

City of London Corporation Committee Report

Committee(s): Economic Security and Cyber Crime Committee (ECCC)	Dated: 23 February 2026
Subject: Summary of Action Fraud public complaints data – Q3 2025/26	Public report: For Information
This proposal: <ul style="list-style-type: none">Provides statutory duties	Public trust and confidence
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Commissioner of the City of London Police
Report author:	Detective Superintendent Tom Hill

Summary

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

Action Fraud changed to Report Fraud during Q3. Professional Standards are unable to amend the national complaint database (Centurion) to reflect the name change. However, the IOPC has been made aware of the change.

A total of 93 complaint cases were logged in Q3 2025/26. This is an overall decrease of 38 cases from Q2 2025/26 (29%). Schedule 3 complaints reduced from 6 to 1 (83%) from the previous quarter. Non-Schedule 3 complaints reduced by 26% to 92, and allegations decreased by 18% to 108. The average number of allegations for Q3 is below the five-quarter average of 124. The most common allegation category

was "Police action following contact" (64), followed by "General level of service" (24) this was largely driven by unmet expectations regarding Report Fraud investigations.

Complaint finalisations reduced marginally from 96 to 91 (5%), with Schedule 3 finalisations decreasing by 74% (7 cases, from 27 in Q2). Non-Schedule 3 finalisations increased by 22%, from 69 in Q2 to 84 in Q3. The average time to finalise all complaints was 243 days, based on retrospective IOPC bulletins.

Comparison data in relation to Action Fraud reports is no longer available due to the change in service to Report Fraud.

Recommendation(s)

Members are asked to:

Note the report.

Appendices

- Appendix 1 – Summary of Action Fraud public complaints data– Q3 2025/26

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