

Police Complaints Information Bulletin: City of London

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).

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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

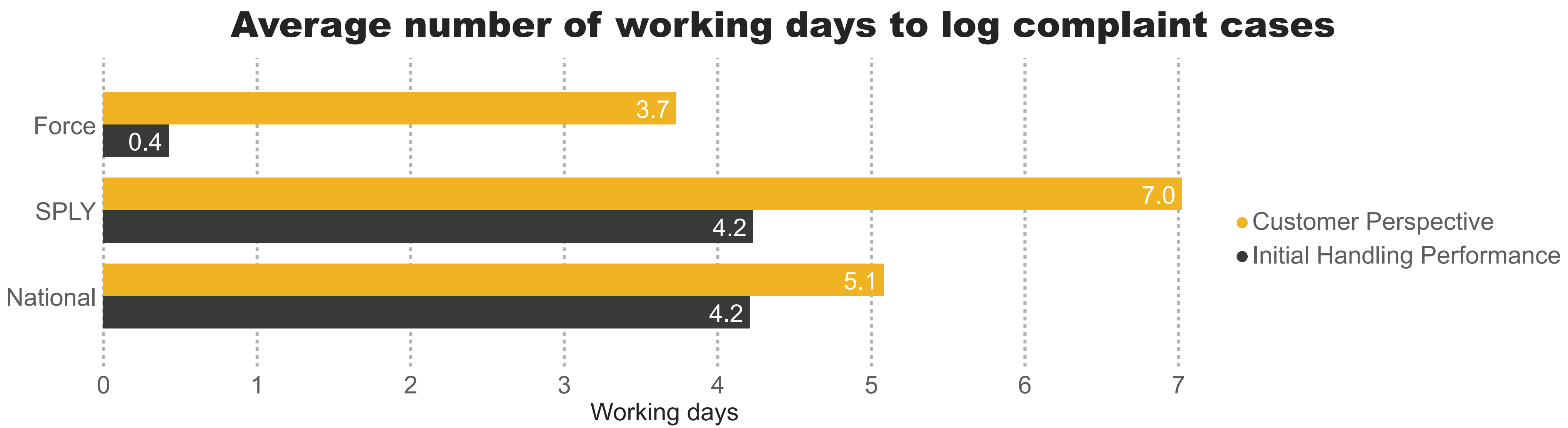
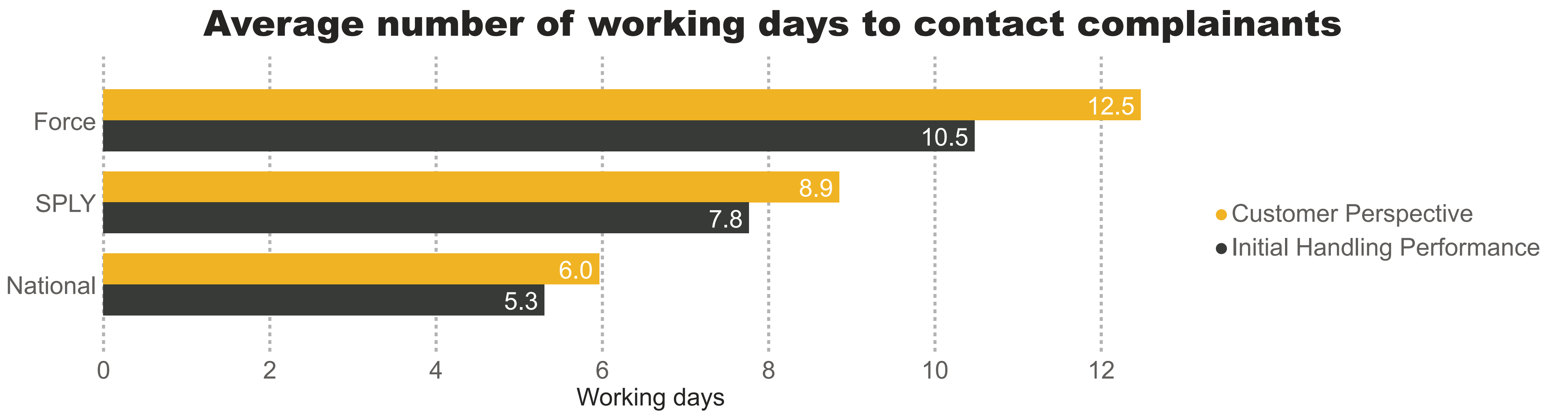
Section A1.1: Complaint cases logged and initial handling

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	12	10
SPLY	9	8
National	6	5

Average number of working days to log complaint cases ▲	Customer perspective	Initial handling performance
Force	4	0
SPLY	7	4
National	5	4



Complaint cases logged

	Force	SPLY	National
Complaint cases logged	108	82	62,963
Complaint cases logged per 1,000 employees	69	57	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	15	43 %	14	61 %	10,304	43 %
Complainant wishes the complaint be recorded	1	3 %	0	0 %	5,003	21 %
Dissatisfaction after initial handling	3	9 %	4	17 %	3,400	14 %
Nature of the allegation(s) in the complaint	16	46 %	5	22 %	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.

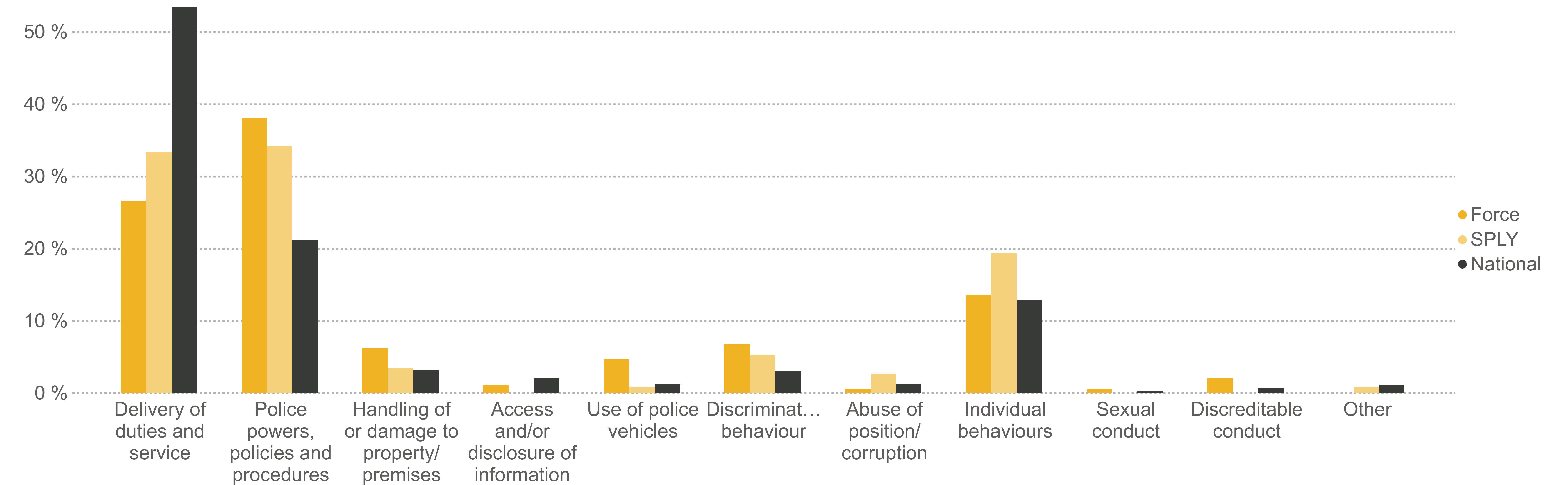
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	National
Allegations Logged	192	114	110,331
Allegations logged per 1,000 employees	124	79	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	51	73	12	2	9	13	1	26	1	4	0	192
SPLY	38	39	4	0	1	6	3	22	0	0	1	114
National	58,911	23,380	3,456	2,234	1,300	3,346	1,359	14,123	233	757	1,231	110,330
Force	27 %	38 %	6 %	1 %	5 %	7 %	1 %	14 %	1 %	2 %	0 %	100 %
SPLY	33 %	34 %	4 %	0 %	1 %	5 %	3 %	19 %	0 %	0 %	1 %	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

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.

Category ▲	Subcategory	Force		SPLY		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	51	27 %	38	33 %	58,907	53 %
	Police action following contact	15	29 %	15	39 %	25,213	43 %
	Decisions	7	14 %	5	13 %	7,833	13 %
	General level of service	19	37 %	13	34 %	19,902	34 %
	Information	10	20 %	5	13 %	5,959	10 %
Police powers, policies and procedures	Total	73	38 %	39	34 %	23,375	21 %
	Stops, and stop and search	7	10 %	2	5 %	1,272	5 %
	Searches of premises and seizure of property	10	14 %	9	23 %	2,811	12 %
	Power to arrest and detain	16	22 %	10	26 %	3,940	17 %
	Detention in police custody	7	10 %	6	15 %	3,190	14 %
	Bail, identification and interview procedures	0	0 %	1	3 %	1,146	5 %
	Use of force	27	37 %	9	23 %	6,209	27 %
	Evidential procedures	4	5 %	0	0 %	1,772	8 %
	Out of court disposals	1	1 %	0	0 %	385	2 %
	Other policies and procedures	1	1 %	2	5 %	2,649	11 %
	Other	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	12	6 %	4	4 %	3,327	3 %
	Handling of or damage to property/ premises	12	100 %	4	100 %	3,326	96 %
	General level of service	0	0 %	0	0 %	1	0 %
Discriminatory behaviour	Total	13	7 %	6	5 %	3,346	3 %
	Age	0	0 %	0	0 %	59	2 %
	Disability	0	0 %	1	17 %	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	11	85 %	3	50 %	1,689	50 %
	Religion or belief	2	15 %	2	33 %	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	26	14 %	22	19 %	14,122	13 %
	Unprofessional attitude and disrespect	14	54 %	17	77 %	4,046	29 %
	Lack of fairness and impartiality	1	4 %	0	0 %	1,894	13 %
	Overbearing or harassing behaviours	2	8 %	2	9 %	2,519	18 %
	Impolite language / tone	9	35 %	2	9 %	3,672	26 %
	Impolite and intolerant actions	0	0 %	1	5 %	1,991	14 %

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
▲												
Arrest	0	18	2	0	0	0	0	2	0	0	0	22
Call Handling	0	0	0	0	0	0	0	1	0	0	0	1
Child protection / CSA / CSE	0	0	0	0	0	0	0	1	0	0	0	1
Custody	0	6	1	0	0	0	0	0	0	0	0	7
Domestic / gender abuse	1	1	0	0	0	0	0	1	0	0	0	3
Firearms	0	2	0	0	0	0	0	0	0	0	0	2
Fraud	5	1	0	0	0	1	0	0	0	0	0	7
Investigation	16	9	1	1	0	3	0	5	0	0	0	35
Mental health	2	1	0	0	0	0	0	1	0	0	0	4
Neighbourhood policing	1	0	0	0	0	0	0	0	0	0	0	1
None	18	12	5	0	2	6	1	11	0	3	0	58
Premises search	0	4	1	0	0	0	0	1	0	0	0	6
Public order incident	4	0	0	0	0	0	0	0	0	0	0	4
Restraint equipment	0	5	0	0	0	0	0	0	0	0	0	5
Roads/traffic	4	10	2	0	7	4	0	4	0	0	0	31
Stop and/or search	0	4	0	0	0	0	0	0	0	0	0	4
VAWG - dissatisfaction handling	1	0	0	0	0	0	0	0	0	0	0	1
VAWG - police perpetrated	0	1	0	0	0	0	0	0	1	0	0	2

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.

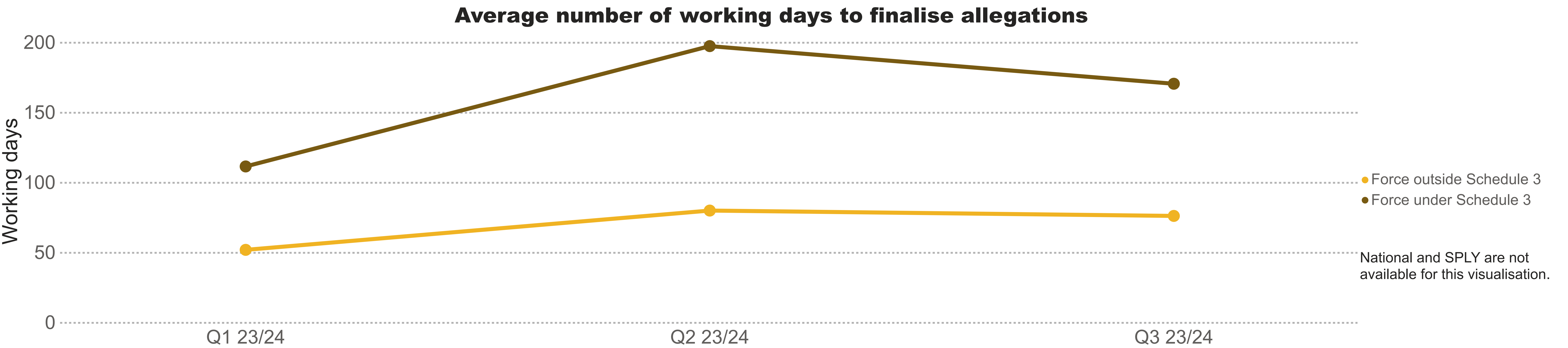
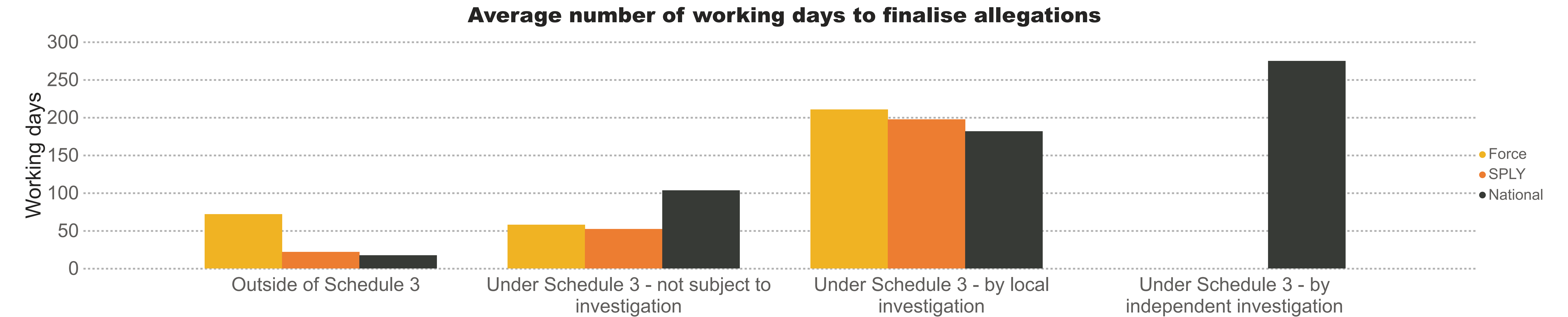
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	National
Outside of Schedule 3	72	22	18
Under Schedule 3 - not subject to investigation	58	52	103
Under Schedule 3 - by local investigation	210	197	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.



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)	30	23 %	12,221	12 %
Under Schedule 3 investigated (subject to special procedures)	6	5 %	1,393	1 %
Under Schedule 3 - not investigated	13	10 %	45,603	44 %
Outside of Schedule 3	82	63 %	44,072	43 %
Total	131	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)			
Allegation decision	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					54 %	7	9 %	3,928			0 %	5	87 %	26	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					8 %	1	13 %	5,989			5 %	69	3 %	1	12 %	1,423
Service provided - acceptable					38 %	5	67 %	30,569			26 %	358	10 %	3	72 %	8,812
Not Resolved	16 %	13	7 %	3,153												
Resolved	84 %	69	93 %	40,919												
No Case to Answer									83 %	5	39 %	549				
Case to Answer									17 %	1	25 %	352				
Withdrawal							3 %	1,432			2 %	25			3 %	400
Total	63 %	82	43 %	44,072	10 %	13	44 %	45,603	5 %	6	1 %	1,393	23 %	30	12 %	12,221

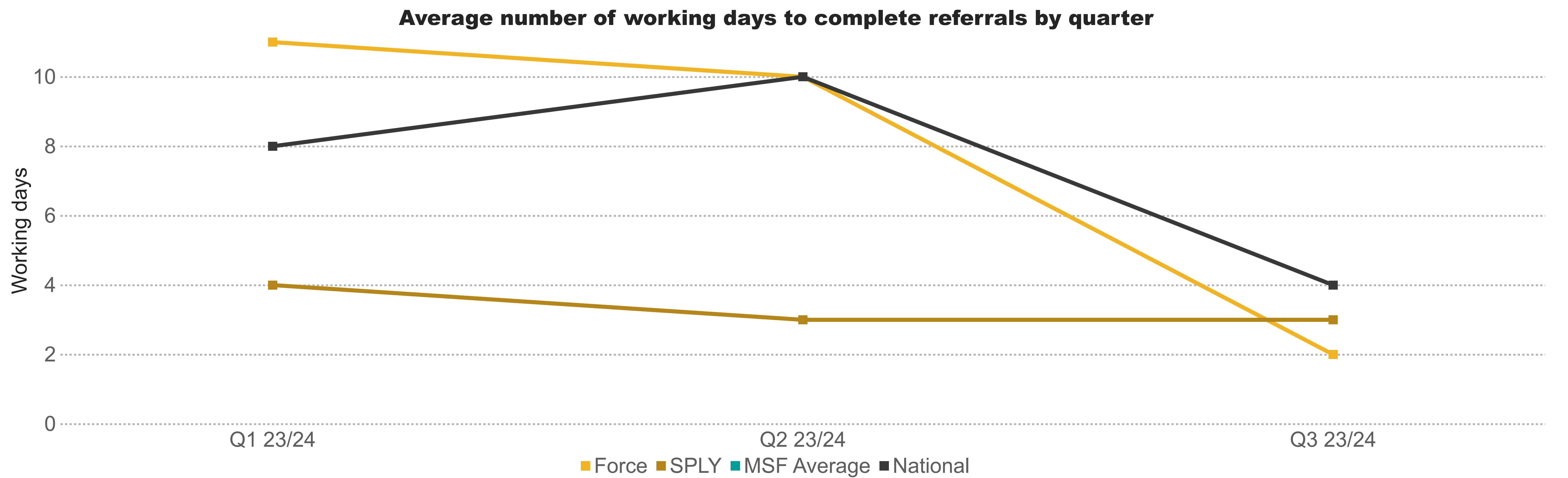
Section A3.2: Allegation decisions by what was complained about (category)

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	6	20	1	0	0	3	0	2	1	0	0	33
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	2	0	0	0	0	0	0	0	0	0	0	2
Service provided - acceptable	2	2	0	0	0	3	0	0	1	0	0	8
Not Resolved	5	3	0	0	2	1	0	2	0	0	0	13
Resolved	26	21	6	0	3	3	0	10	0	0	0	69
No Case to Answer	0	3	0	0	0	0	0	2	0	0	0	5
Case to Answer	0	0	0	0	0	0	0	1	0	0	0	1
Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0

Section B: Referrals

	Force	SPLY	National
Number referrals received	26	17	5,160
Number referrals completed	26	17	5,170
Decision: Independent Investigation	3	3	308
Decision: Directed Investigation	0	0	27
Decision: Local Investigation	19	13	3,387
Decision: Return to Force	4	1	1,363
Decision: Invalid	0	0	84



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.

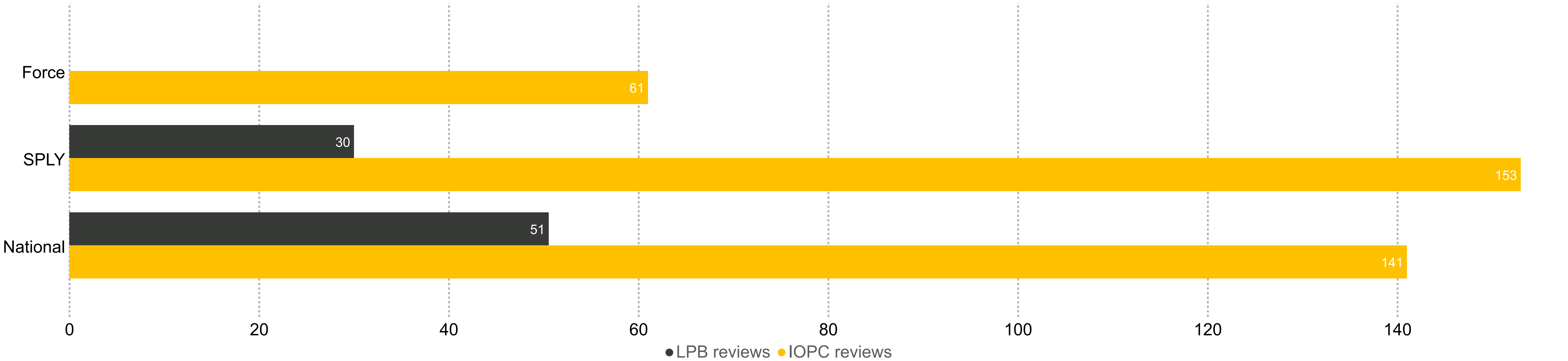
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	19	6	32 %	0	1	3	2
SPLY	22	4	18 %	0	2	1	1
National	22,597	4,729	21 %	340	2,857	621	911

Section C2: Reviews timeliness

	Force	SPLY	National
Average number of working days to complete Local Policing Body reviews	0	30	51
Average number of working days to complete IOPC reviews	61	153	141



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.

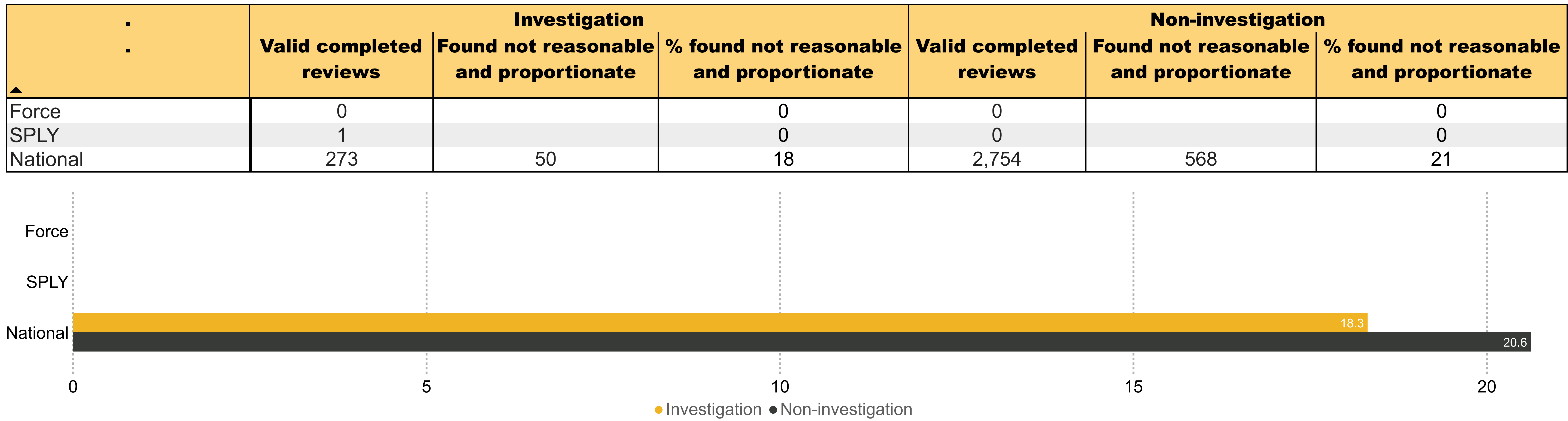
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

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



LPB reviews resulting in recommendations

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

Section C4: Decisions on IOPC reviews

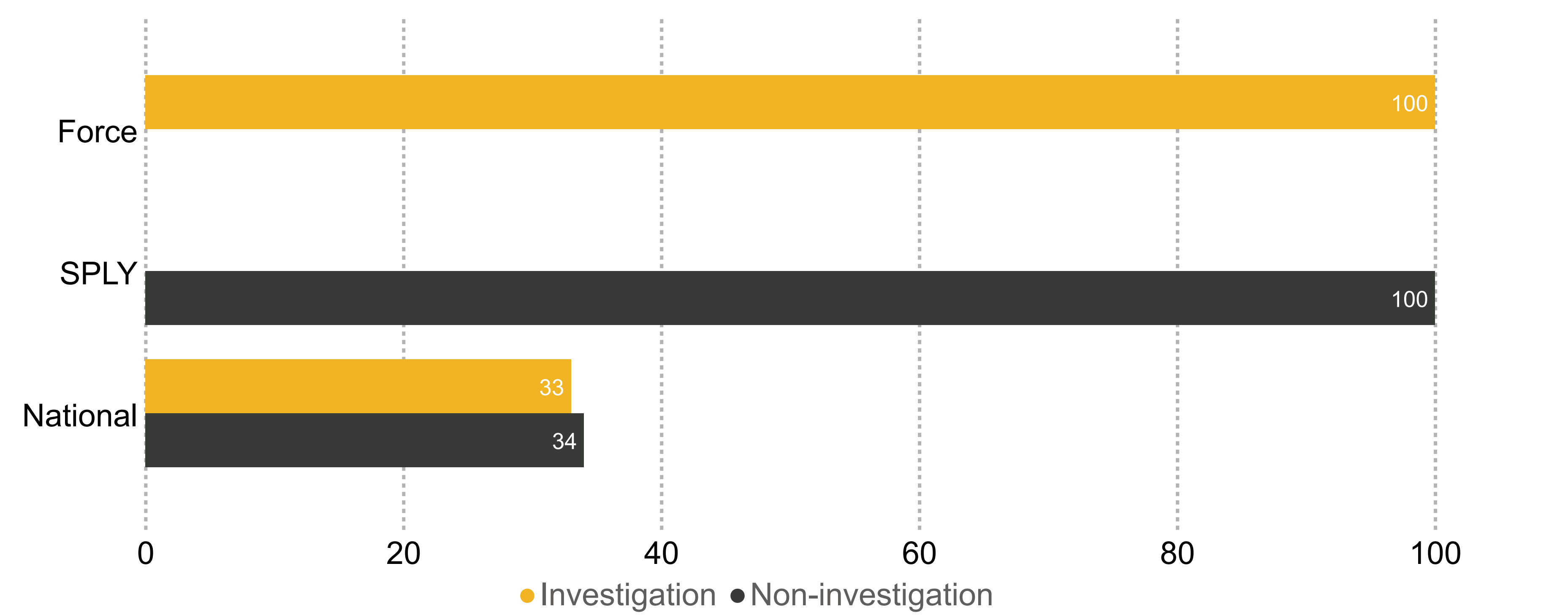
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	1	1
SPLY	0	0
National	625	205

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	1	0
SPLY	1	1
National	930	315

% IOPC reviews found outcome not reasonable and proportionate



IOPC review recommendations and directions

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	1	0	0	0
SPLY	0	0	0	0
National	205	17	131	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	0	0	0
SPLY	1	1	100
National	315	202	64

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

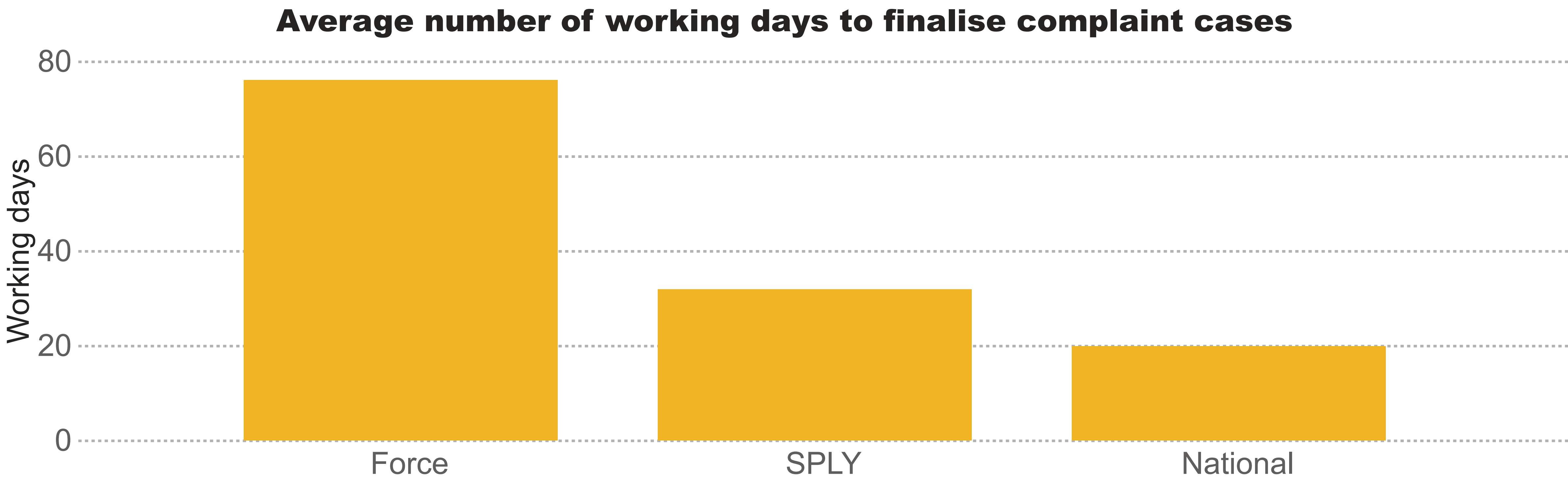
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

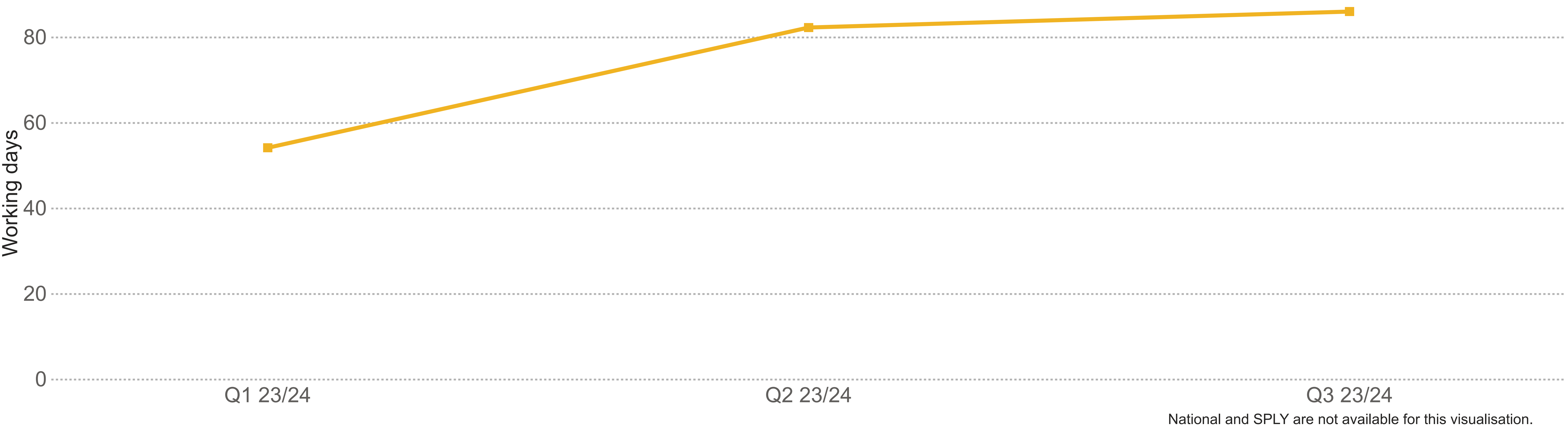
Force	SPLY	National
76	32	20

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 dates.



Average number of working days to finalise complaint cases by quarter



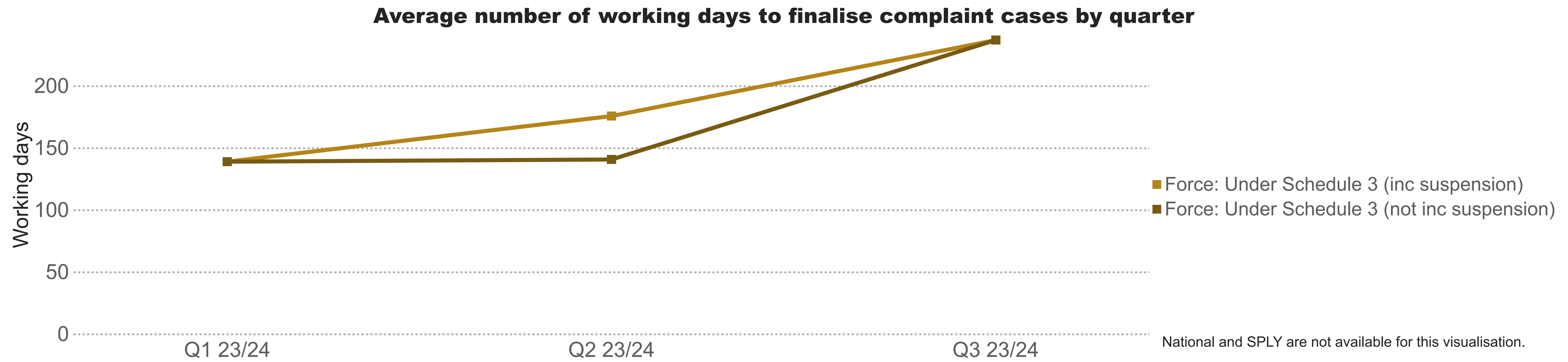
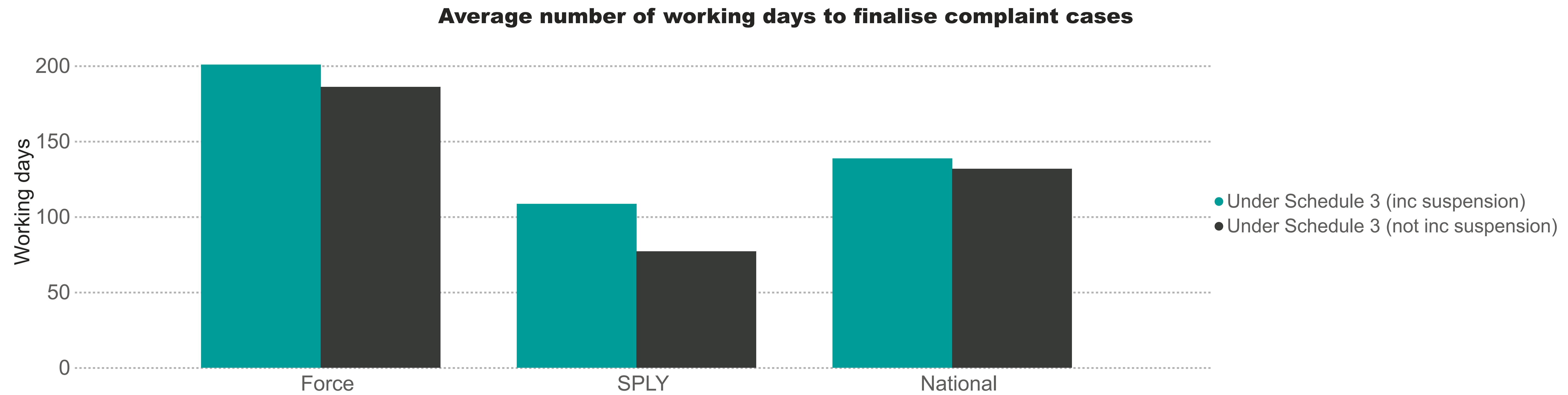
Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

Average number of working days to finalise complaint cases

	Force	SPLY	National
Under Schedule 3 (inc suspension)	201	109	139
Under Schedule 3 (not inc suspension)	186	77	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 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.



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

. Actions following outside of Schedule 3 complaint cases ▲	Force		SPLY		National	
	No.	%	No.	%	No.	%
Organisational learning	1	2 %	0	0 %	119	0 %
Learning from reflection	1	2 %	0	0 %	923	2 %
Policy review	0	0 %	0	0 %	25	0 %
Goodwill gesture	0	0 %	0	0 %	80	0 %
Apology	3	6 %	3	6 %	3528	9 %
Debrief	1	2 %	0	0 %	321	1 %
Explanation	27	55 %	43	86 %	21805	59 %
No further action	18	37 %	2	4 %	5409	15 %
Other action	0	0 %	2	4 %	3816	10 %

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		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	497	2 %
Apology	1	5 %	1	5 %	1266	6 %
Debrief	0	0 %	0	0 %	261	1 %
Explanation	1	5 %	9	41 %	12746	56 %
Criminal proceedings	0	0 %	0	0 %	2	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	17	0 %
No further action	14	74 %	8	36 %	7035	31 %
Other action	1	5 %	0	0 %	532	2 %
Learning from reflection	2	11 %	1	5 %	2448	11 %
Referral to RPRP	2	11 %	5	23 %	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 %	1	25 %	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	1	100 %	2	50 %	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 \(February 2020\)](#).