

| Summary of Action Fraud public complaints data– Q4 2023/24 | | | | |
|--|-------------------------------------|-----------------------|---------------------|--|
| Metric | Current quarter (Q4) | Previous quarter (Q3) | (%) change (Q on Q) | Comment |
| Complaints – Schedule 3 | 1 | 1 | 0% | A total of 105 cases were logged in Q4 2023/24. This is an overall increase of 22 cases from Q3 2023/24 (27%) The average number of cases logged over the previous 5 quarters is 106 per quarter, Q4 is just 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 | 104 | 82 | 27% | |
| Allegations | 240 | 48 | 400% | There were 240* allegations recorded in Q4 2023/24. This is an increase of 192 allegations from Q3 2023/24 (400%). The average number of allegations over the previous 5 quarters is 105 per quarter. Q4 is above average. *Previous quarters allegations have not been logged at the same time as the complaint. The year end Q4 has addressed allegations from previous quarterly cases. Most cases have one allegation relating to AF matters. |
| Average time to log complaints (days) | N/A | 0 | | <i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i> |
| Average time to contact complainant (days) | N/A | 26 | | |
| Complaints finalised – Schedule 3 | 33 | 5 | 560% | |
| Complaints finalised - not Schedule 3 | 80 | 43 | 86% | |
| Average time to finalise complaint cases (days) – Schedule 3 | Case combined data average 178 days | 97 | n/a | <i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i> |
| Average time to finalise complaint cases (days) – not Schedule 3 | | 75 | n/a | <i>Case combined data average 178 days (ex subjudice). YTD. IOPC bulletin will publish breakdown by case type logged.</i> |
| Applications for review sent to local policing body | 0 | 0 | | None recorded during Q4 |
| Applications for review sent to IOPC | 0 | 0 | | None recorded during Q4 |

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

Nature of allegations – Of the 240 allegations recorded during Q4 2023/24 the highest number was in the category of, A1 – Police action following contact (191) followed by A3 – Information (29) and A4 - General level of Service (22). 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 Q3 of 192 (400%). The AF admin team have been rectifying the year end data with adding allegations to previous quarter logged cases. The allegation date is added into the database within the quarter so not a true reflection of Q4 allegations. Cases generally have one allegation when related to Action Fraud complaints.

The 2023/24 yearly data shows 394 cases logged and 384 allegations recorded relating to Action Fraud. (see graph to show case/allegation recording differential).

Members of Parliament -

There have been 87 miscellaneous cases logged where MPs have made contact with PSD on behalf of a constituent. This is much higher than the previous quarter.

Action Fraud –

In QTR 4 of the 2023/24 Financial Year Action Fraud recorded 143,418 reports on the National Fraud Database (94,016 crime reports and 49,402 Information reports).

The complaint figures (total) represent 0.07% of the total number of Action Fraud reports recorded in Q4.

(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).

Action Fraud complaint data

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

