

Interim Police Complaints Information Bulletin: Avon And Somerset



Reporting Period: 01 April 2025 - 30 September 2025 (Q2 2025/26)

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable)

Please note: Data for one force was not available in time to be published in this bulletin. This should be considered when using national figures for comparison.

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

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Acronyms used in this bulletin

YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

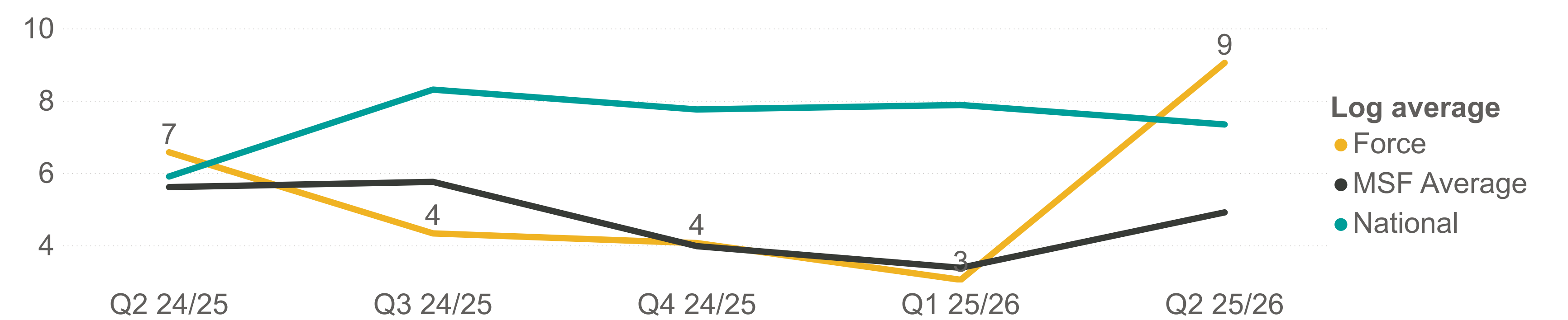
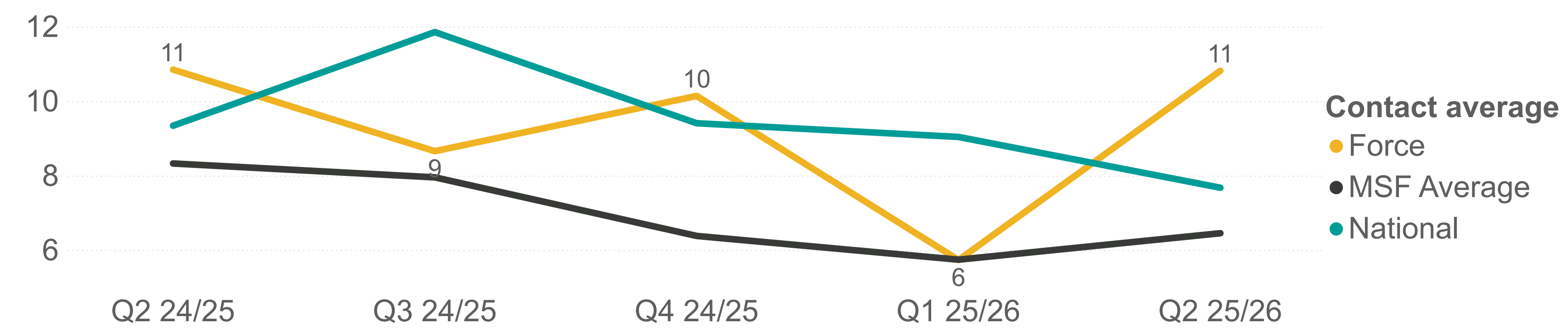
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

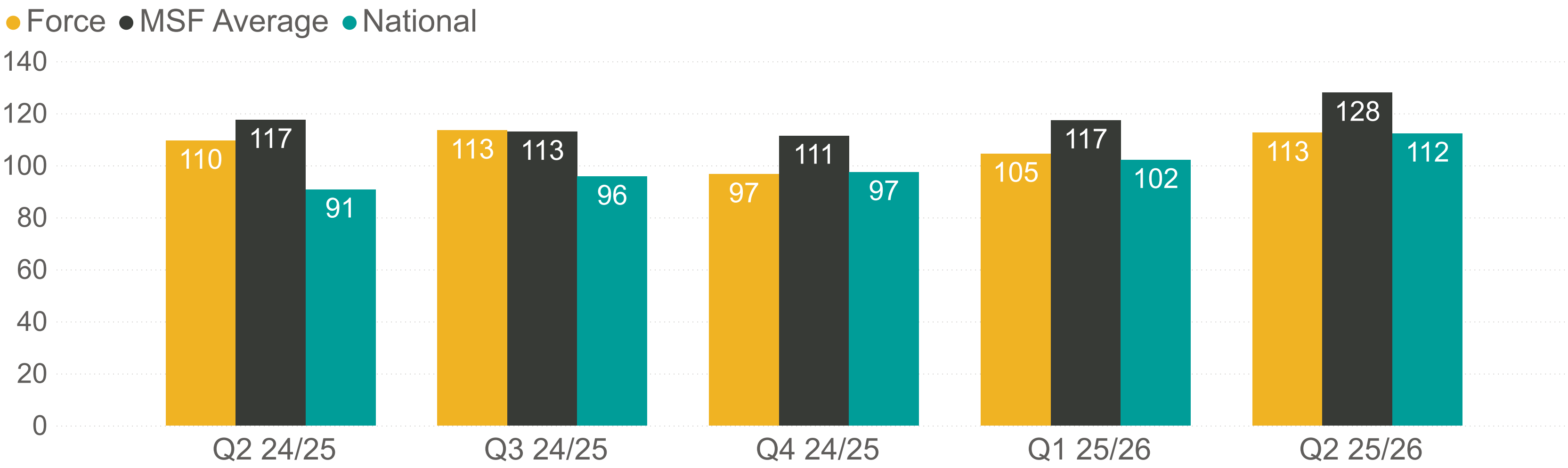
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

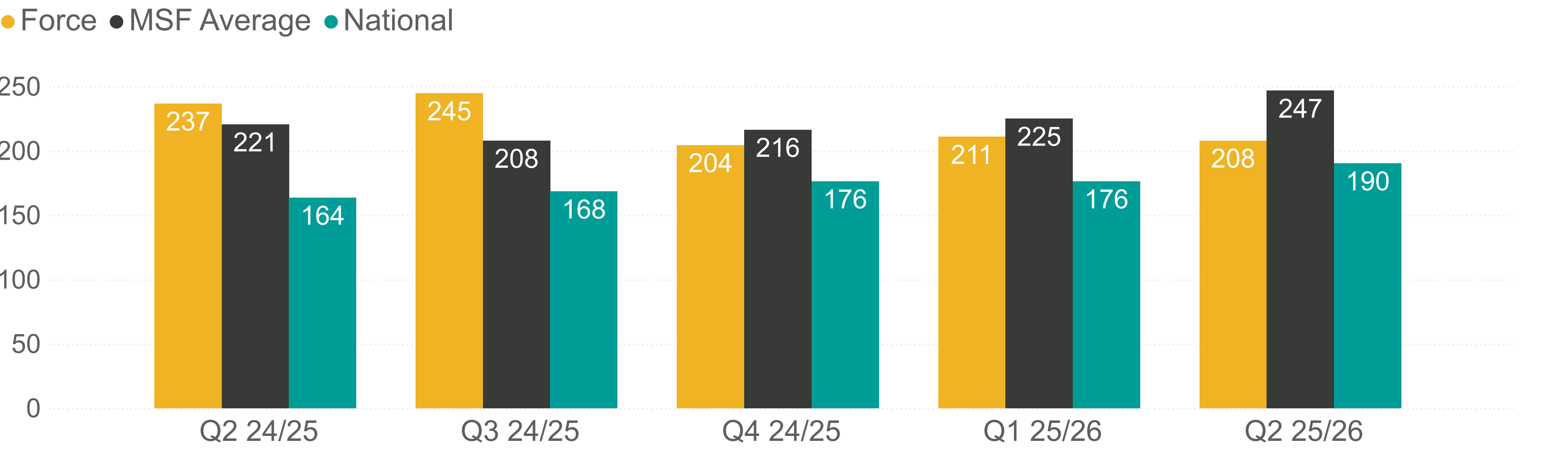
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,437	217	2,773	419	8	6
SPLY	1,437	216	3,140	472	10	5
MSF Average	1,365	245	2,625	472	6	4
National	54,025	214	92,398	367	8	8



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons some figures in the above charts are not shown

Section A1.2: Reason for complaints to be logged under Schedule 3

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see [here](#):

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	174	191	131	6,147
Complainant wishes the complaint be recorded	111	122	53	2,922
Dissatisfaction after initial handling	88	57	81	2,753
Nature of the allegation(s) in the complaint	242	283	168	5,061
Total	615	653	433	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	28 %	29 %	33 %	36 %
Complainant wishes the complaint be recorded	18 %	19 %	12 %	17 %
Dissatisfaction after initial handling	14 %	9 %	23 %	16 %
Nature of the allegation(s) in the complaint	39 %	43 %	32 %	30 %

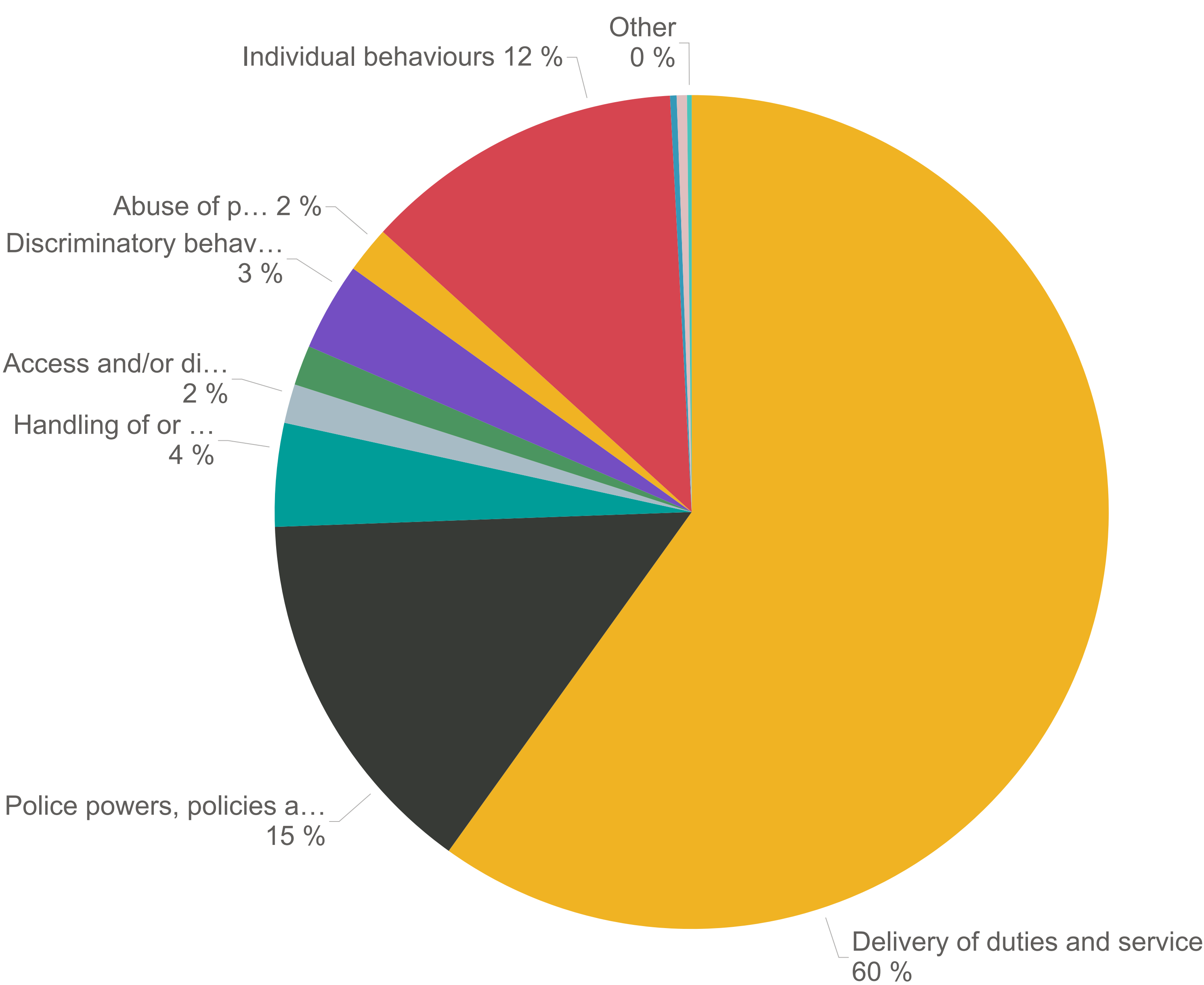
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

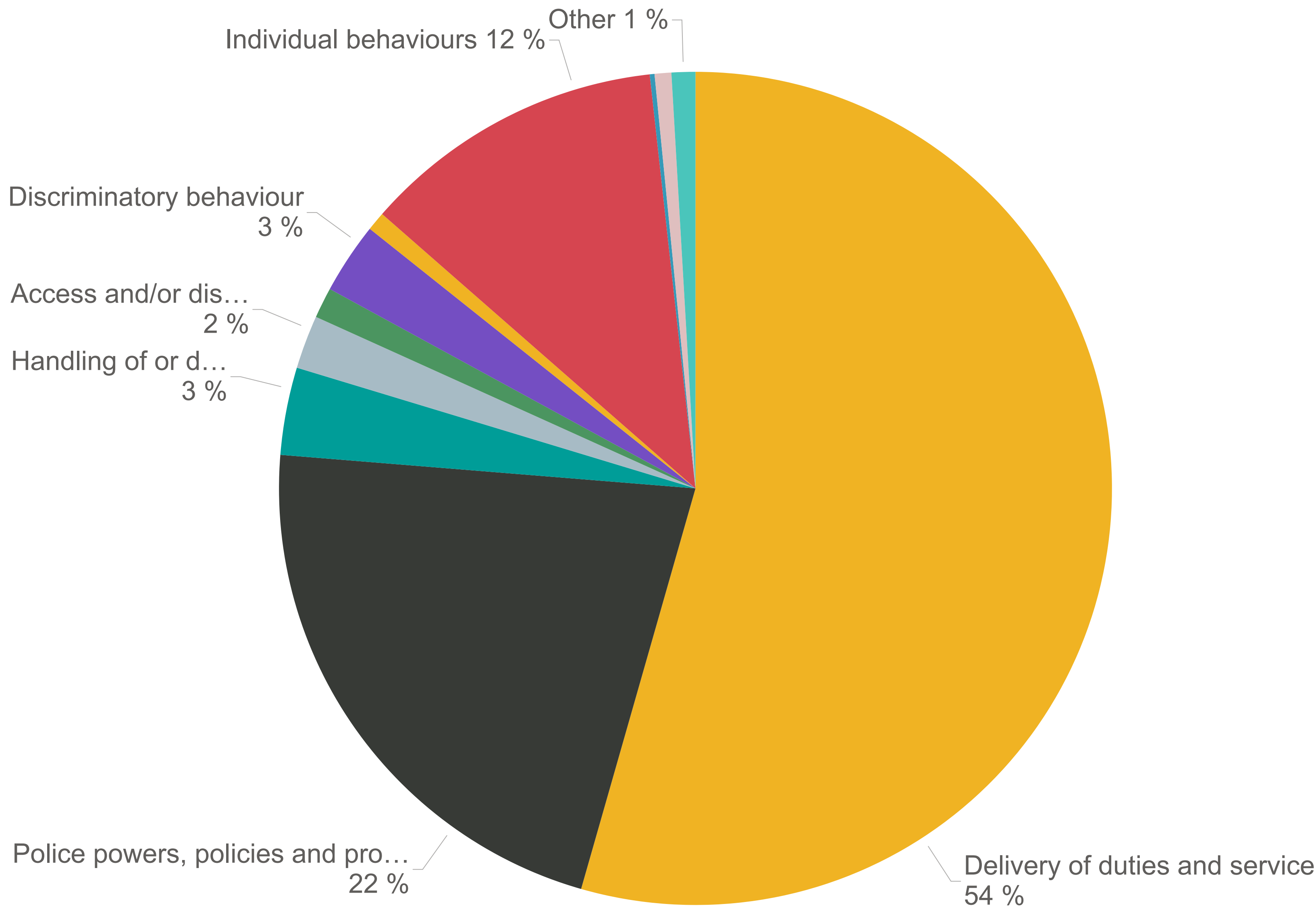
What has been complained about (YTD)

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,661	403	111	42	43	95	50	345	7	11	5	2,773
SPLY	1,691	493	100	49	48	138	93	494	10	23	1	3,140
MSF Average	1,408	580	74	52	29	70	17	355	5	20	16	2,625
National	50,290	20,195	3,136	1,917	1,099	2,555	679	10,906	170	598	852	92,397

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,661	60 %	1,691	54 %	1,408	54 %	50,289	54 %
	Police action following contact	780	47 %	840	50 %	675	48 %	21,478	43 %
	Decisions	309	19 %	282	17 %	282	20 %	8,005	16 %
	Information	307	18 %	281	17 %	186	14 %	5,808	12 %
	General level of service	265	16 %	288	17 %	265	19 %	14,998	30 %
Police powers, policies and procedures	Total	403	15 %	493	16 %	580	22 %	20,195	22 %
	Use of force	125	31 %	130	26 %	125	23 %	4,720	23 %
	Power to arrest and detain	88	22 %	92	19 %	103	18 %	3,563	18 %
	Detention in police custody	79	20 %	102	21 %	75	14 %	2,555	13 %
	Searches of premises and seizure of property	42	10 %	62	13 %	77	13 %	2,650	13 %
	Other policies and procedures	30	7 %	24	5 %	62	11 %	2,380	12 %
	Bail, identification and interview procedures	18	4 %	29	6 %	46	7 %	1,229	6 %
	Out of court disposals	10	2 %	16	3 %	14	3 %	334	2 %
	Stops, and stop and search	9	2 %	19	4 %	22	4 %	936	5 %
	Evidential procedures	2	0 %	19	4 %	57	8 %	1,828	9 %
Individual behaviours	Total	345	12 %	494	16 %	355	14 %	10,906	12 %
	Unprofessional attitude and disrespect	93	27 %	118	24 %	85	24 %	3,042	28 %
	Overbearing or harassing behaviours	93	27 %	121	24 %	65	18 %	1,688	15 %
	Lack of fairness and impartiality	75	22 %	134	27 %	72	19 %	1,613	15 %
	Impolite language / tone	60	17 %	82	17 %	89	27 %	2,938	27 %
	Impolite and intolerant actions	24	7 %	39	8 %	44	12 %	1,625	15 %
	Total	111	4 %	100	3 %	67	2 %	3,060	3 %
Handling of or damage to property/ premises	Handling of or damage to property/ premises	111	100 %	100	100 %	67	90 %	3,060	98 %
Discriminatory behaviour	Total	95	3 %	138	4 %	70	2 %	2,555	3 %
	Race	43	45 %	65	47 %	33	47 %	1,230	48 %
	Disability	33	35 %	30	22 %	15	23 %	540	21 %
	Sex	11	12 %	22	16 %	13	16 %	380	15 %
	Gender reassignment	3	3 %	0	0 %	1	2 %	33	1 %
	Religion or belief	2	2 %	2	1 %	2	3 %	76	3 %
	Other	2	2 %	7	5 %	4	6 %	201	8 %
	Age	1	1 %	8	6 %	1	1 %	25	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	0	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
	Sexual orientation	0	0 %	4	3 %	2	2 %	69	3 %

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	882	32 %	976	31 %	1,084	43 %	35,875	39 %
None	842	30 %	805	26 %	503	17 %	17,926	19 %
Arrest	235	8 %	321	10 %	301	12 %	11,122	12 %
VAWG - dissatisfaction handling	143	5 %	131	4 %	88	3 %	3,994	4 %
Neighbourhood policing	141	5 %	155	5 %	143	6 %	4,427	5 %
Call Handling	110	4 %	138	4 %	117	5 %	3,994	4 %
Custody	99	4 %	136	4 %	134	5 %	5,234	6 %
Roads/traffic	97	3 %	199	6 %	138	6 %	5,674	6 %
Domestic / gender abuse	73	3 %	56	2 %	151	6 %	5,308	6 %
Mental health	55	2 %	83	3 %	47	2 %	2,452	3 %
Premises search	54	2 %	61	2 %	58	2 %	2,313	3 %
Public order incident	36	1 %	51	2 %	20	1 %	659	1 %
Child protection / CSA / CSE	32	1 %	32	1 %	45	2 %	1,763	2 %
Missing persons	20	1 %	39	1 %	19	1 %	622	1 %
Stop and/or search	17	1 %	18	1 %	34	1 %	1,871	2 %
Drugs / alcohol	10	0 %	9	0 %	19	1 %	1,000	1 %
Social media	9	0 %	6	0 %	11	0 %	479	1 %
Hate Crime	8	0 %	7	0 %	11	0 %	415	0 %
Death	7	0 %	15	0 %	20	1 %	772	1 %
Restraint equipment	5	0 %	17	1 %	27	1 %	867	1 %
VAWG - police perpetrated	3	0 %	3	0 %	11	0 %	425	0 %
Firearms	2	0 %	3	0 %	10	0 %	387	0 %
Fraud	2	0 %	1	0 %	7	0 %	643	1 %
Police dogs or horses	1	0 %	0	0 %	1	0 %	57	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	4	0 %	1	0 %	46	0 %
PPDA	0	0 %	0	0 %	3	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Serious injury	0	0 %	1	0 %	2	0 %	193	0 %
Taser	0	0 %	3	0 %	1	0 %	100	0 %
Unknown	0	0 %	0	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	0	0 %	1	0 %	52	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police perpetrated	0	0	0	0	1
VAWG - dissatisfaction handling	105	3	0	3	28
Stop and/or search	3	7	2	4	0
Social media	9	0	0	0	0
Roads/traffic	53	4	5	0	2
Restraint equipment	0	4	0	0	1
Public order incident	20	9	0	2	5
Premises search	2	35	7	0	10
Police dogs or horses	0	0	0	0	1
None	508	59	51	26	147
Neighbourhood policing	111	3	0	5	18
Missing persons	17	1	1	0	1
Mental health	21	24	0	1	9
Investigation	679	18	33	40	73
Hate Crime	5	0	0	2	1
Fraud	2	0	0	0	0
Firearms	0	0	1	0	0
Drugs / alcohol	5	0	1	0	2
Domestic / gender abuse	56	3	0	0	12
Death	7	0	0	0	0
Custody	6	80	0	3	5
Child protection / CSA / CSE	18	5	0	1	5
Call Handling	95	0	0	3	12
Arrest	29	152	10	7	27
Total	1,650	395	111	95	342

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
▼				
Q2 24/25	48	3	0	50
Q3 24/25	41	15	1	56
Q4 24/25	92	2	0	94
Q1 25/26	71	3	0	72
Q2 25/26	72	0	0	72
Total	324	23	1	344

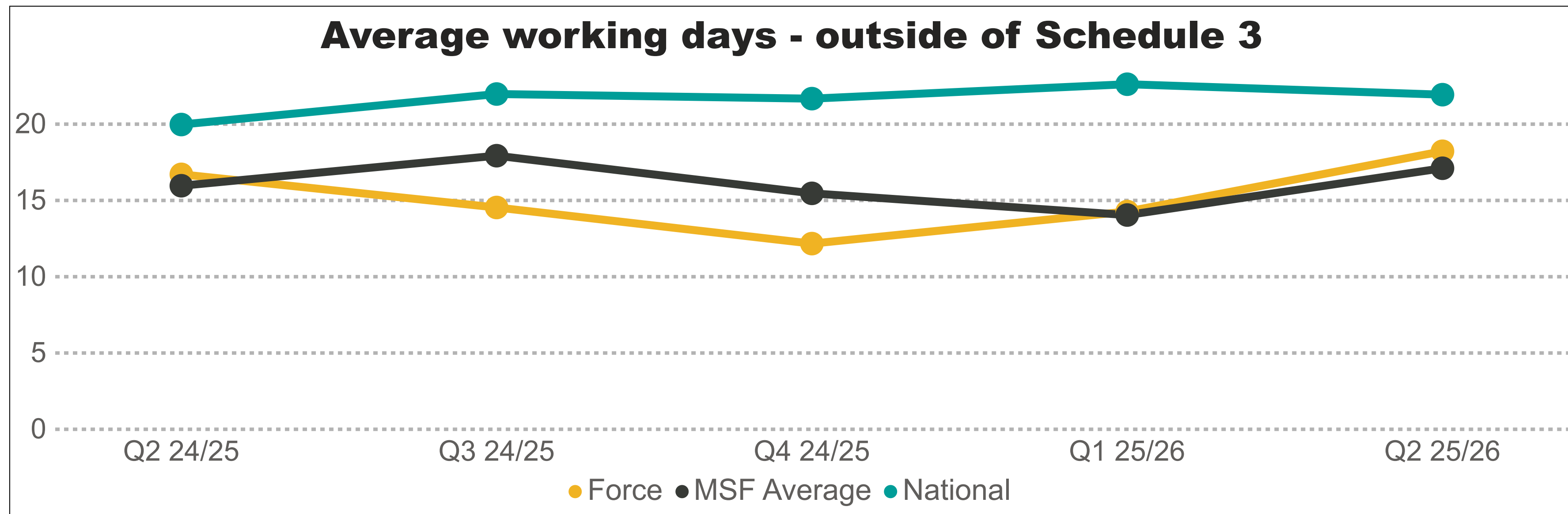
Section A2: Allegations timeliness

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

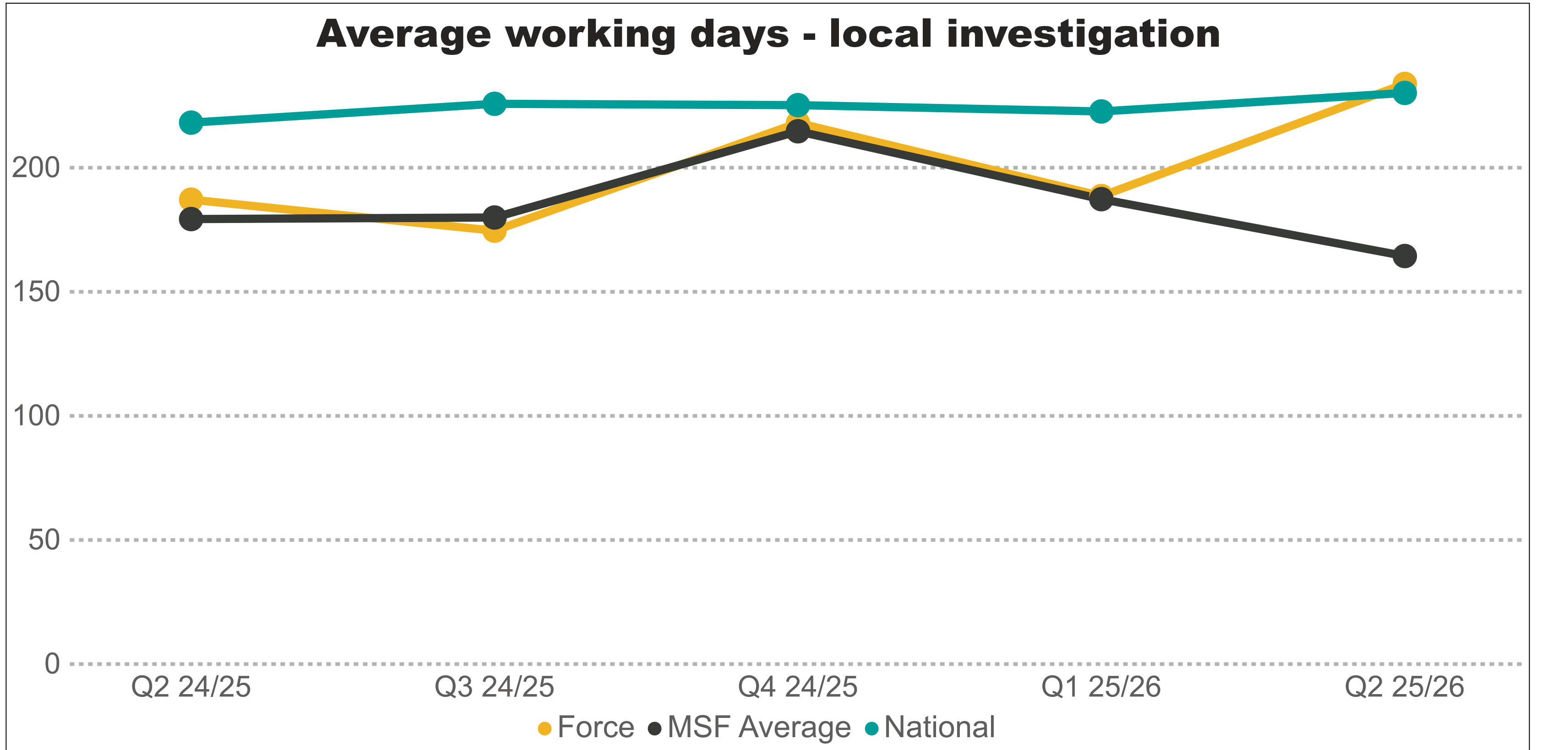
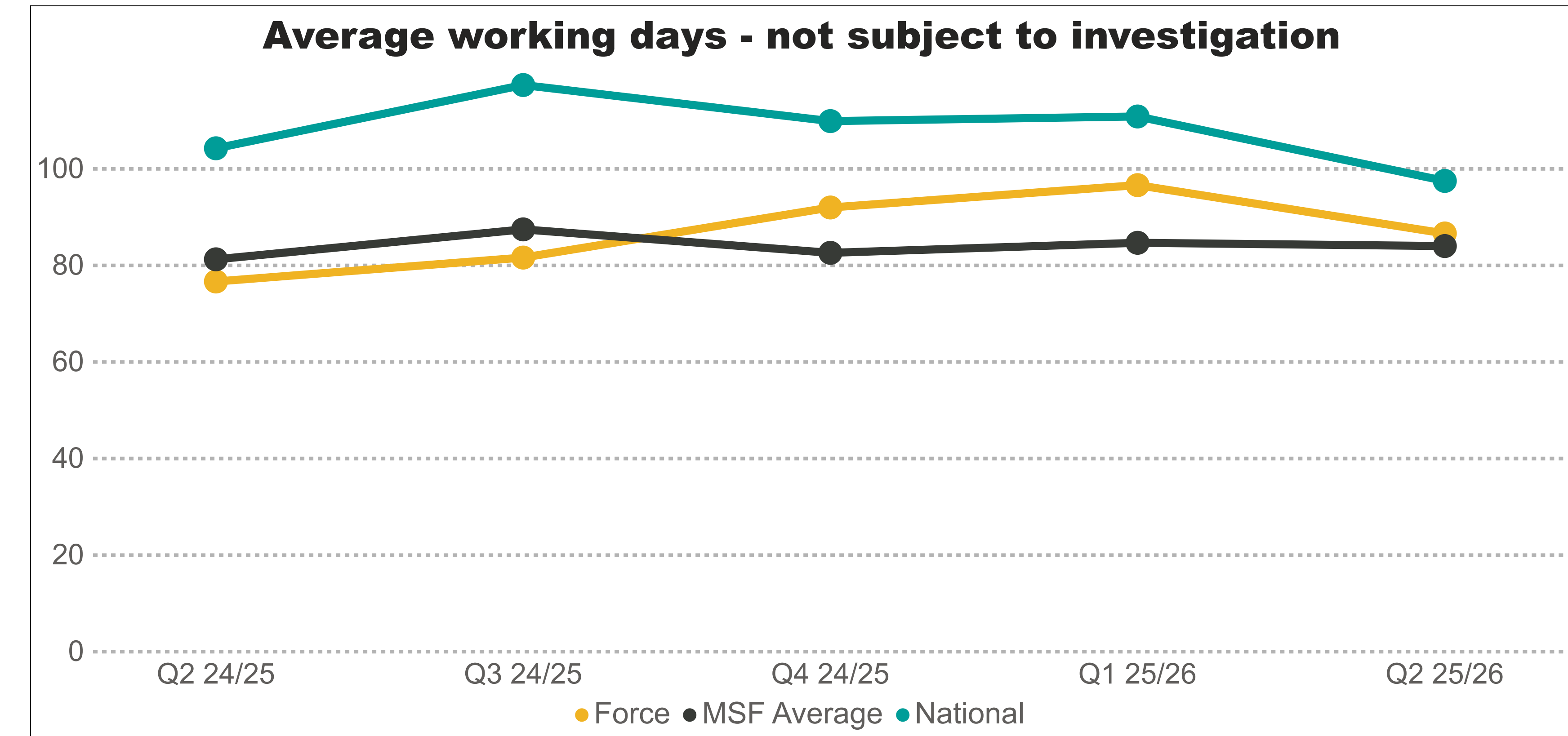
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Year to date	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
Allegations	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	1,009	16	1,917	92	292	208	7	333
SPLY	1,028	15	1,574	81	256	177	5	307
MSF Average	1,038	16	1,115	85	190	173	1	86
National	40,759	22	37,787	104	7,711	226	102	362



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	1	49



Section A3.1: How allegations were handled and their decisions

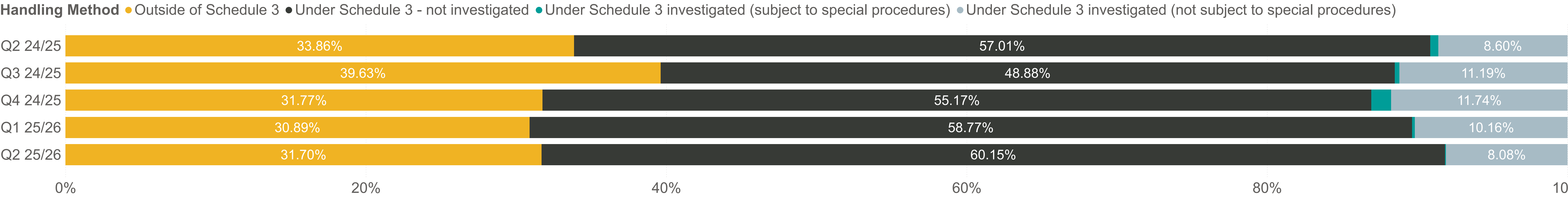
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National	National %
Under Schedule 3 investigated (not subject to special procedures)	295	9 %	176	7 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	4	0 %	15	1 %	756	1 %
Under Schedule 3 - not investigated	1,917	59 %	1115	47 %	37,787	44 %
Outside of Schedule 3	1,009	31 %	1038	45 %	40,759	47 %
Total	3,225	100 %	2344	100 %	86,360	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %
▼																
No further action			0		131	7 %	2,670	7 %			10	1 %	27	9 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		165	9 %	3,444	9 %			18	2 %	28	9 %	712	10 %
Service provided - not acceptable			0		215	11 %	4,757	13 %			33	4 %	26	9 %	970	14 %
Service provided - acceptable			1	0 %	1346	70 %	25,819	68 %			126	17 %	213	72 %	4,785	68 %
Not Resolved	18	2 %	2,044	5 %			0				0				0	
Resolved	991	98 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		2	50 %	386	51 %			0	
Case to Answer			0				0		2	50 %	141	19 %			0	
Withdrawal			0		60	3 %	1,005	3 %			40	5 %	1	0 %	231	3 %

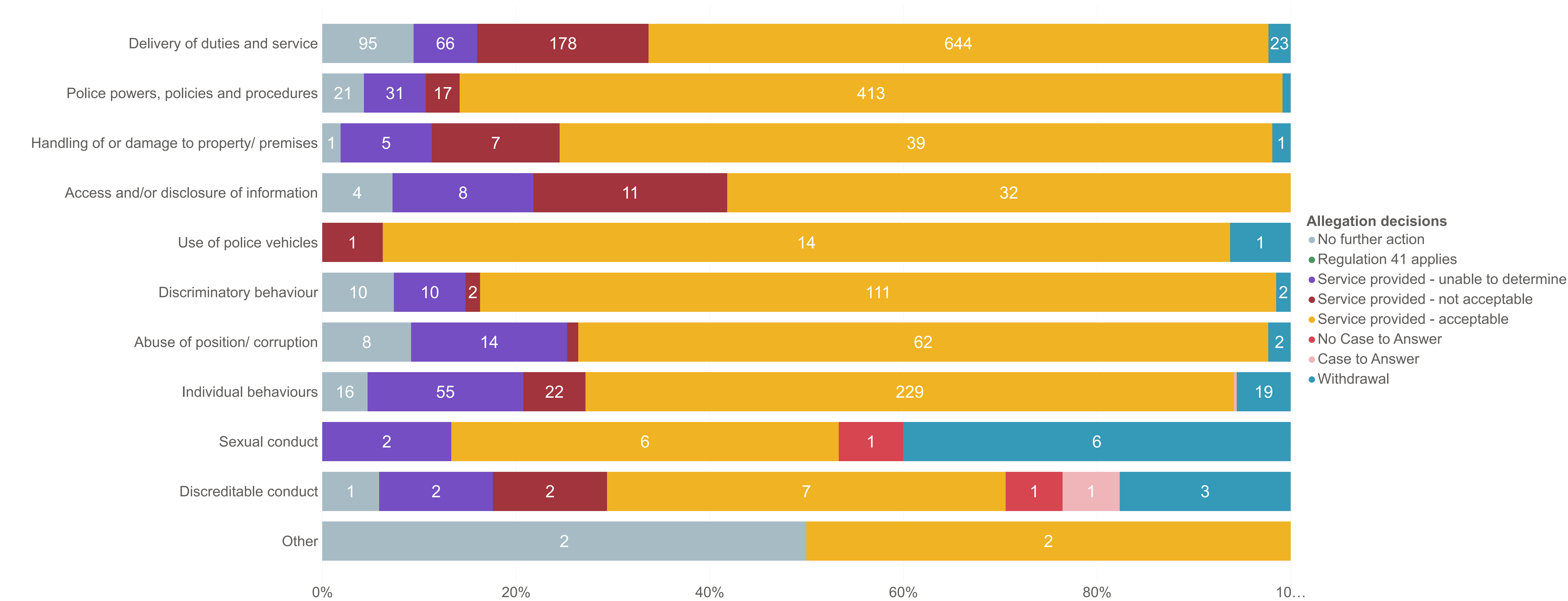
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	717	54	70	1	32	0	1	112	1	3	0	991
Not Resolved	10	3	1	0	1	1	0	2	0	0	0	18

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available.

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

. Actions following outside of Schedule 3 complaint cases ^	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	4	0 %	0	0 %	9	1 %	176	0 %
Learning from reflection	8	1 %	5	0 %	49	5 %	1,043	3 %
Policy review	0	0 %	0	0 %	1	0 %	29	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	92	0 %
Apology	43	4 %	83	8 %	74	6 %	3,141	8 %
Debrief	0	0 %	1	0 %	10	1 %	387	1 %
Explanation	843	84 %	816	79 %	768	74 %	26,358	65 %
No further action	47	5 %	69	7 %	95	10 %	5,286	13 %
Other action	64	6 %	49	5 %	30	3 %	4,052	10 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	13	1 %	22	1 %	9	1 %	346	1 %
Apology	36	2 %	66	4 %	54	4 %	1,647	4 %
Debrief	1	0 %	3	0 %	0	0 %	1,823	4 %
Explanation	1,909	86 %	558	30 %	940	72 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	139	6 %	1,059	58 %	207	16 %	8,724	19 %
Other action	0	0 %	6	0 %	22	1 %	379	1 %
Learning from reflection	95	4 %	94	5 %	55	4 %	2,446	5 %
Referral to RPRP	12	1 %	15	1 %	8	1 %	602	1 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated **and** subject to Special Procedures can result in misconduct proceedings

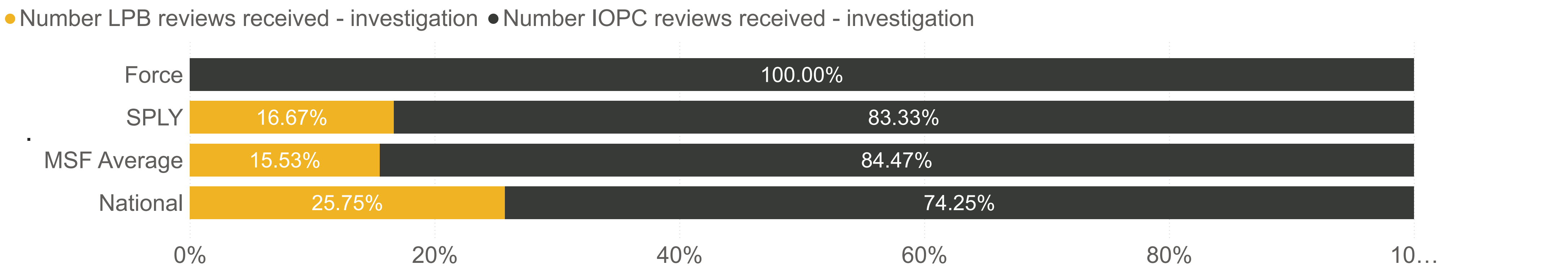
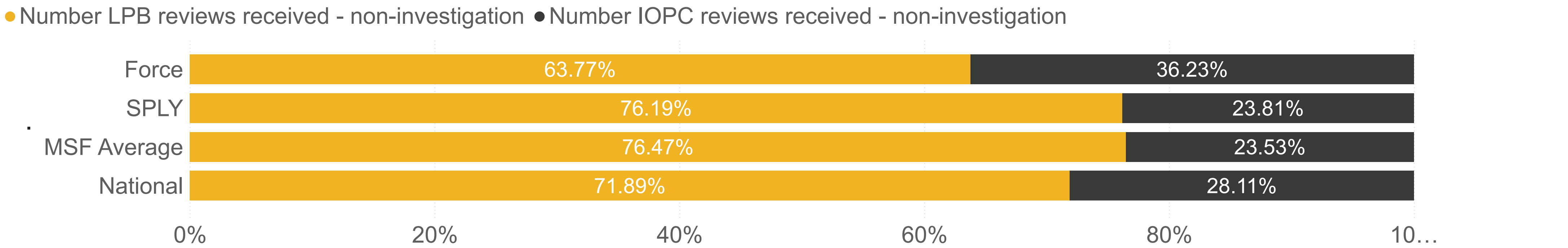
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	2	50 %	4	36 %	1	16 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	1 %	1	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	6 %	45	6 %
Referral to RPRP	0	0 %	0	0 %	2	10 %	92	12 %

Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

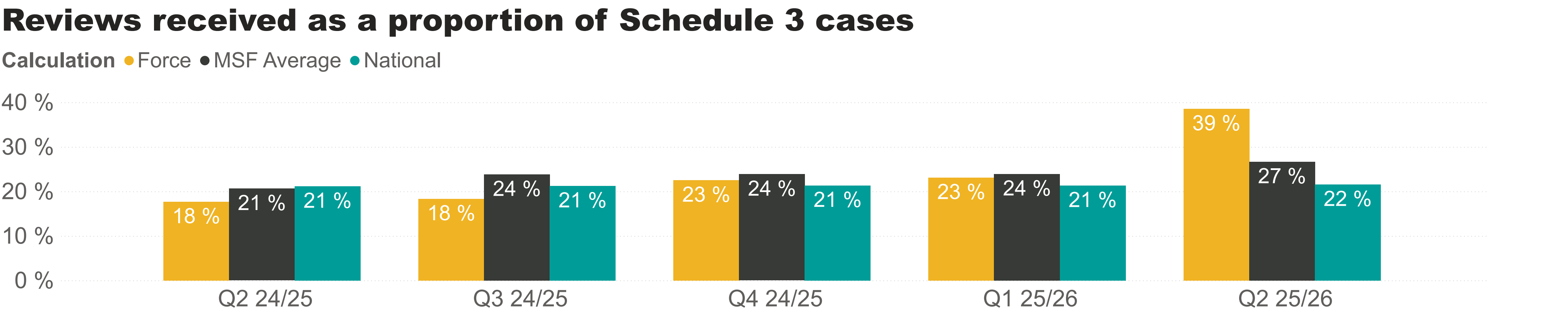
Non-investigation reviews received	LPB	IOPC
Force	88	50
SPLY	64	20
MSF Average	68	21
National	2,222	869

Investigation reviews received	LPB	IOPC
Force	0	20
SPLY	3	15
MSF Average	2	11
National	145	418



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	158	547
SPLY	102	560
MSF Average	102	437
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	3	3	69	46
Average number of working days to complete IOPC reviews	140	133	139	139

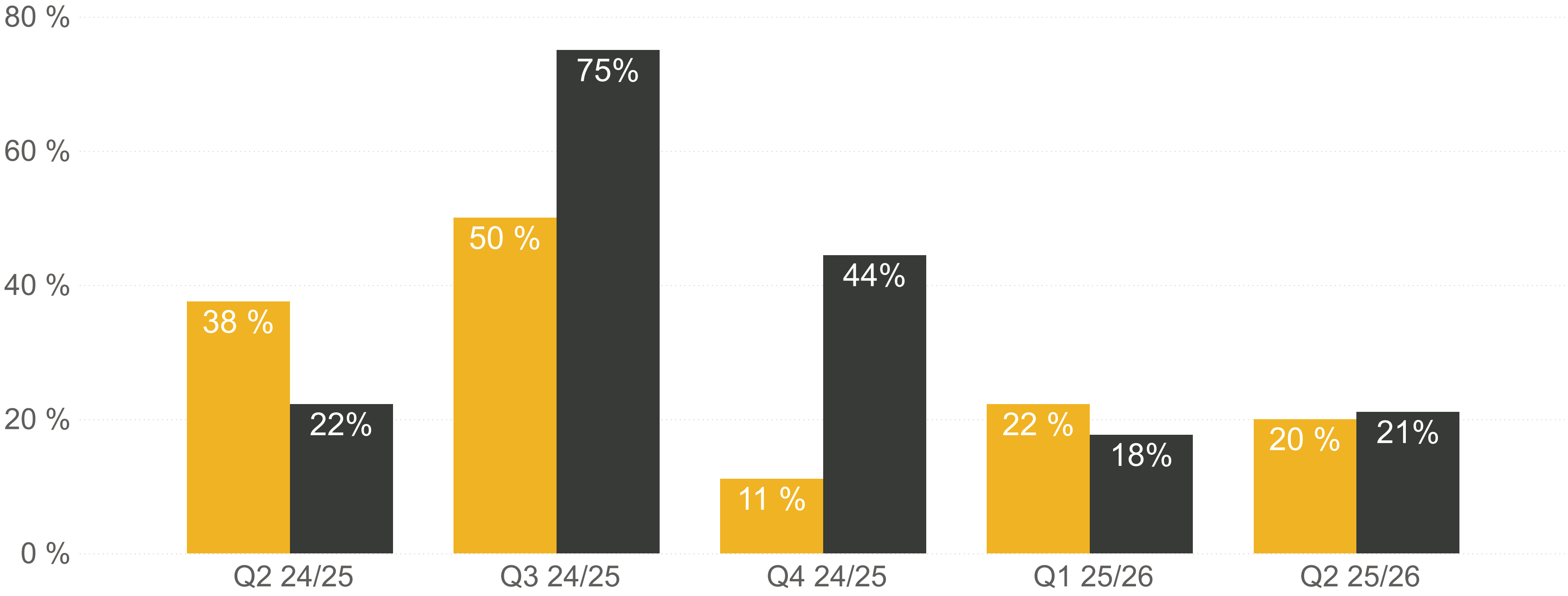
Section C2: Outcomes on reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	19	4	0	
SPLY	13	5	3	
MSF Average	14	3	1	
National	595	160	147	47

% IOPC reviews upheld - Force

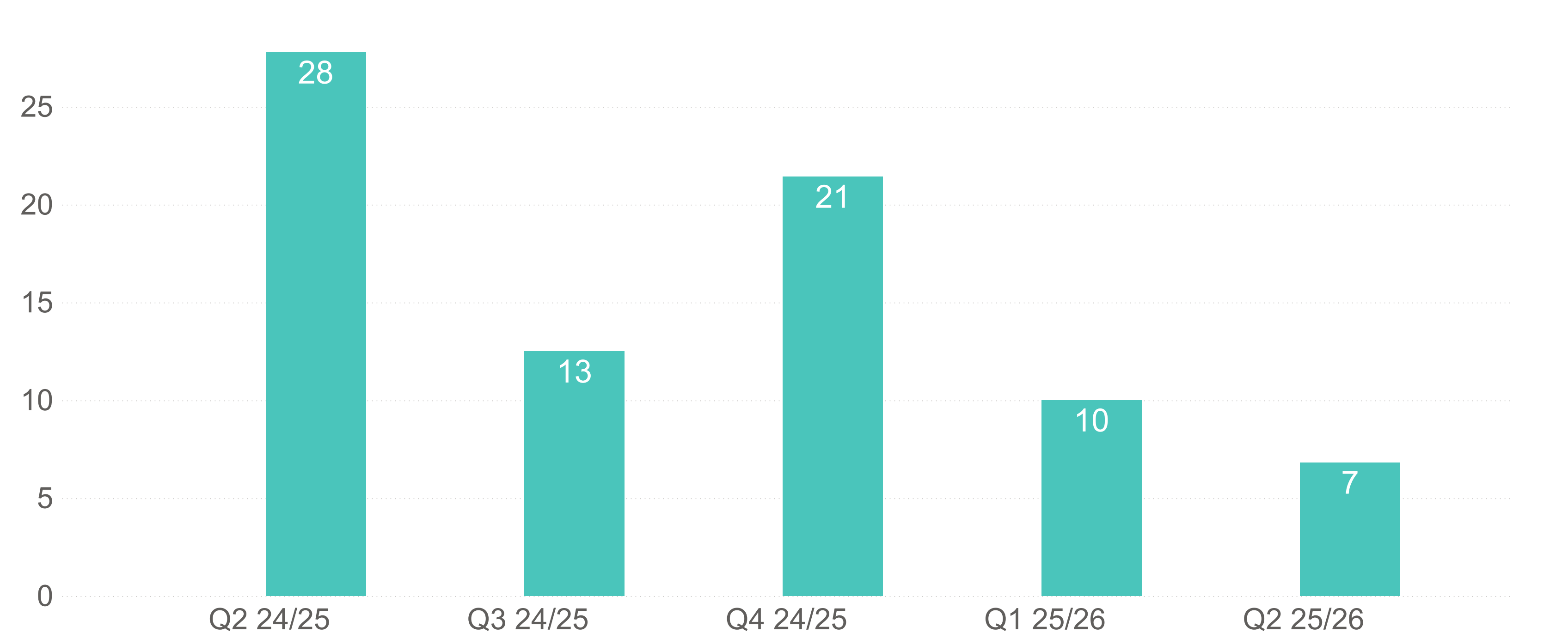
● Investigation ● Non-investigation



Non-investigation reviews (YTD) ▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	36	7	84	7
SPLY	13	2	61	13
MSF Average	19	5	62	11
National	949	244	1,971	392

% LPB Reviews upheld - Force

● Investigation ● Non-investigation



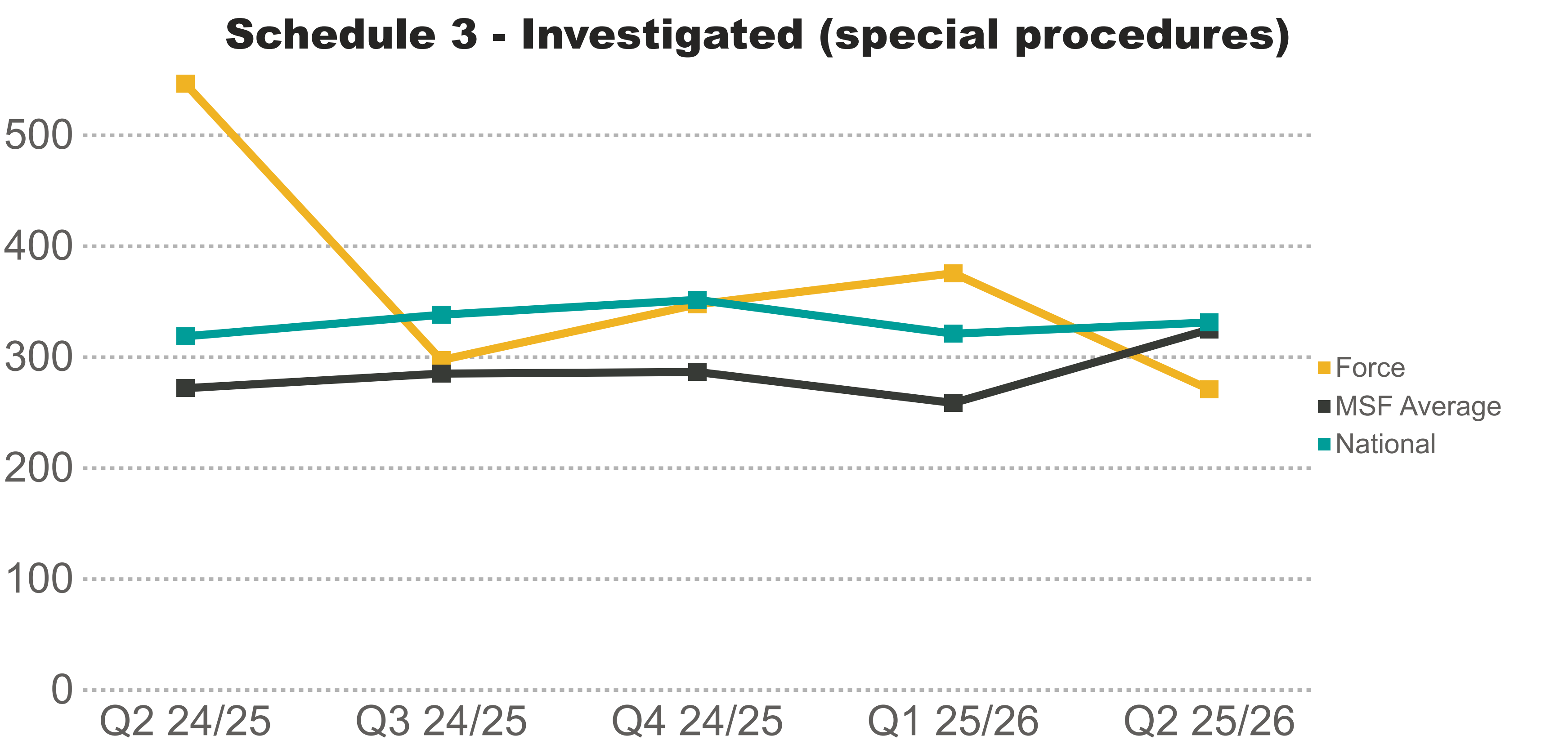
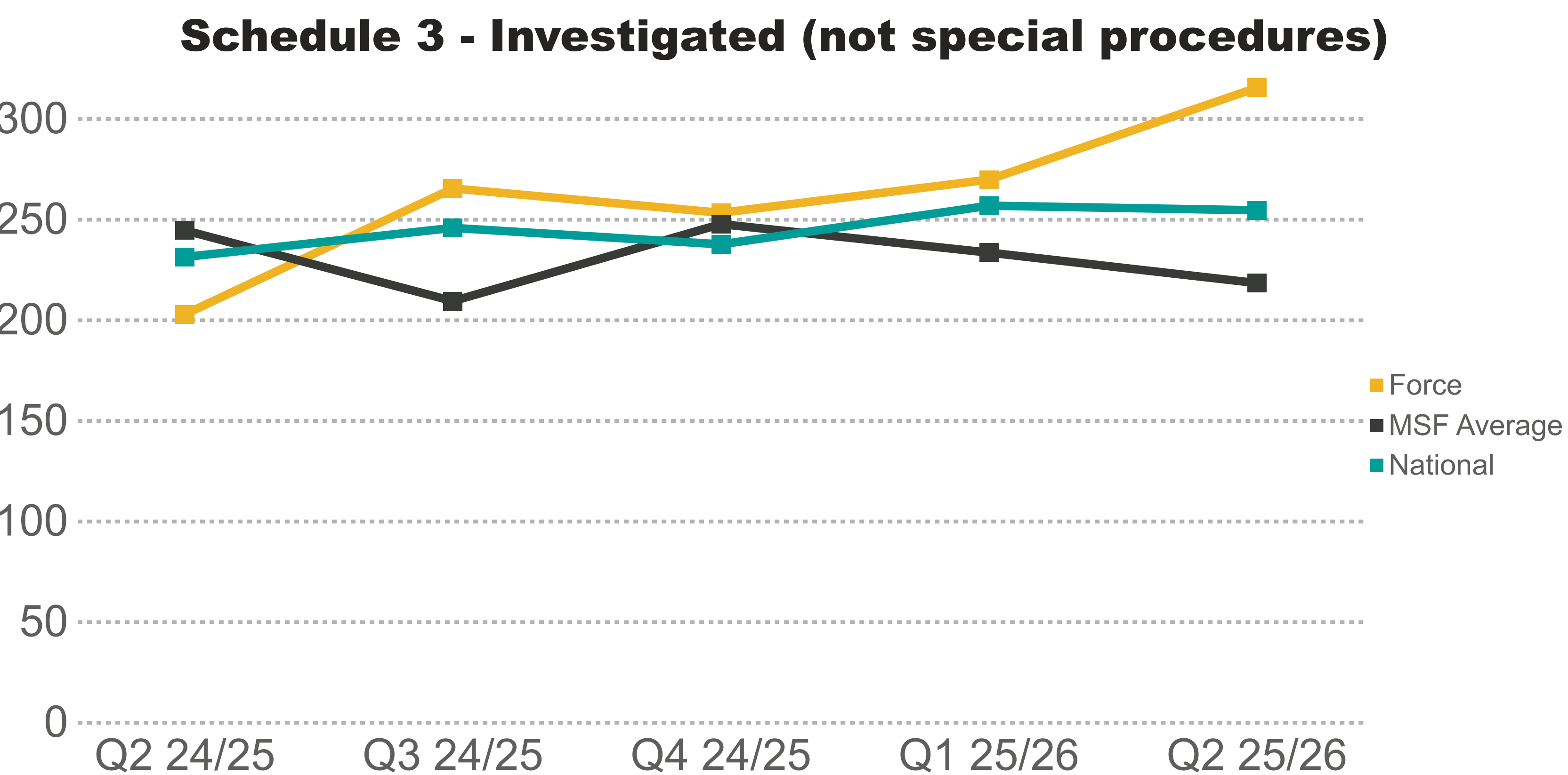
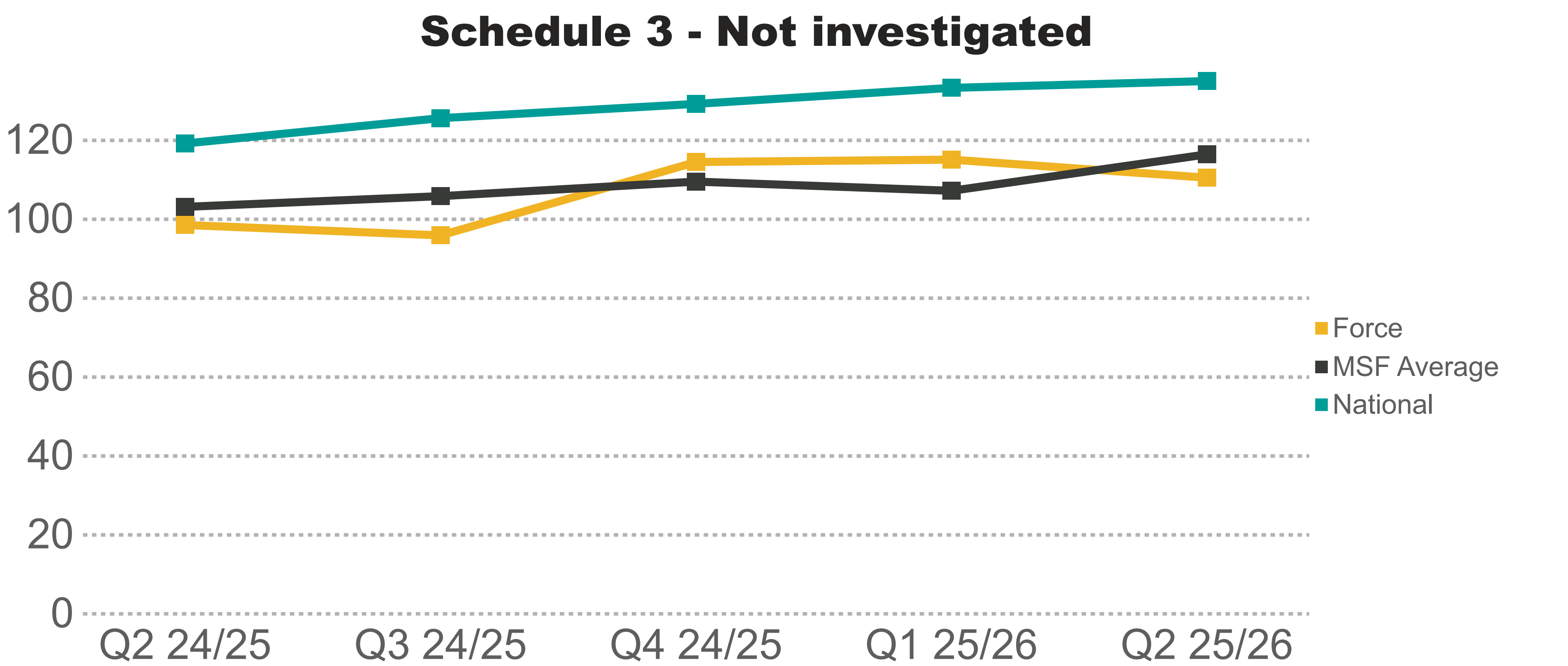
Section D1: Complaint cases finalised under Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	340	399	327	326
Under Schedule 3 investigated (not subject to special procedures)	283	207	231	256
Under Schedule 3 - not investigated	113	100	111	134
Total	133	120	128	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	484	478	381	14,328
Under Schedule 3 investigated (not subject to special procedures)	57	71	48	2,409
Under Schedule 3 investigated (subject to special procedures)	6	11	8	321
Total	547	560	437	17,058



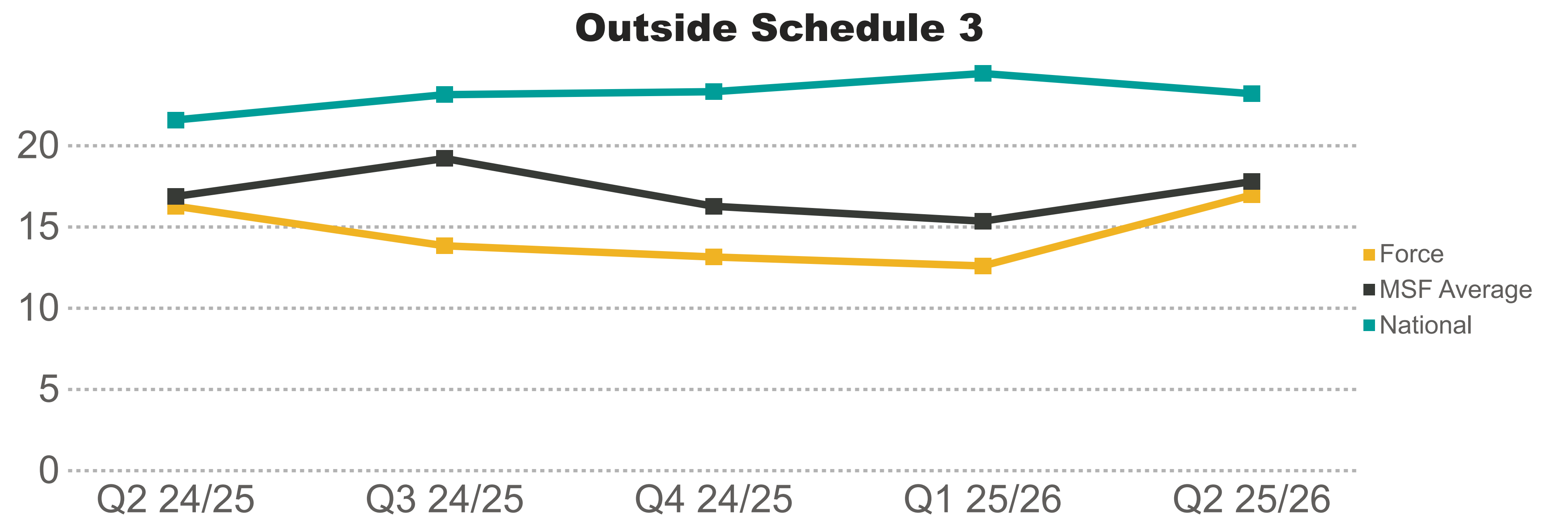
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	794	762	825	34375
Average days to finalise complaint cases handled outside of Schedule 3	15	14	17	24

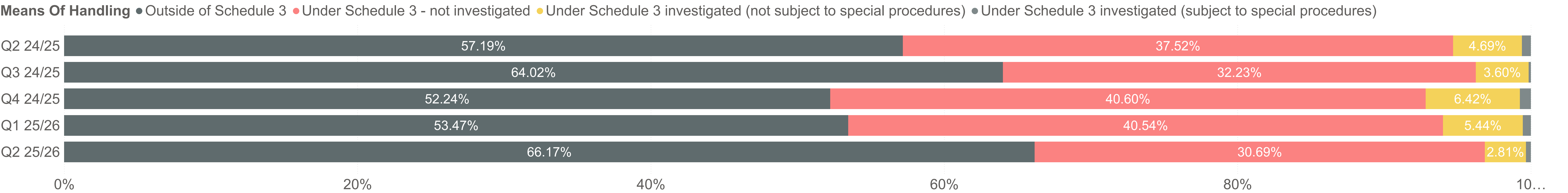


Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	794	59%	762	58%	825	65%	34,375	67%
Under Schedule 3 - not investigated	484	36%	478	36%	381	30%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	57	4%	71	5%	48	4%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	6	0%	11	1%	8	1%	321	1%
Total	1,341	100%	1,322	100%	1,262	100%	51,435	100%

Force: percent of complaint cases finalised by handling method



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

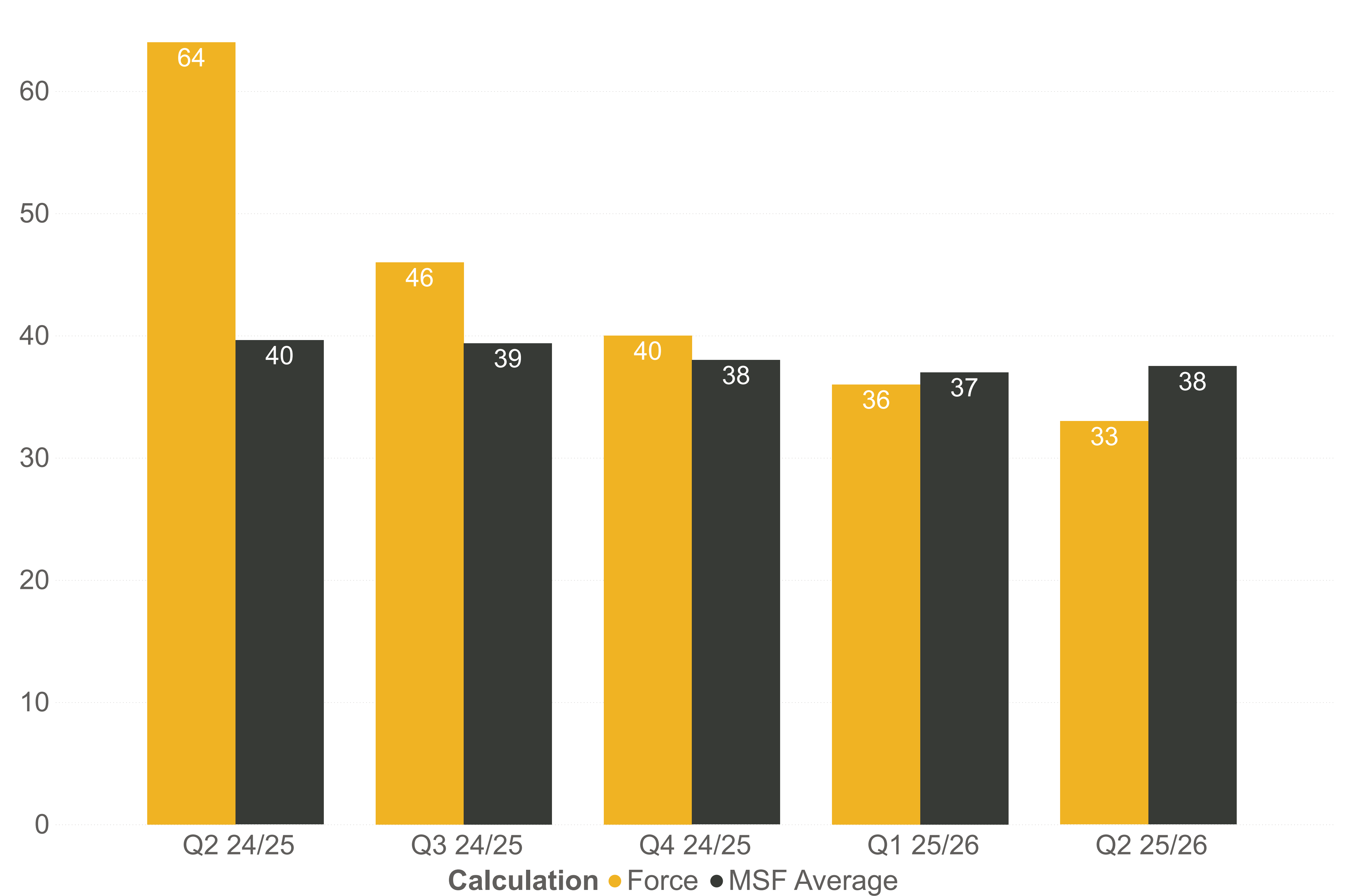
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	69	131	75	3,397
Number referrals completed	70	128	74	3,401
Decision: Independent Investigation	6	1	4	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	44	90	38	1,702
Decision: Return to Force	19	35	32	1,448
Decision: Invalid	1	2	2	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to ‘Action Fraud’. Action Fraud is the UK’s national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC’s [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC’s [Statutory Guidance on the police complaints system \(February 2020\)](#).