

Summary of Action Fraud public complaints data– Q1 2024/25				
Metric	Current quarter (Q1)	Previous quarter (Q4)	(%) change (Q on Q)	Comment
Complaints – Schedule 3	0	1	0%	A total of 92 cases were logged in Q1 2024/25. This is an overall decrease of 13 cases from Q4 2023/24 (12%) The average number of cases logged over the previous 5 quarters is 97 per quarter, Q1 is 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	92	104	12%	
Allegations	94	240	61%	There were 94 allegations recorded in Q1 2024/25. This is an decrease of 146* allegations from Q4 2023/24 (61%). The average number of allegations over the previous 5 quarters is 96 per quarter. Q1 is below 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	5		<i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i>
Average time to contact complainant (days)	N/A	35		
Complaints finalised – Schedule 3	5	33	85%	Average number of total cases finalised is 62 over the last 5 quarters. Q1 is therefore above average with total of 66 finalised.
Complaints finalised - not Schedule 3	61	80	24%	
Average time to finalise complaint cases (days) – Schedule 3	Case combined data average 154 days	97	n/a	<i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i> <i>Case combined data average 154 days (ex subjudice). YTD. IOPC bulletin will publish breakdown by case type logged.</i>
Average time to finalise complaint cases (days) – not Schedule 3		75	n/a	
Applications for review sent to local policing body	1	0		One recorded during Q1
Applications for review sent to IOPC	0	0		None recorded during Q1

Nature of allegations – Of the 94 allegations recorded during Q1 2024/25 the highest number was in the category of, A1 – Police action following contact (77) followed by A3 – Information (9) and A4 - General level of Service (5). Reasons for complaint mostly relate to customer expectation of Action Fraud, with either the lack of contact or investigation cited. This is a decrease in allegations recorded against Q4 of 146 (61%).

The AF admin team rectified the year end data during Q4 with adding allegations to previous quarter logged cases. The allegation date is added into the database within the quarter so was not an accurate reflection of Q4 allegations. Cases generally have one allegation when related to Action Fraud complaints. Q1 is therefore a true reflection of the allegations/case totals.

Members of Parliament -

There have been 39 miscellaneous cases logged where MPs have made contact with PSD on behalf of a constituent. This is much lower than the previous quarter. The average being logged as 47 over the last 5 quarters. This drop is likely due to the general election campaign period falling during Q1.

Action Fraud –

In **QTR 1** of the 2024/25 Financial Year Action Fraud recorded **157,678** reports on the National Fraud Database (**111,929** crime reports and **45,749** Information reports).

The complaint figures (total) represent 0.06% of the total number of Action Fraud reports recorded in Q1.

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 (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

