

# City of London Corporation Committee Report

<b>Committee(s):</b> Economic Security and Cyber Crime Committee (ECCC)	<b>Dated:</b> 4 November 2025
<b>Subject:</b> Summary of Action Fraud public complaints data – Q2 2025/26	<b>Public report:</b> For Information
<b>This proposal:</b> <ul style="list-style-type: none"> <li>Provides statutory duties</li> </ul>	Public trust and confidence
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	N/A
<b>Report of:</b>	Commissioner of the City of London Police
<b>Report author:</b>	Detective Superintendent Carly Humphreys

## Summary

The attached quarterly report produced by the Professional Standards Department provides members with an overview regarding Action Fraud complaints.

In Q2 2025/26, a total of 131 Schedule 3 complaints were logged, doubling from Q1 (100% increase), and exceeding the five-quarter average of 114. However, discrepancies were found between complaints logged in AF SUGAR and the PSD Centurion database, which are being addressed. Non-Schedule 3 complaints rose by 20% to 125, while allegations increased by 11% to 131, slightly above the five-quarter average of 124. The most common allegation category was "Police action following contact" (76), followed by "General level of service" (36) and "Information" (13), largely driven by unmet expectations regarding Action Fraud investigations.

Complaint finalisations also rose significantly: Schedule 3 finalisations increased by 170% (27 cases), contributing to a total of 96 cases finalised in Q2—33% more than

Q1 and above the five-quarter average of 88. Non-Schedule 3 finalisations rose by 11%. Timeliness data for logging and contacting complainants was unavailable for Q2. The average time to finalise Schedule 3 complaints was 202 days, and 175 days for non-Schedule 3, based on retrospective IOPC bulletins.

Additional insights include a rise in MP-related cases (105, up from 63 in Q1), and Action Fraud reporting increased across all categories: 147,394 total reports (10% rise), 113,613 crime reports (13% rise), and 48,300 information reports (4% rise). Despite this, complaints represented only 0.09% of total Action Fraud reports. Satisfaction survey engagement remained low, with only 1.6% of recipients opening the survey and 1.3% providing feedback.

## **Recommendation(s)**

Members are asked to:

Note the report.

## **Appendices**

- Appendix 1 – Summary of Action Fraud public complaints data– Q2 2025/26

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