

| Summary of Action Fraud public complaints data– Q2 2025/26 | | | | |
|--|---------------------------|-----------------------|---------------------|--|
| Metric | Current quarter (Q2) | Previous quarter (Q1) | (%) change (Q on Q) | Comment |
| Complaints – Schedule 3 | 6 | 3 | 100% | <p>A total of 131 cases were logged in Q2 2025/26. This is an overall increase of 24 cases from Q1 2025/26 (22%)</p> <p>The average number of cases logged over the previous 5 quarters is 114 per quarter, Q2 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 | 125 | 104 | 20% | |
| Allegations | 131 | 118 | 11% | |
| 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 | 2 | - | |
| Complaints finalised – Schedule 3 | 27 | 10 | 170% | <p>A total of 96 cases were finalised in Q2 2025/26. This is an overall increase of 24 cases from Q1 2025/26 (33%)</p> <p>Average number of total cases finalised is 88 over the last 5 quarters. Q2 is therefore above average.</p> |
| Complaints finalised - not Schedule 3 | 69 | 62 | 11% | |
| Average time to finalise complaint cases (days) – Schedule 3 | 202 average combined data | 241 | n/a | <p><i>Timeliness is taken from IOPC published bulletins and available retrospectively.</i></p> <p><i>Quarter Case combined data average 202 days (ex subjudice) from Centurion.</i></p> <p><i>IOPC bulletin will publish breakdown by case type logged (YTD – Q1 therefore average of the yearly data)</i></p> |
| Average time to finalise complaint cases (days) – not Schedule 3 | | 175 | n/a | |
| Applications for review sent to local policing body (appeals) | 1 | 1 | 0 | One recorded during Q1 – Not valid as did not meet criteria |
| Applications for review sent to IOPC (appeals) | 0 | 1 | 0 | None recorded during Q2 |

Nature of allegations – Of the 131 allegations recorded during Q2 2025/26 the highest number was in the category of, A1 – Police action following contact (76) followed by General level of Service (36) and A3 – Information (13). 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 Q1 of 13 (11%).

Members of Parliament –

There have been 105 miscellaneous cases logged where MPs have contacted PSD on behalf of a constituent. This is an increase of 42 against the previous quarter. The average being logged as 64 over the last 5 quarters.

Action Fraud –

In **QTR 2** of the 2025/26 Financial Year Action Fraud recorded **147,394** reports on the National Fraud Database (Increase 10% v QTR 1)

In **QTR 2** of the 2025/26 Financial Year Action Fraud recorded **113,613** crime reports (Increase 13% v QTR 1), and **48,300** Information reports (Increase 4% v QTR 1)

Action Fraud delivered the confirmation survey hyperlink to all victims who reported a crime via the Contact Centre voice channel or via the web reporting tool.

(Source: Sugar CRM (raw, uncleaned data extracted at date of publication, including bulk reports)

1,824 (1.6%) of the **113,613** ‘confirmation’ survey hyperlinks delivered to victims were opened in **QTR 2** with **1,427** (1.3%) of recipients opting to provide satisfaction feedback.

The complaint figures (total) represent 0.09% of the total number of Action Fraud reports recorded in Q2.

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

