

Summary of Action Fraud public complaints data– Q1 2025/26				
Metric	Current quarter (Q1)	Previous quarter (Q4)	(%) change (Q on Q)	Comment
Complaints – Schedule 3	3	2	50%	<p>A total of 107 cases were logged in Q1 2025/26. This is an overall decrease of 7 cases from Q4 2024/25 (6%)</p> <p>The average number of cases logged over the previous 5 quarters is 106 per quarter, Q1 is just 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 rectified<sup>1</sup>.</p>
Complaints – not Schedule 3	104	112	7%	
Allegations	118	144	18%	
Average time to log complaints (days)	N/K	6		<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/K	4		
Complaints finalised – Schedule 3	10	3	230%	<p>A total of 72 cases were finalised in Q1 2025/26. This is an overall decrease of 22 cases from Q4 2024/25 (23%)</p> <p>Average number of total cases finalised is 82 over the last 5 quarters. Q1 is therefore below average.</p>
Complaints finalised - not Schedule 3	62	91	32%	
Average time to finalise complaint cases (days) – Schedule 3	180 average combined data	190	n/a	<p><i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i></p> <p><i>Quarter Case combined data average 180 days (ex subjudice) from Centurion.</i></p> <p><i>IOPC bulletin will publish breakdown by case type logged (YTD – Q4 therefore average of the yearly data)</i></p>
Average time to finalise complaint cases (days) – not Schedule 3		150	n/a	
Applications for review sent to local policing body	1	0	100%	One recorded during Q1 – Outcome of complaint – reasonable and proportionate – no investigation
Applications for review sent to IOPC	1	0	100%	One recorded during Q1 – Relevant offence – IOPC decision - Force deal

**Nature of allegations –** Of the 118 allegations recorded during Q1 2025/26 the highest number was in the category of, A1 – Police action following contact (86) followed by A3 – Information (13) and General level of Service (8). 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 26 (18%).

**Members of Parliament –**

There have been 63 miscellaneous cases logged where MPs have contacted PSD on behalf of a constituent. This is a decrease of 2 against the previous quarter. The average being logged as 56 over the last 5 quarters.

**Action Fraud –**

In **QTR 1** of the 2025/26 Financial Year Action Fraud recorded **147,481** reports on the National Fraud Database (100,861 crime reports and **46,620** Information reports).

The complaint figures (total) represent 0.08% of the total number of Action Fraud reports recorded in Q4.

---

<sup>1</sup> 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

