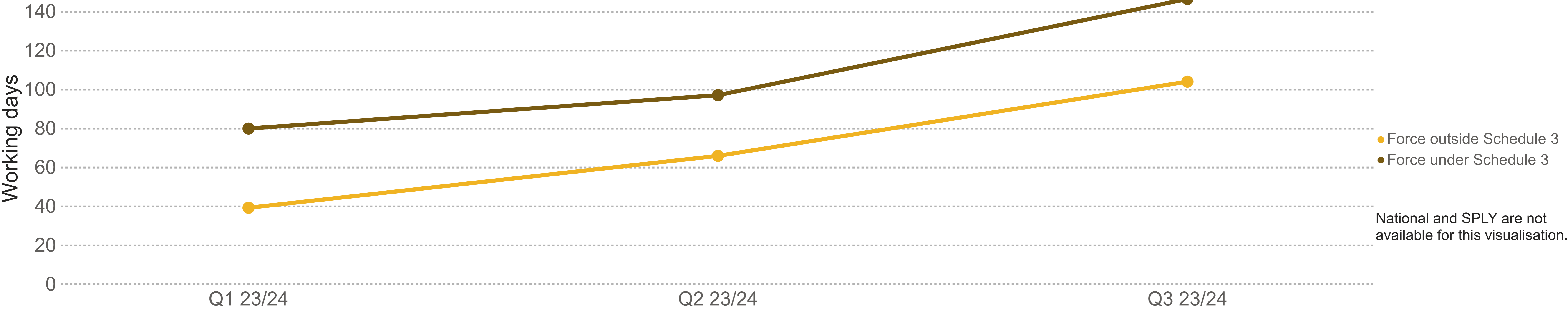
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on 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



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 %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	1	1 %	12,221	12 %
Under Schedule 3 investigated (subject to special procedures)	0		1,393	1 %
Under Schedule 3 - not investigated	23	15 %	45,603	44 %
Outside of Schedule 3	129	84 %	44,072	43 %
Total	153	100 %	103,289	100 %

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					13 %	3	9 %	3,928			0 %	5			4 %	489
Regulation 41 applies							0 %	112			0 %	5			1 %	79
Service provided - unable to determine							8 %	3,573			2 %	30			8 %	1,018
Service provided - not acceptable							13 %	5,989			5 %	69			12 %	1,423
Service provided - acceptable					87 %	20	67 %	30,569			26 %	358	100 %	1	72 %	8,812
Not Resolved	5 %	6	7 %	3,153												
Resolved	95 %	123	93 %	40,919												
No Case to Answer											39 %	549				
Case to Answer											25 %	352				
Withdrawal							3 %	1,432			2 %	25			3 %	400
Total	84 %	129	43 %	44,072	15 %	23	44 %	45,603			1 %	1,393	1 %	1	12 %	12,221

Section A3.2: Allegation decisions by what was complained about (category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
Allegation decisions	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
No further action	3	0	0	0	0	0	0	0	0	0	0	3
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - not acceptable	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - acceptable	21	0	0	0	0	0	0	0	0	0	0	21
Not Resolved	3	0	0	0	0	0	0	2	0	0	1	6
Resolved	121	0	0	0	0	0	0	2	0	0	0	123
No Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0

Section C1 and C2: Reviews received, completed and timeliness

	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	LPB Reviews completed	Average duration of LPB reviews
Force	14	0	0 %	0	0	0	0
SPLY	50	2	4 %	0	2	1	2
National	22,597	4,729	21 %	340	2,857	3,195	51

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. The IOPC handles reviews relating to Action Fraud as City of London, therefore there are no IOPC figures in this bulletin.

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 \(February 2020\)](#).

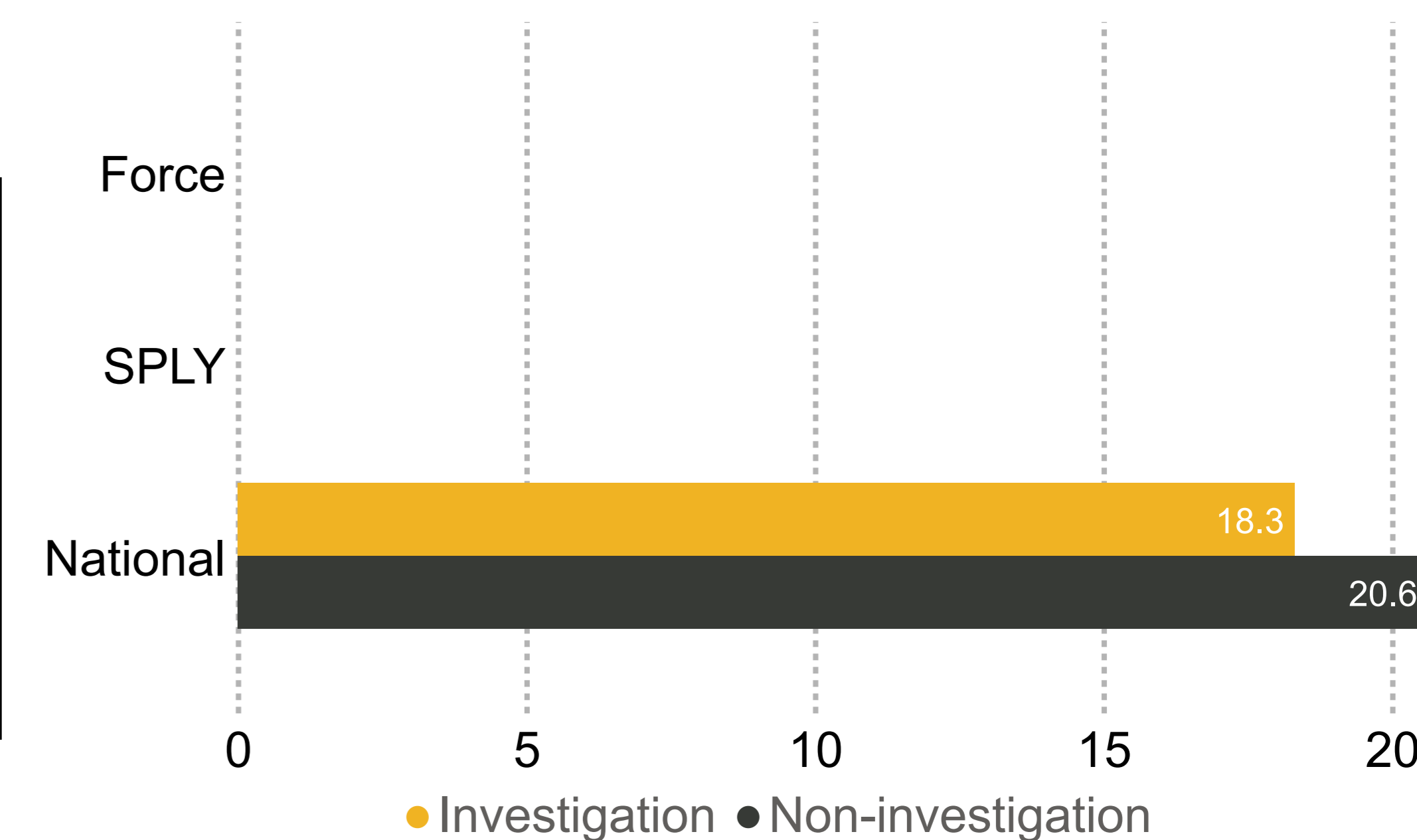
Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

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

LPB reviews found not reasonable and proportionate

	Valid completed reviews	Investigation		Non-investigation		
		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	1		0
National	273	50	18	2,754	568	21



LPB reviews resulting in recommendations

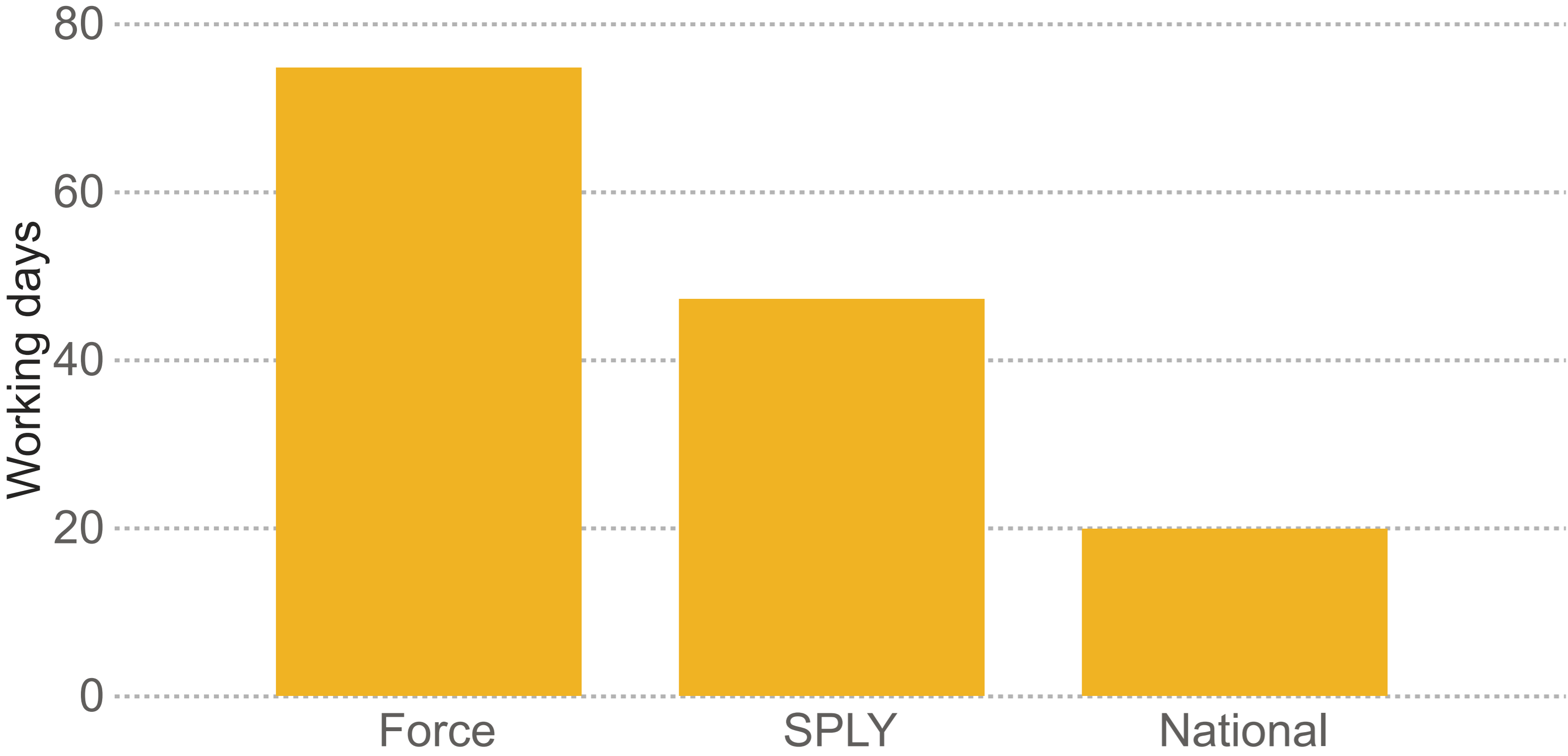
	Found not reasonable and proportionate	Investigation		Non-investigation		
		Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0			0
SPLY			0			0
National	50	50	100	568	487	86

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

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 . Timeliness is calculated from the date the complaint was made.

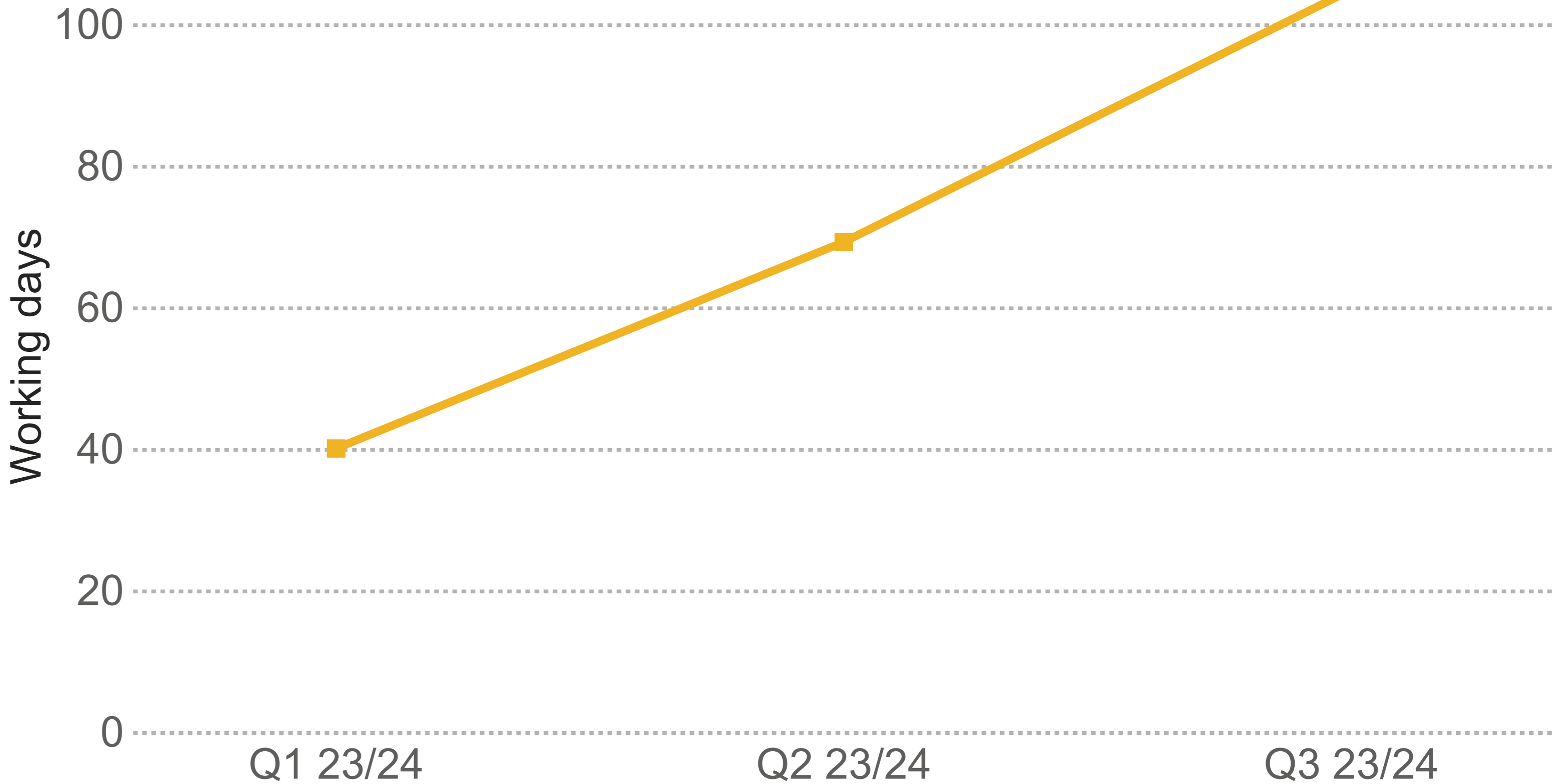
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid lates.

Average number of working days to finalise complaint cases



	Force	SPLY	National
	75	47	20

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

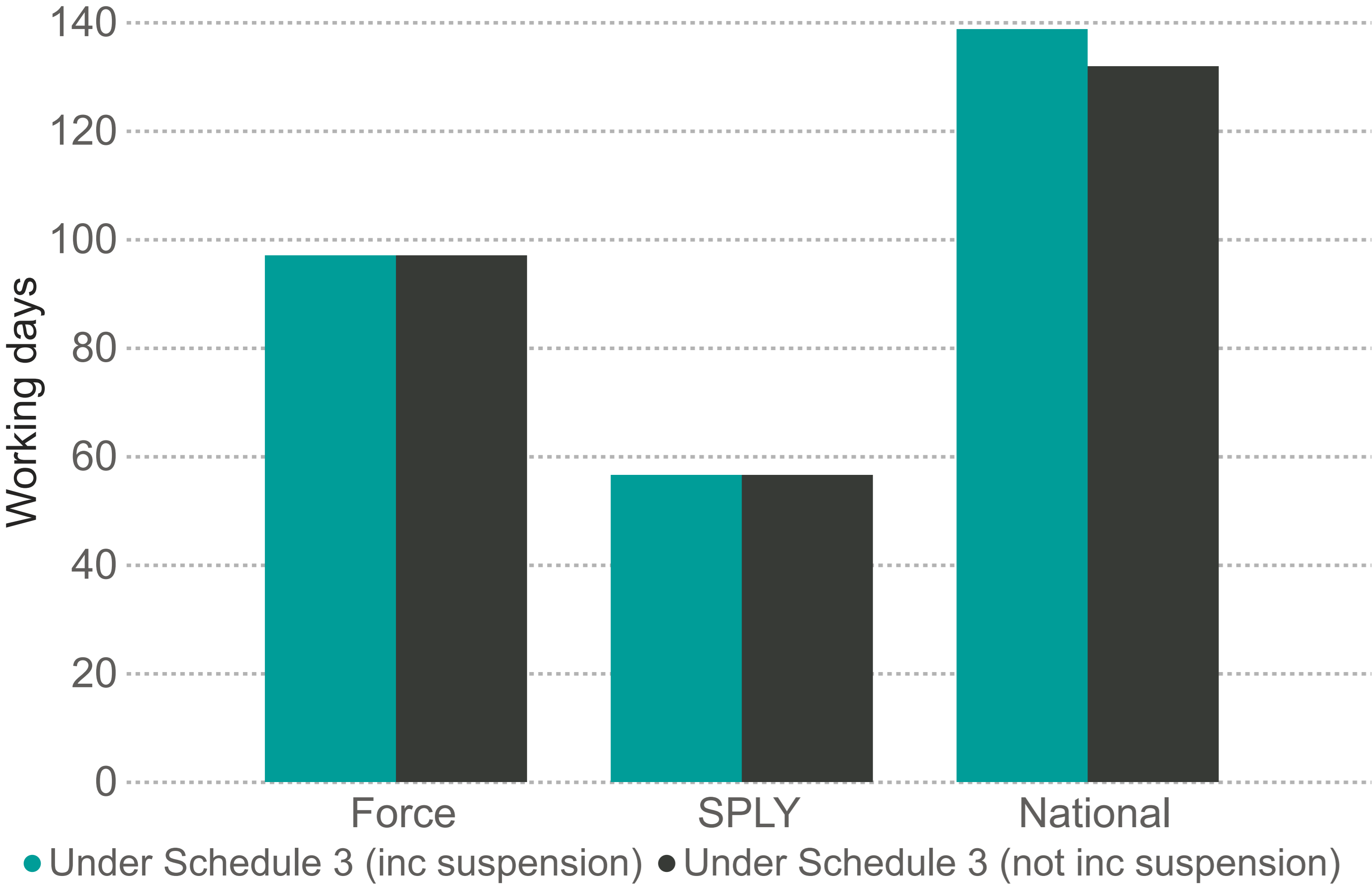
Average number of working days to finalise complaint cases

	Force	SPLY	National
Under Schedule 3 (inc suspension)	97	57	139
Under Schedule 3 (not inc suspension)	97	57	132

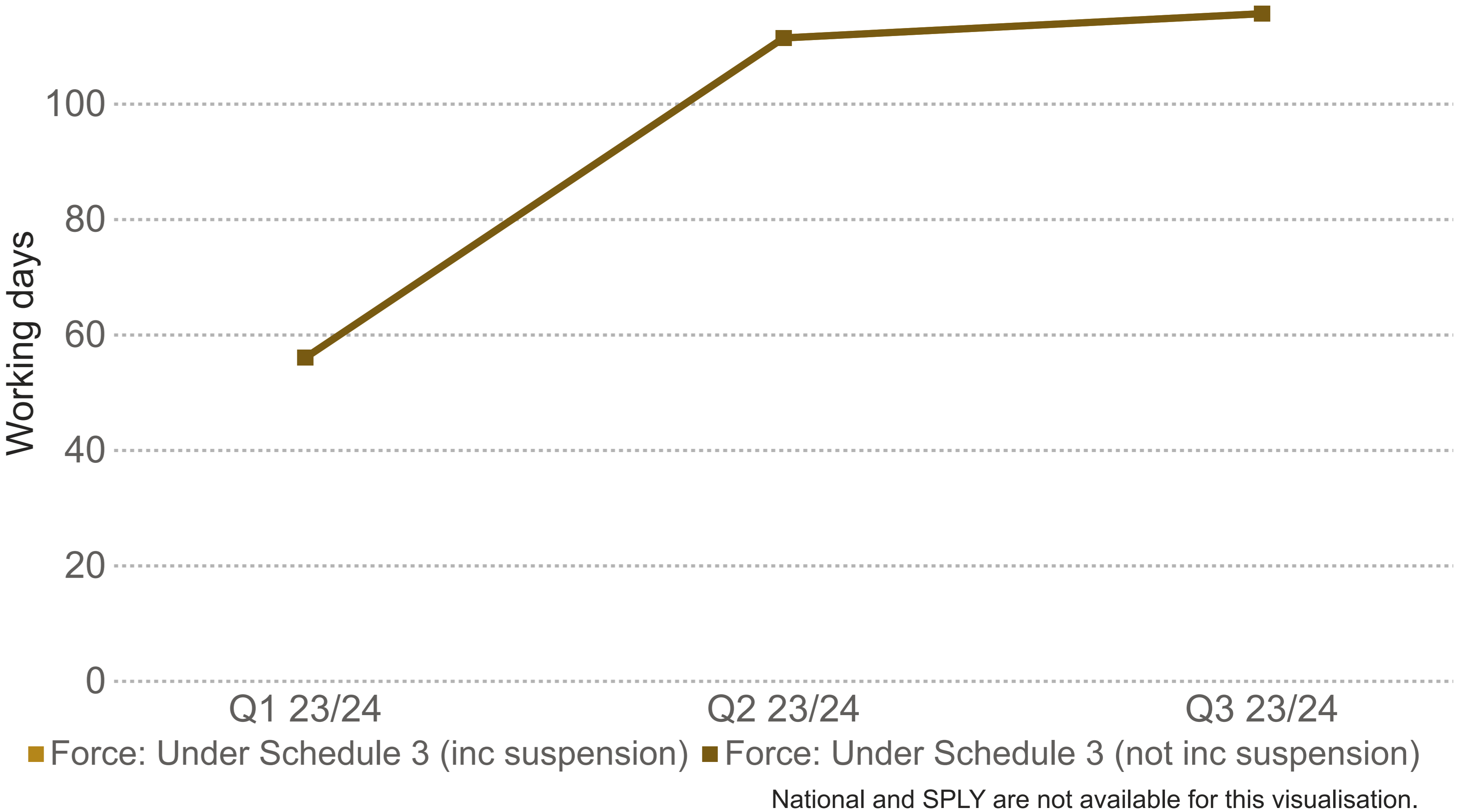
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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



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

Actions following outside of Schedule 3 complaint cases	Force		SPLY		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	119	0 %
Learning from reflection	0	0 %	0	0 %	923	2 %
Policy review	0	0 %	0	0 %	25	0 %
Goodwill gesture	0	0 %	0	0 %	80	0 %
Apology	25	21 %	2	1 %	3528	9 %
Debrief	0	0 %	0	0 %	321	1 %
Explanation	91	75 %	258	99 %	21805	59 %
No further action	5	4 %	0	0 %	5409	15 %
Other action	0	0 %	1	0 %	3816	10 %

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		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	497	2 %
Apology	0	0 %	0	0 %	1266	6 %
Debrief	0	0 %	0	0 %	261	1 %
Explanation	13	93 %	50	100 %	12746	56 %
Criminal proceedings	0	0 %	0	0 %	2	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	17	0 %
No further action	1	7 %	0	0 %	7035	31 %
Other action	0	0 %	0	0 %	532	2 %
Learning from reflection	0	0 %	0	0 %	2448	11 %
Referral to RPRP	0	0 %	0	0 %	674	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		National	
	No.	%	No.	%	No.	%
Misconduct proceedings	0	0 %	0	0 %	99	25 %
Criminal proceedings	0	0 %	0	0 %	2	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	4	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	16	4 %
Referral to RPRP	0	0 %	0	0 %	114	29 %

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 \(February 2020\)](#).