

Summary of Action Fraud public complaints data– Q3 2025/26				
Metric	Current quarter (Q3)	Previous quarter (Q2)	(%) change (Q on Q)	Comment
Complaints – Schedule 3	1	6	-83%	A total of 93 cases were logged in Q3 2025/26. This is an overall decrease of 38 cases from Q2 2025/26 (29%) The average number of cases logged over the previous 5 quarters is 114 per quarter, Q3 is below average. AF changed to RF during Q3. This will be a period of change and PSD are unable to amend the Centurion complaint database to reflect the name change. The IOPC have been made aware of the name change.
Complaints – not Schedule 3	92	125	-26%	
Allegations	108	131	-18%	There were 108 allegations recorded in Q3 2025/26. This is a decrease of 23 allegations from Q2 2025/26 (18%). The average number of allegations over the previous 5 quarters is 124 per quarter. Q3 is below average.
Average time to log complaints (days)	N/K	5	-	<i>Timeliness is taken from IOPC published bulletins and available retrospectively, unavailable dataset from Centurion.</i>
Average time to contact complainant (days)	N/K	2	-	
Complaints finalised – Schedule 3	7	27	-74%	A total of 91 cases were finalised in Q3 2025/26. This is an overall decrease of 5 cases from Q2 2025/26 (5%) Average number of total cases finalised is 88 over the last 5 quarters. Q3 is therefore above average.
Complaints finalised - not Schedule 3	84	69	22%	
Average time to finalise complaint cases (days) – Schedule 3	243 average combined data	243	n/a	<i>Timeliness is taken from IOPC published bulletins and available retrospectively. Quarter Case combined data average 243 days (ex subjudice) from Centurion for Q3 finalised. See graph. IOPC bulletin will publish breakdown by case type logged (YTD – Q2 therefore average of the yearly data)</i>
Average time to finalise complaint cases (days) – not Schedule 3		185	n/a	
Applications for review sent to local policing body	0	1	0	None recorded during Q3
Applications for review sent to IOPC	0	1	0	None recorded during Q3

Nature of allegations – Of the 108 allegations recorded during Q3 2025/26 the highest number was in the category of, A1 – Police action following contact (64) followed by General level of Service (24) 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 Q2 of 23 (18%).

Members of Parliament –

There have been 36 miscellaneous cases logged where MPs have contacted PSD on behalf of a constituent. This is a decrease of 69 against the previous quarter. The average being logged as 64 over the last 5 quarters.

Action Fraud – comparison data is no longer available due to the change in service to Report Fraud. Last update below for Q2.

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.

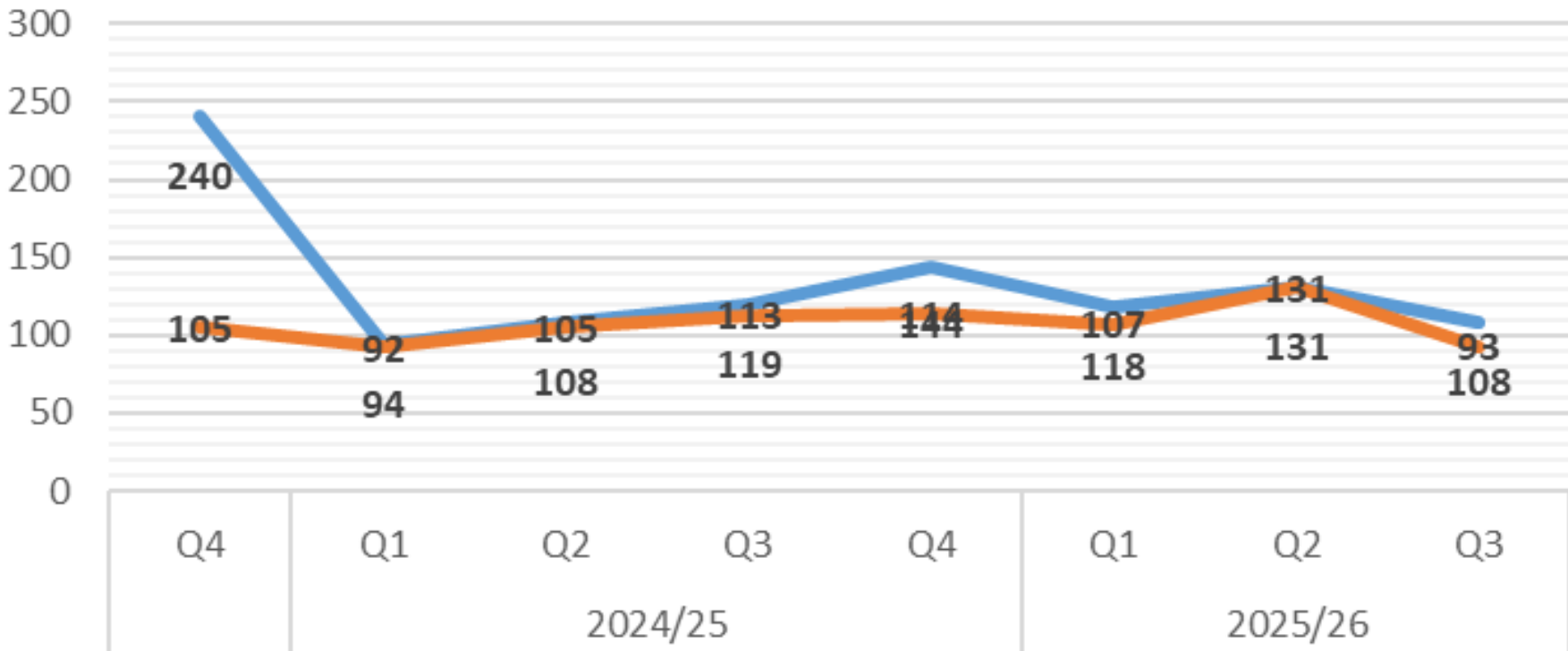
(Source: Sugar CRM (raw, uncleaned data extracted at date of publication, including bulk reports)

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.

Action Fraud complaint data

— Total Action Fraud Allegations recorded
— Total Action Fraud Complaints logged



NUMBER OF CASES and AVERAGE NO OF DAYS TO FINALISE

