

| Summary of Action Fraud public complaints data– Q3 2024/25 | | | | |
|--|-------------------------------------|-----------------------|---------------------|--|
| Metric | Current quarter (Q3) | Previous quarter (Q2) | (%) change (Q on Q) | Comment |
| Complaints – Schedule 3 | 1 | 1 | 0% | A total of 113 cases were logged in Q3 2024/25. This is an overall increase of 8 cases from Q2 2024/25 (7%) The average number of cases logged over the previous 5 quarters is 99 per quarter, Q3 is above 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 | 112 | 104 | 8% | |
| Allegations | 119 | 108 | 10% | There were 119 allegations recorded in Q3 2024/25. This is an increase of 11 allegations from Q2 2024/25 (10%). The average number of allegations over the previous 5 quarters is 121 per quarter. Q3 is below average. Most cases have one allegation relating to AF matters. |
| Average time to log complaints (days) | N/A | 6 | | <i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i> |
| Average time to contact complainant (days) | N/A | 3 | | |
| Complaints finalised – Schedule 3 | 5 | 1 | 400% | A total of 104 cases were finalised in Q3 2024/25. This is an overall increase of 28 cases from Q2 2024/25 (37%) Average number of total cases finalised is 82 over the last 5 quarters. Q3 is therefore above average. |
| Complaints finalised - not Schedule 3 | 99 | 76 | 30% | |
| Average time to finalise complaint cases (days) – Schedule 3 | Case combined data average 137 days | 249 | n/a | <i>Timeliness is taken from IOPC published bulletins and available retrospectively. Quarter Case combined data average 137 days (ex subjudice) from Centurion. IOPC bulletin will publish breakdown by case type logged (YTD)</i> |
| Average time to finalise complaint cases (days) – not Schedule 3 | | 150 | n/a | |
| Applications for review sent to local policing body | 0 | 0 | | None recorded during Q3 |
| Applications for review sent to IOPC | 0 | 0 | | None recorded during Q3 |

Nature of allegations – Of the 119 allegations recorded during Q3 2024/25 the highest number was in the category of, A1 – Police action following contact (91) followed by General level of Service (15). A3 – Information (9) and A2 Decisions (4) 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 Q2 of 11 (10%).

Members of Parliament –

There have been 42 miscellaneous cases logged where MPs have made contact with PSD on behalf of a constituent. This is similar to the previous quarter. The average being logged as 46 over the last 5 quarters. The general election took place during Q2. Many new M.P's started in their constituencies in the period coinciding with summer recess in parliament.

Action Fraud –

In **QTR 3** of the 2024/25 Financial Year Action Fraud recorded **140,464** reports on the National Fraud Database (**92,706** crime reports and **47,758** Information reports).

The complaint figures (total) represent 0.08% of the total number of Action Fraud reports recorded in Q3.

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

