

Appendix 1: Summary of Action Fraud public complaints data– Q4 2024/25				
Metric	Current quarter (Q4)	Previous quarter (Q3)	(%) change (Q on Q)	Comment
Complaints – Schedule 3	2	1	100%	<p>A total of 114 cases were logged in Q4 2024/25. This is an overall increase of 1 case from Q3 2024/25 (0.8%)</p> <p>The average number of cases logged over the previous 5 quarters is 106 per quarter, Q4 is above average.</p> <p>It has been identified not all complaints logged in the AF SUGAR system have been logged into the PSD (centurion database). This is being rectified¹.</p>
Complaints – not Schedule 3	112	112	No change%	
Allegations	144	119	21%	
Average time to log complaints (days)	N/A	7		<p><i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i></p>
Average time to contact complainant (days)	N/A	5		
Complaints finalised – Schedule 3	3	5	40%	<p>A total of 94 cases were finalised in Q4 2024/25. This is an overall decrease of 10 cases from Q3 2024/25 (10%)</p> <p>Average number of total cases finalised is 91 over the last 5 quarters. Q4 is therefore above average.</p>
Complaints finalised - not Schedule 3	91	99	8%	
Average time to finalise complaint cases (days) – Schedule 3	Case combined data average 150 days	199	n/a	<p><i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i></p> <p><i>Quarter Case combined data average 150 days (ex subjudice) from Centurion.</i></p> <p><i>IOPC bulletin will publish breakdown by case type logged (YTD)</i></p>
Average time to finalise complaint cases (days) – not Schedule 3		149	n/a	
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 144 allegations recorded during Q4 2024/25 the highest number was in the category of, A1 – Police action following contact (92) followed by General level of Service (23). A3 – Information (14) and A2 Decisions (9) 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 25 (21%).

Members of Parliament –

There have been 65 miscellaneous cases logged where MPs have contacted PSD on behalf of a constituent. This is an increase against the previous quarter. The average being logged as 56 over the last 5 quarters. Local election campaigning took place during Q4. There are relatively new M.P's in constituencies which may impact on the increased contact on behalf of constituents.

Action Fraud –

In **QTR 4** of the 2024/25 Financial Year Action Fraud recorded **141,020** reports on the National Fraud Database (**94,404** crime reports and **46,616** Information reports).

The complaint figures (total) represent 0.08% 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

