Police Complaints Information Bulletin

City of London Police

01 April 2025 - 31 March 2026 (Q4 2025/26)

IOPC Independent Office for Police Conduct

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: 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

Notes for this edition of the bulletin

Devon and Cornwall: Devon and Cornwall Police had a significant backlog of complaints, including complaints that showed as live but were only administratively awaiting finalisation. Following restructure and uplift of resourcing this queue is being reduced, and we believe this is directly impacting the duration of Complaints Finalised

De-recorded matters: A new data loading process has been introduced which removes matters that have been 'de-recorded' (meaning complaints and allegations recorded in error) from the figures. Figures may differ from those previously reported, particularly in 'same period last year' calculations

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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

Most Similar Force (MSF) Group: No MSF Group

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

- **Force** - The police force and date range covered by the bulletin title
- **SPLY** - Data as above in the same period of the previous financial year
- **MSF Average** - Most Similar Force group* average for the period
- **National** - Total or average of all forces in this period

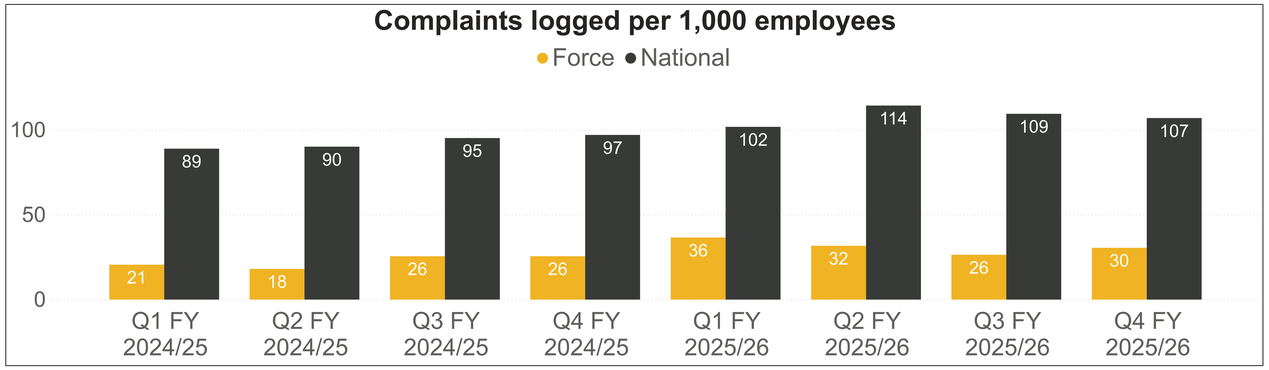
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

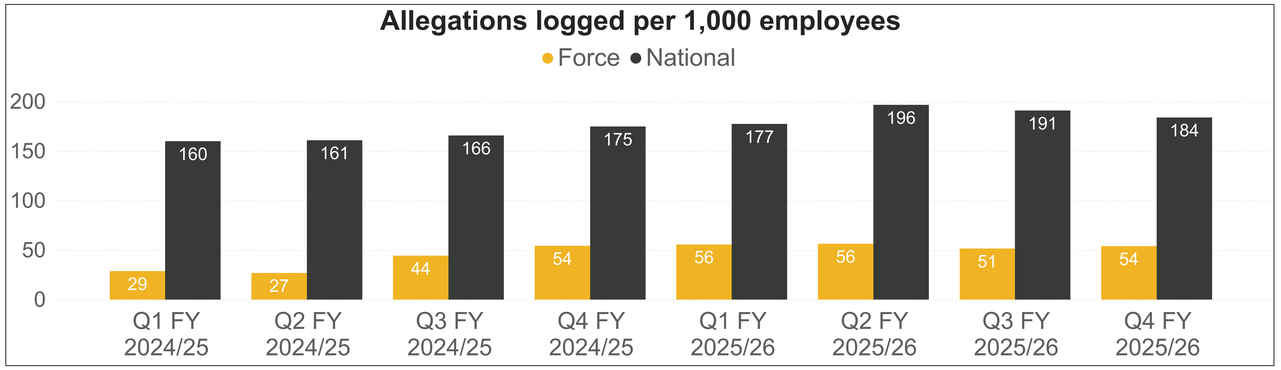
Measure	Complaints logged	Per 1,000 employees
Force	209	125
SPLY	144	90
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	363	217
SPLY	247	154
National	188,600	748

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.

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)

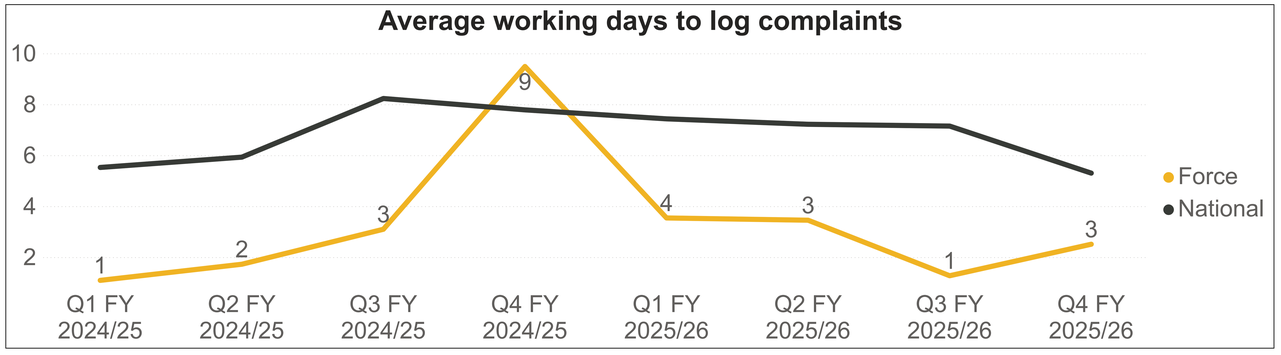


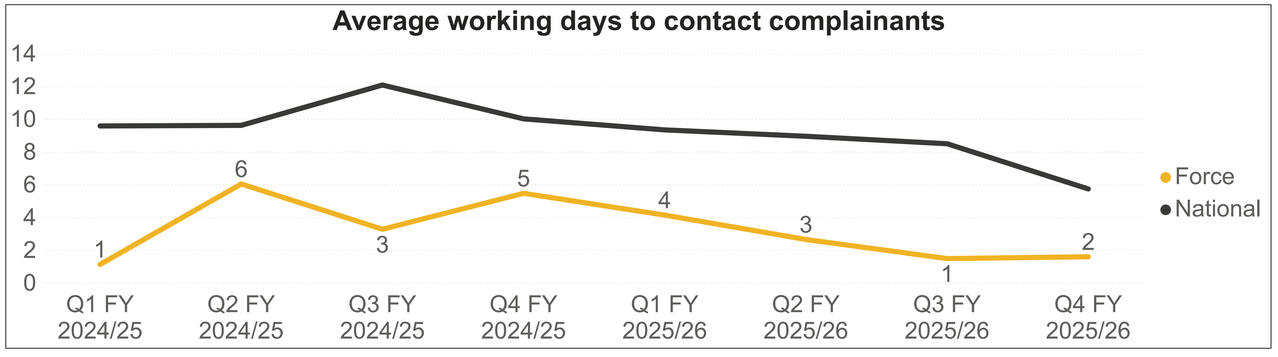


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

Measure	Average working days to contact complainants	Average working days to log complaints
Force	3	3
SPLY	4	4
National	8	7





For information on what has been complained about, see pages 2 to 5

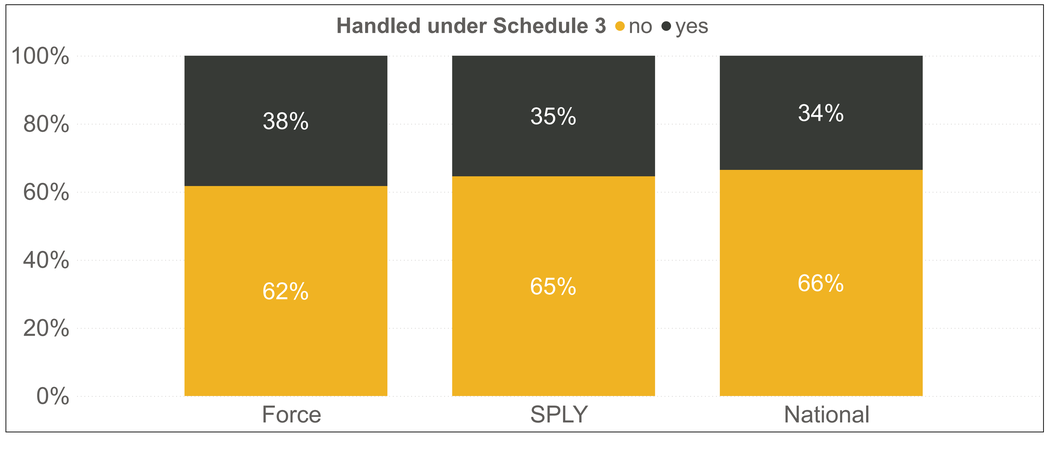
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: No MSF Group

How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Measure type	Force		SPLY		National	
Reason complaint recorded under Schedule 3	Complaints	%	Complaints	%	Complaints	%
AA/body responsible for initial handling decides	38	48%	20	39%	13,438	37%
Complainant wishes the complaint be recorded	12	15%	1	2%	6,263	17%
Dissatisfaction after initial handling	21	26%	21	41%	6,430	18%
Nature of the allegation(s) in the complaint	9	11%	9	18%	10,354	28%
Total	**80**	**100%**	**51**	**100%**	**36,485**	**100%**

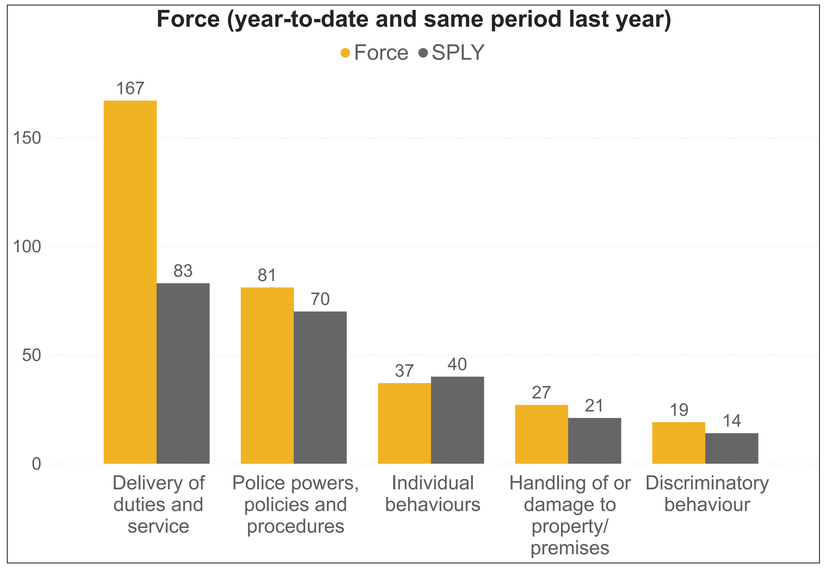


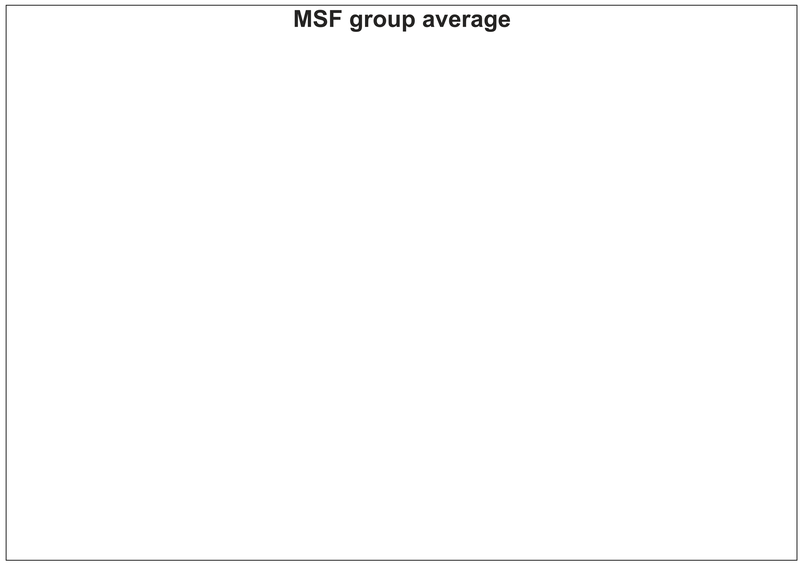
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

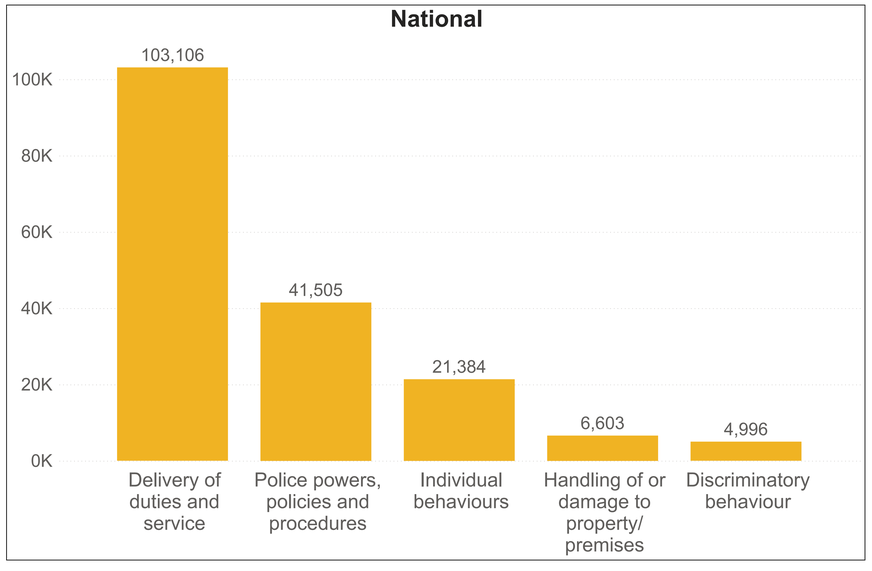
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	167	81	27	11	6	19	3	37		4	8	**363**
SPLY	83	70	21	8	5	14	3	40		1	2	**247**
National	103,106	41,505	6,603	4,098	2,025	4,996	1,507	21,384	336	1,167	1,871	**188,598**

Allegation category	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	46%	22%	7%	3%	2%	5%	1%	10%		1%	2%	**100%**
SPLY	34%	28%	9%	3%	2%	6%	1%	16%		0%	1%	**100%**
National	55%	22%	4%	2%	1%	3%	1%	11%	0%	1%	1%	**100%**

Top five most applied allegation categories







Most Similar Force (MSF) Group: No MSF Group

Allegation subcategories

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service	Force		SPLY		National	
Sub-category	Logged	%	Logged	%	Logged	%
General level of service	64	38%	22	27%	31,306	30%
Police action following contact	57	34%	42	51%	43,168	42%
Information	31	19%	15	18%	11,776	11%
Decisions	15	9%	4	5%	16,853	16%
Total	**167**	**100%**	**83**	**100%**	**103,103**	**100%**

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

Individual behaviours	Force		SPLY		National	
Sub-category	Logged	%	Logged	%	Logged	%
Impolite language / tone	21	57%	29	73%	5,690	27%
Impolite and intolerant actions	7	19%	6	15%	3,216	15%
Overbearing or harassing behaviours	5	14%	2	5%	3,342	16%
Unprofessional attitude and disrespect	3	8%	1	3%	6,001	28%
Lack of fairness and impartiality	1	3%	2	5%	3,135	15%
Total	**37**	**100%**	**40**	**100%**	**21,384**	**100%**

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures	Force		SPLY		National	
Sub-category	Logged	%	Logged	%	Logged	%
Use of force	21	26%	12	17%	9,354	23%
Searches of premises and seizure of property	15	19%	7	10%	5,528	13%
Power to arrest and detain	11	14%	13	19%	7,174	17%
Stops, and stop and search	10	12%	10	14%	1,981	5%
Detention in police custody	9	11%	8	11%	5,441	13%
Evidential procedures	6	7%	4	6%	3,715	9%
Other policies and procedures	6	7%	1	1%	5,037	12%
Bail, identification and interview procedures	2	2%	12	17%	2,573	6%
Out of court disposals	1	1%	3	4%	700	2%
Total	**81**	**100%**	**70**	**100%**	**41,503**	**100%**

This includes any issue where an element of discrimination was involved or was perceived to be involved. It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

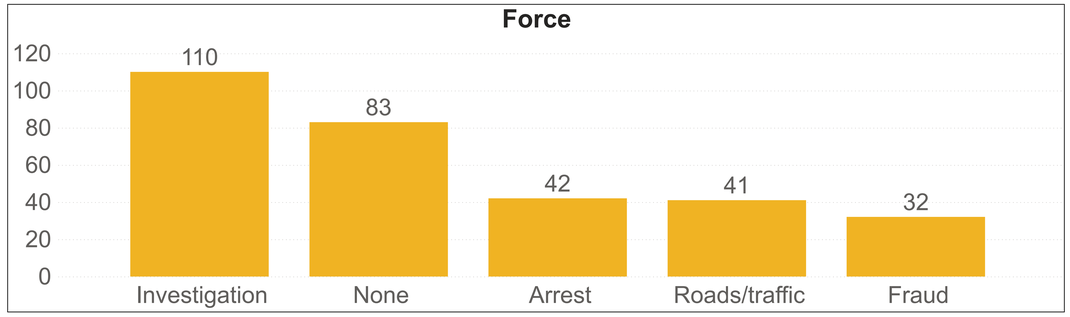
Discriminatory behaviour	Force		SPLY		National	
Sub-category	Logged	%	Logged	%	Logged	%
Race	16	84%	11	79%	2,379	48%
Disability	2	11%	2	14%	1,107	22%
Religion or belief	1	5%			157	3%
Age					63	1%
Gender reassignment			1	7%	55	1%
Pregnancy and maternity					3	0%
Sex					723	14%
Sexual orientation					133	3%
Other					376	8%
Total	**19**	**100%**	**14**	**100%**	**4,996**	**100%**

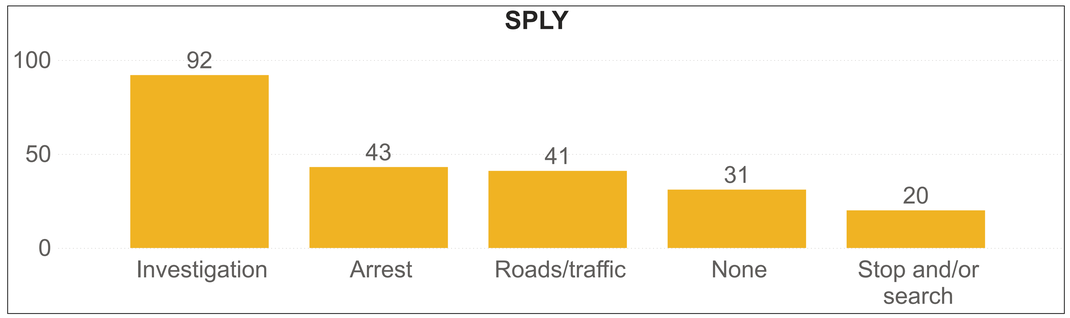
Factors applied to allegations logged

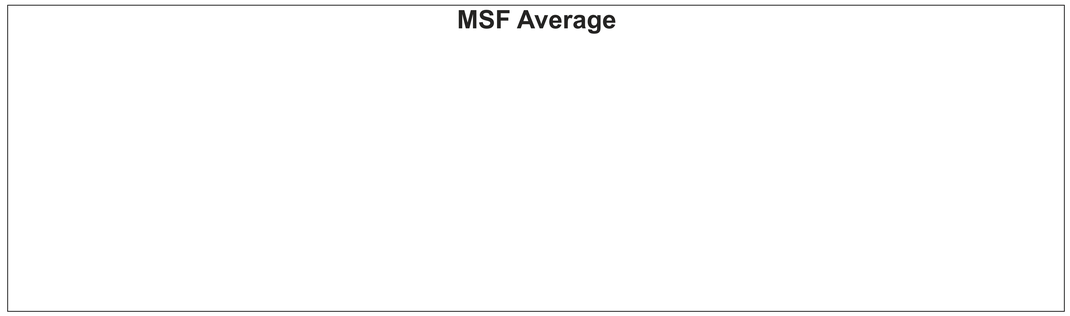
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

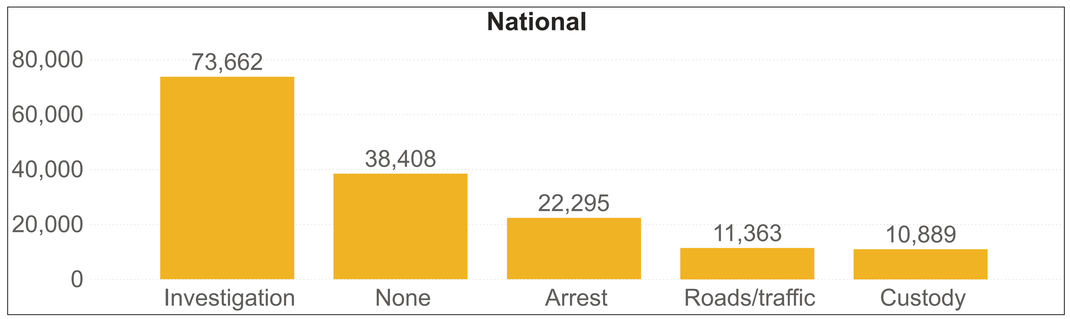
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		National	
Factor	Logged	%	Logged	%	Logged	%
Investigation	110	30%	92	37%	73,662	39%
None	83	23%	31	13%	38,408	20%
Arrest	42	12%	43	17%	22,295	12%
Roads/traffic	41	11%	41	17%	11,363	6%
Fraud	32	9%	3	1%	1,448	1%
Custody	20	6%	15	6%	10,889	6%
Stop and/or search	19	5%	20	8%	3,983	2%
Mental health	17	5%	4	2%	5,236	3%
Call Handling	9	2%	5	2%	8,178	4%
Premises search	8	2%	2	1%	4,979	3%
Restraint equipment	8	2%	2	1%	1,759	1%
Domestic / gender abuse	7	2%	1	0%	10,451	6%
Drugs / alcohol	7	2%	2	1%	1,998	1%
Public order incident	4	1%	10	4%	1,350	1%
	1	0%	1	0%	1,637	1%
Firearms	1	0%			880	0%
Hate Crime	1	0%			836	0%
Police dogs or horses	1	0%	1	0%	115	0%
Social media	1	0%			892	0%
Child protection / CSA / CSE					3,524	2%
Covert policing					83	0%
Death					1,617	1%
Missing persons					1,198	1%
Neighbourhood policing					8,198	4%
PPDA					168	0%
PPDA - Police victim					5	0%
Prejudicial and improper behaviour					29	0%
Serious injury					352	0%
Taser					189	0%
VAWG - dissatisfaction handling					8,335	4%
VAWG - police perpetrated					828	0%
VAWG - police victim					161	0%









Most Similar Force (MSF) Group: No MSF Group

Factors on frequently applied allegation categories (force figures only)

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.

Category	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
Factors	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	70	42%	3	16%	6	16%	15	19%
None	42	25%	6	32%	10	27%	6	7%
Arrest	5	3%	2	11%	3	8%	25	31%
Roads/traffic	11	7%	3	16%	6	16%	10	12%
Fraud	27	16%	1	5%	1	3%		
Custody	3	2%			1	3%	15	19%
Stop and/or search	2	1%	2	11%	1	3%	13	16%
Mental health	8	5%			6	16%	3	4%
Call Handling	5	3%	1	5%	2	5%		
Domestic / gender abuse	1	1%	1	5%	1	3%	4	5%
Drugs / alcohol					3	8%	4	5%
Restraint equipment							7	9%
Premises search			1	5%			5	6%
Public order incident	2	1%	1	5%			1	1%
	1	1%						
Hate Crime			1	5%				
Police dogs or horses	1	1%						

How allegations have been handled and allegation timeliness

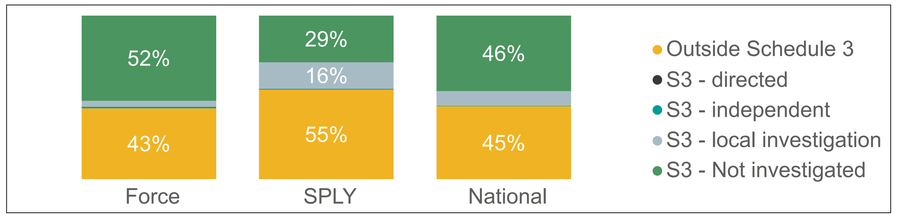
This section presents the time it takes the force to finalise allegations by how they were handled.

- An allegation can be handled informally (outside of Schedule 3 of the Police Reform Act 2002) or formally handled under Schedule 3
- Schedule 3 allegations can handled without investigation or by investigation.
- Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)
- If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

Handling method	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by directed investigation		Under Schedule 3 - by independent investigation		Total	
Number finalised	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%
Force	151	43%	181	52%	13	4%			3	1%	**348**	**100%**
SPLY	125	55%	65	29%	37	16%			1	0%	**228**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

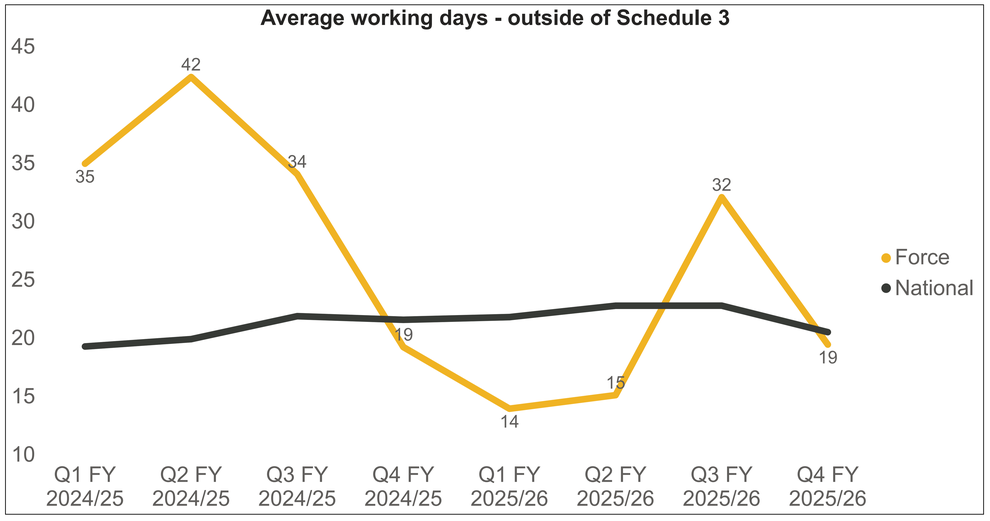
. Local investigation	Not special procedures		Special procedures		Total	
	Finalised	%	Finalised	%	Finalised	%
Force	13	100%			**13**	**100%**
SPLY	33	89%	4	11%	**37**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

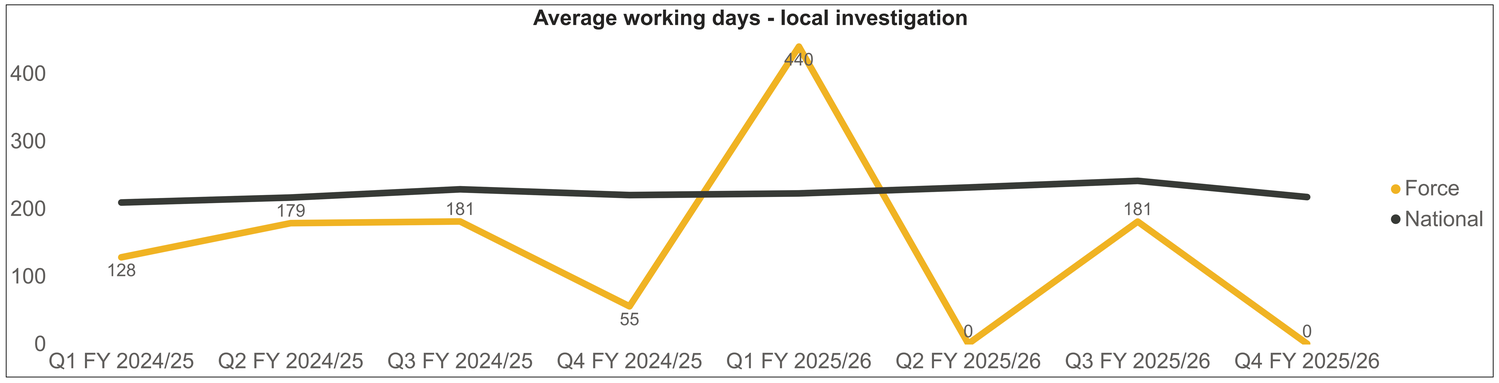


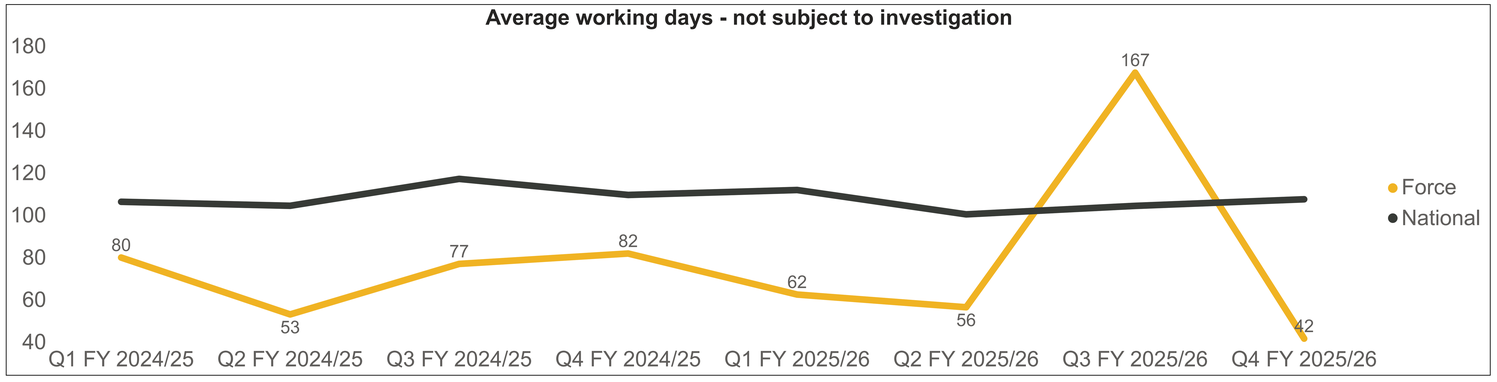
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

Handling method	Force	SPLY	National
Outside of Schedule 3	20	32	22
Under Schedule 3 - not subject to investigation	72	75	106
Under Schedule 3 - by local investigation	340	138	228
Under Schedule 3 - by directed investigation	0	0	48
Under Schedule 3 - by independent investigation	218	381	338







Most Similar Force (MSF) Group: No MSF Group

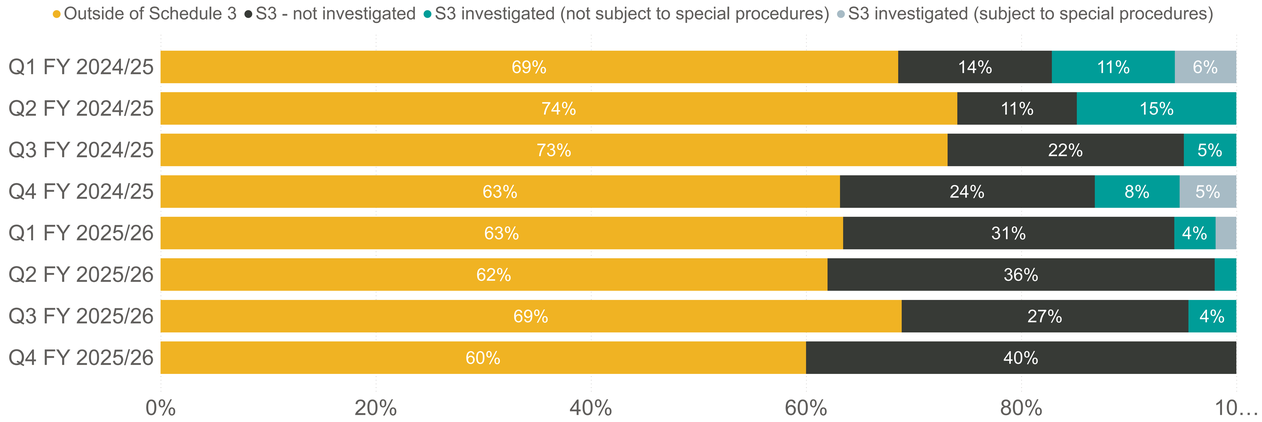
Complaint timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. 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.

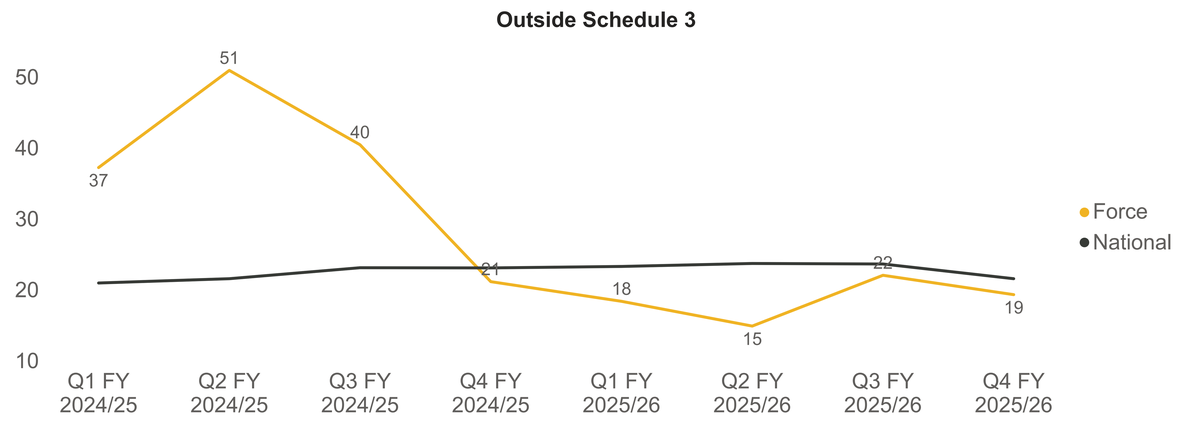
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

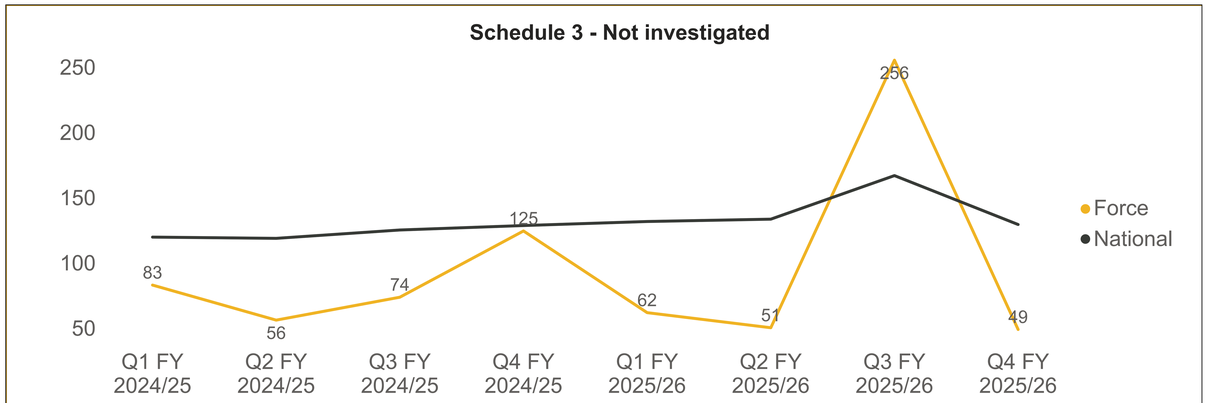
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	125	63%	66	34%	5	3%	1	1%	**197**	**100%**
SPLY	98	70%	26	18%	13	9%	4	3%	**141**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

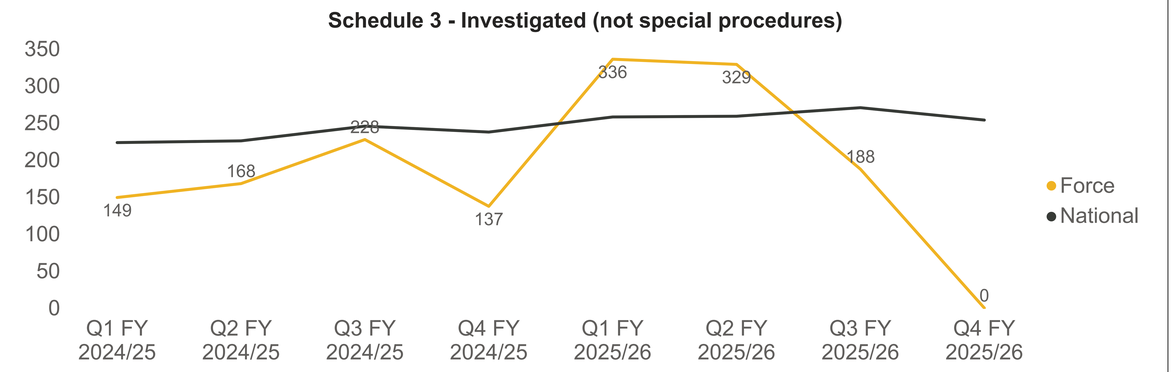
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	66	90	5	275	1	221
SPLY	26	91	13	164	4	136
National	32,002	142	4,930	261	634	349

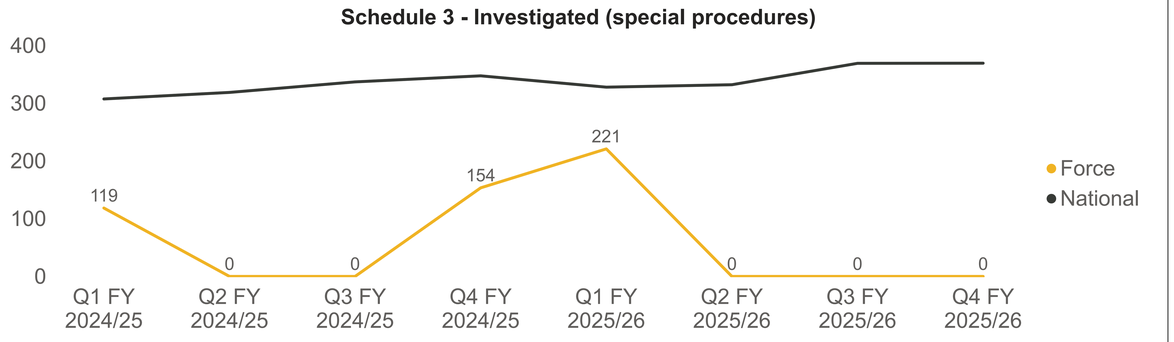


Outside of Schedule 3	Finalised	Average days to finalise
Force	125	19
SPLY	98	37
National	70,063	23









Most Similar Force (MSF) Group: No MSF Group

Findings and actions on Outside Schedule 3 allegations

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%.

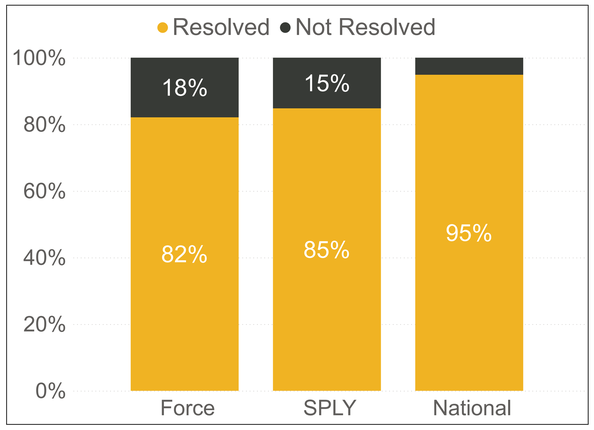
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

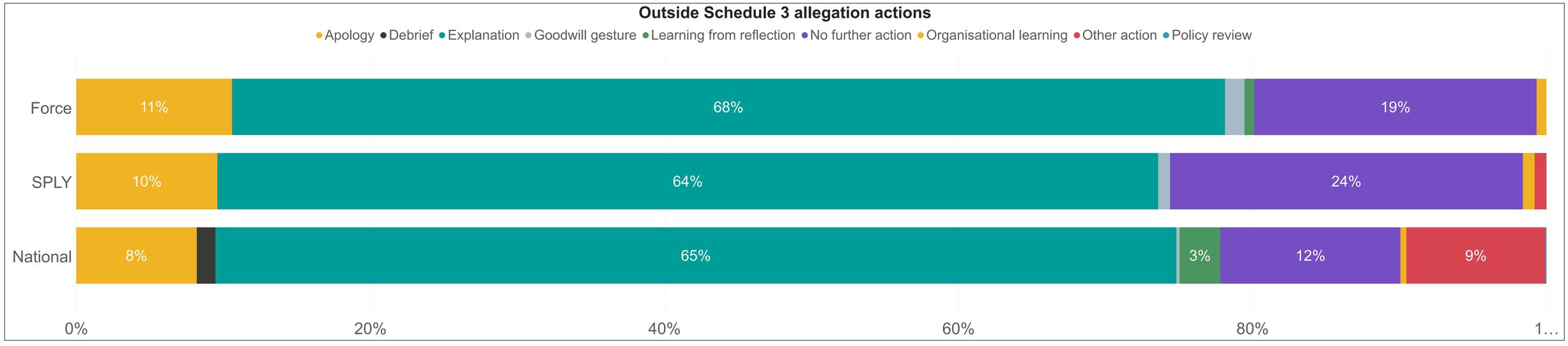
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	National
Resolved	124	106	78,219
Not Resolved	27	19	4,224
Total	**151**	**125**	**82,443**

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Measure	Force		SPLY		National	
Actions on allegations outside of Schedule 3	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	102	68%	80	64%	53,668	65%
No further action	29	19%	30	24%	10,054	12%
Apology	16	11%	12	10%	6,733	8%
Goodwill gesture	2	1%	1	1%	178	0%
Learning from reflection	1	1%			2,278	3%
Organisational learning	1	1%	1	1%	337	0%
Debrief					1,041	1%
Other action			1	1%	7,759	9%
Policy review					56	0%
Total	**151**	**100%**	**125**	**100%**	**82,104**	**100%**





Findings on Schedule 3 allegations

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.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Measure type	Force		SPLY		National	
Not investigated	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
No further action	8	4%	8	12%	5,708	7%
Regulation 41 applies					262	0%
Service provided - acceptable	144	80%	42	65%	58,464	69%
Service provided - not acceptable	9	5%	9	14%	11,005	13%
Service provided - unable to determine	17	9%	5	8%	7,657	9%
Withdrawal	3	2%	1	2%	2,069	2%

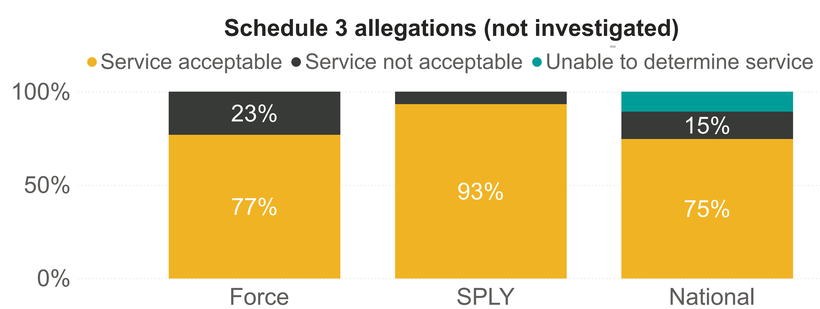
Measure type	Force		SPLY		National	
Not subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
No further action			4	12%	504	3%
Regulation 41 applies					218	1%
Service provided - acceptable	10	77%	28	82%	10,707	69%
Service provided - not acceptable	3	23%	2	6%	2,102	14%
Service provided - unable to determine					1,531	10%
Withdrawal					429	3%

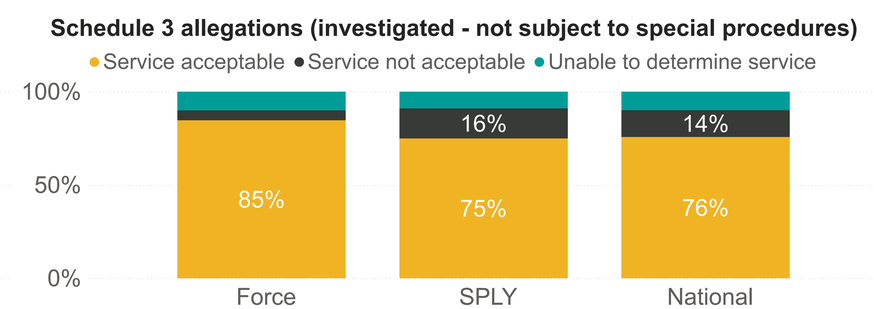
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

Measure type	Force		SPLY		National	
Subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer			1	25%	397	22%
No Case to Answer	3	100%	2	50%	886	49%
No further action					31	2%
Regulation 41 applies					7	0%
Service provided - acceptable					285	16%
Service provided - not acceptable					81	5%
Service provided - unable to determine					43	2%
Withdrawal			1	25%	69	4%





Most Similar Force (MSF) Group: No MSF Group

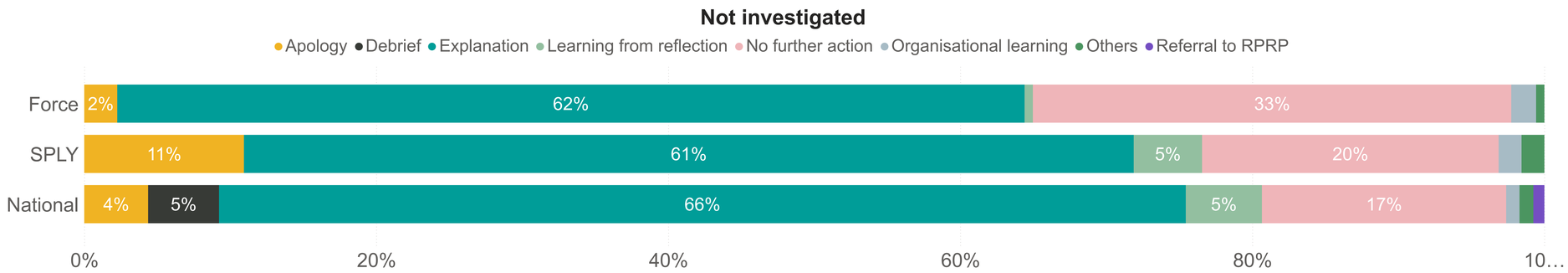
Actions on Schedule 3 allegations

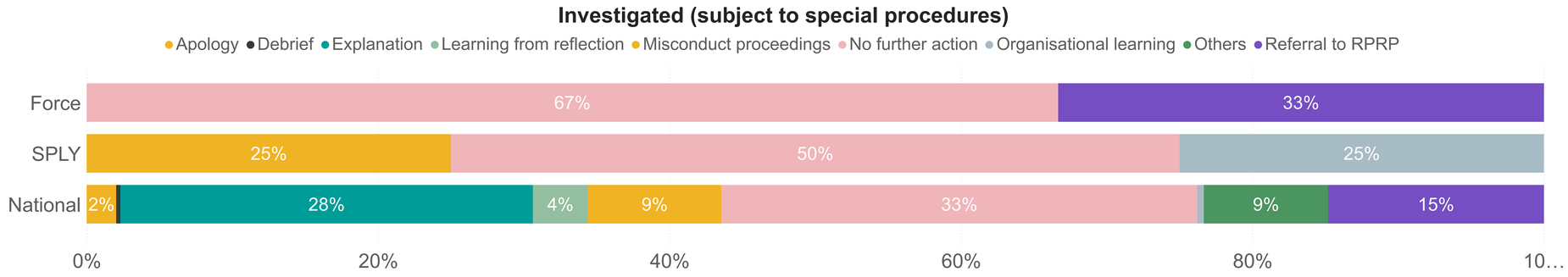
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

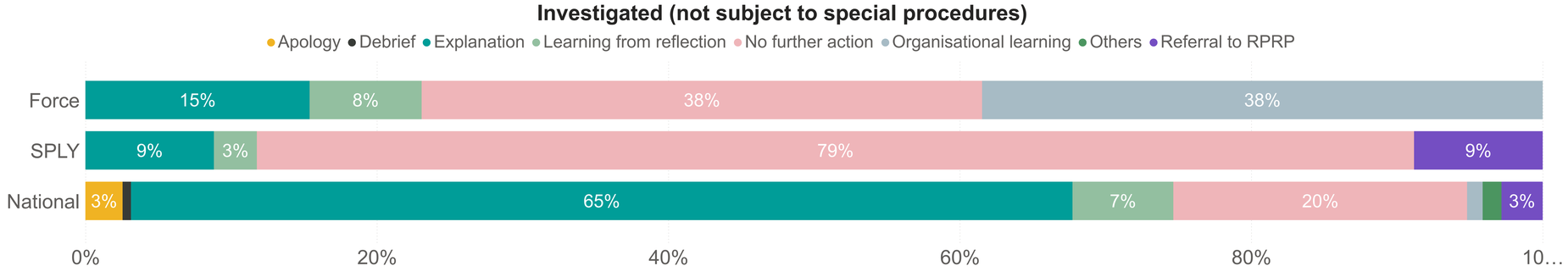
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available.

Measure	Force		SPLY		National	
Actions on Schedule 3 allegations	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	112	58%	42	41%	66,745	65%
No further action	65	34%	42	41%	17,908	18%
Organisational learning	8	4%	2	2%	948	1%
Apology	4	2%	7	7%	4,154	4%
Learning from reflection	2	1%	4	4%	5,564	5%
Others	1	1%	1	1%	1,158	1%
Referral to RPRP	1	1%	3	3%	1,333	1%
Debrief					4,219	4%
Misconduct proceedings			1	1%	162	0%
Total	**193**	**100%**	**102**	**100%**	**102,191**	**100%**

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures





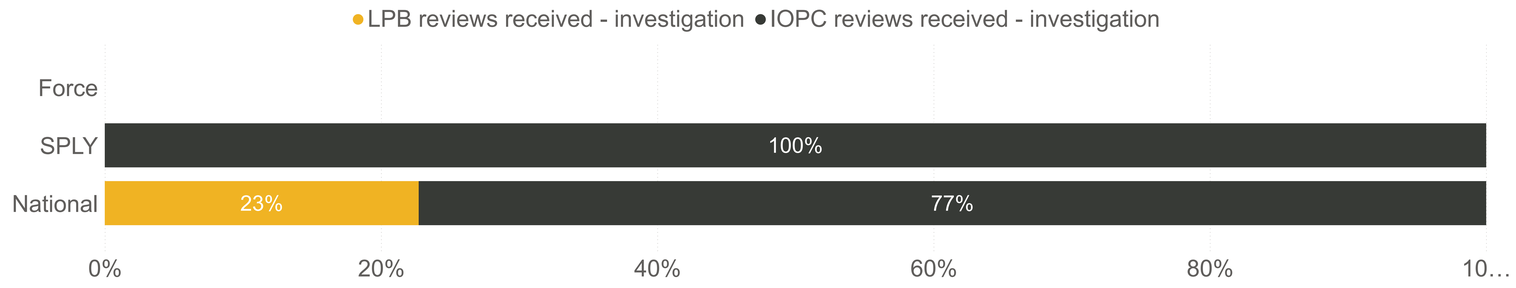


Most Similar Force (MSF) Group: No MSF Group

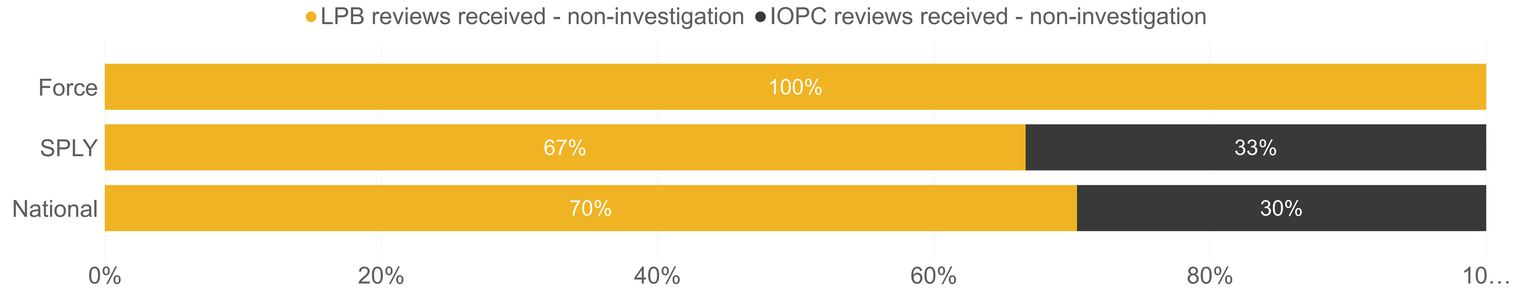
Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	0	1
SPLY	0	2
National	275	5,002

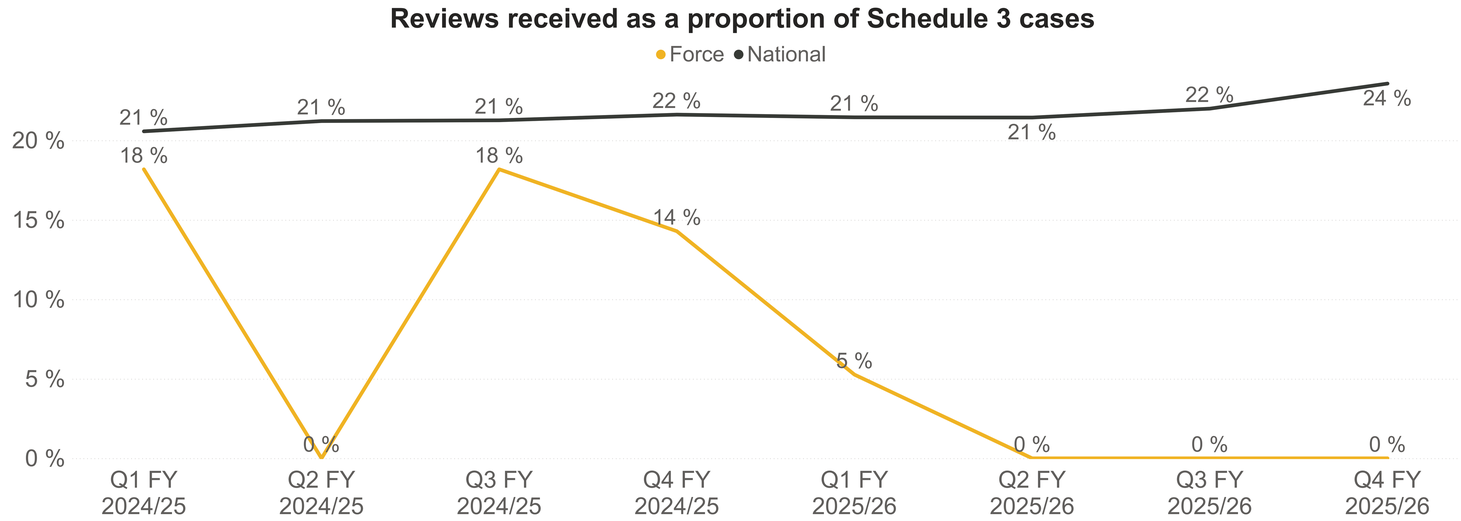


IOPC Reviews	Investigation	Non-investigation
SPLY	3	1
National	935	2105



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.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	1	72
SPLY	6	43
National	8,317	37,566



Most Similar Force (MSF) Group: No MSF Group

Reviews outcomes and timeliness

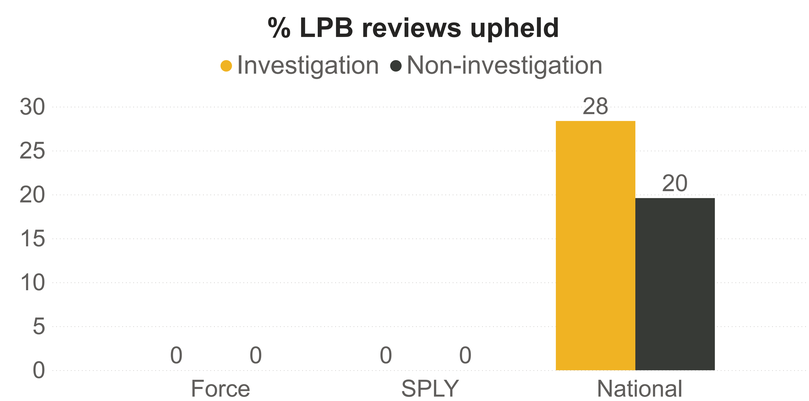
LPB Reviews

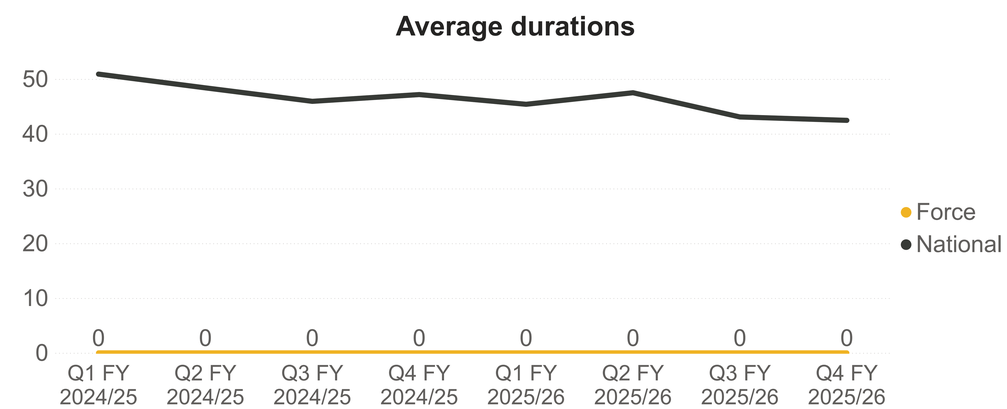
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
National	282	80
Non-investigation		
Force	0	0
SPLY	0	0
National	4429	868

Review type	Average duration
Investigation	
Force	0
SPLY	0
National	57
Non-investigation	
Force	0
SPLY	0
National	44





IOPC Reviews

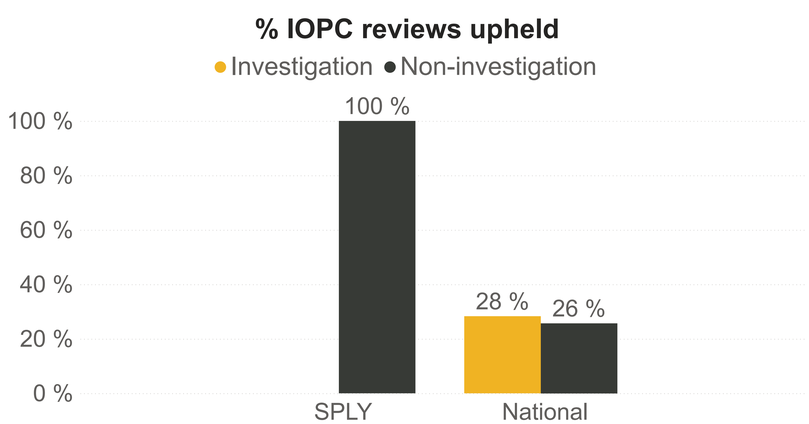
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

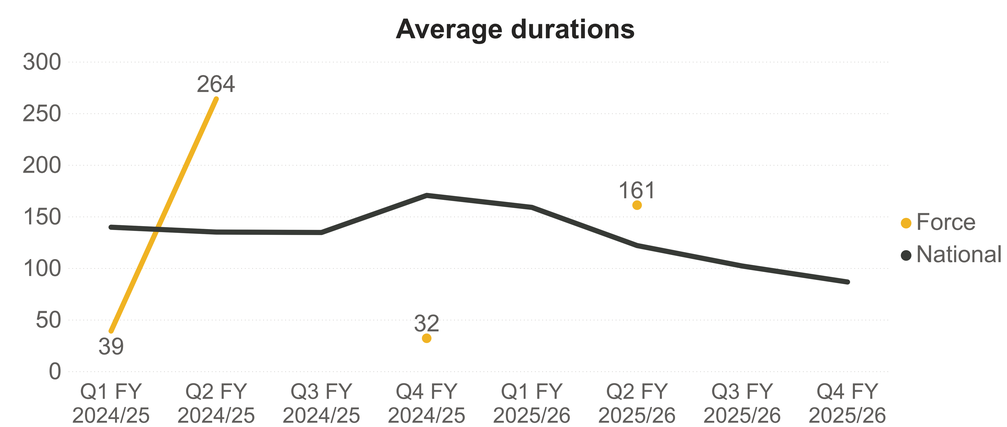
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	1			
SPLY	2		1	1
National	1,152	327	2,121	555

Measure	Average duration
Force	161
SPLY	92
National	115





Most Similar Force (MSF) Group: No MSF Group

Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

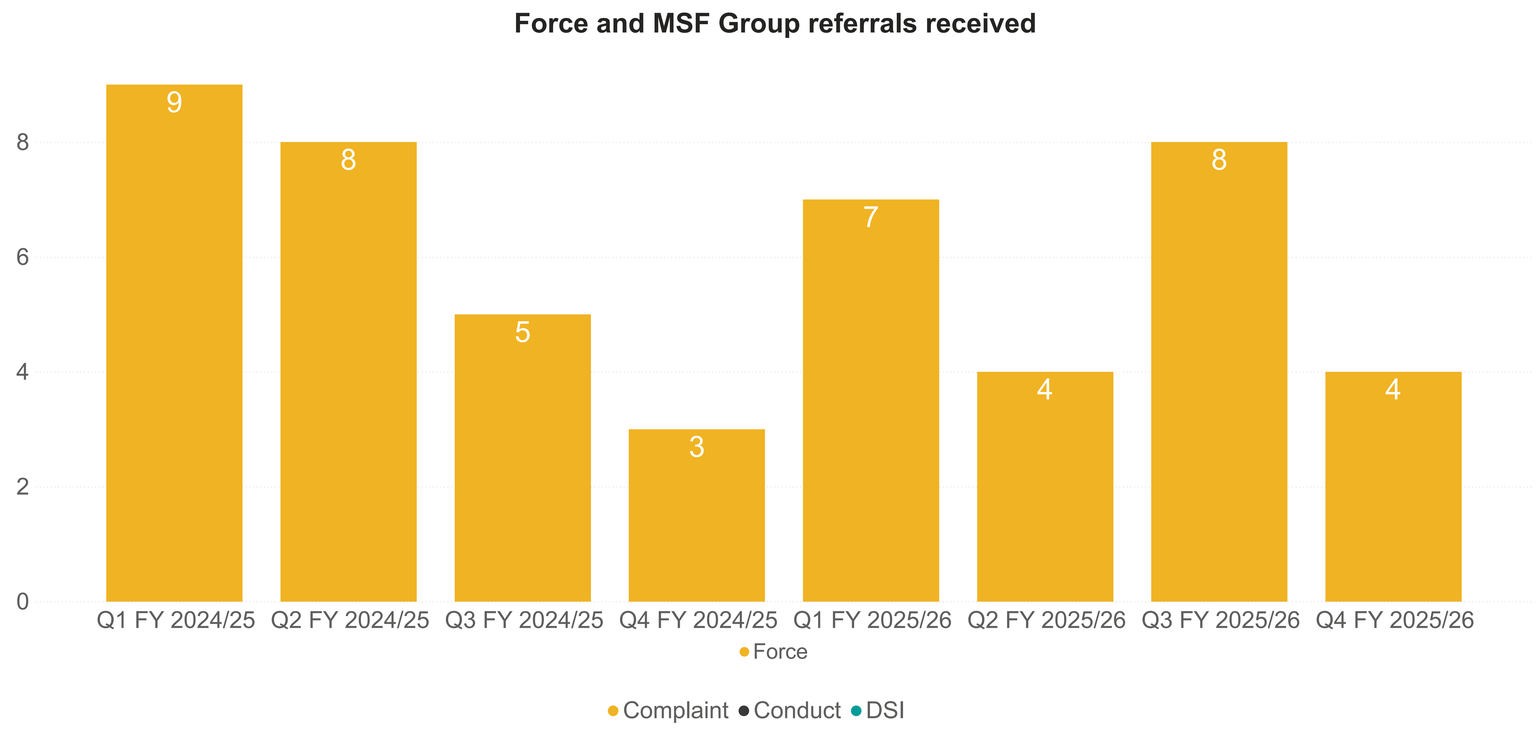
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

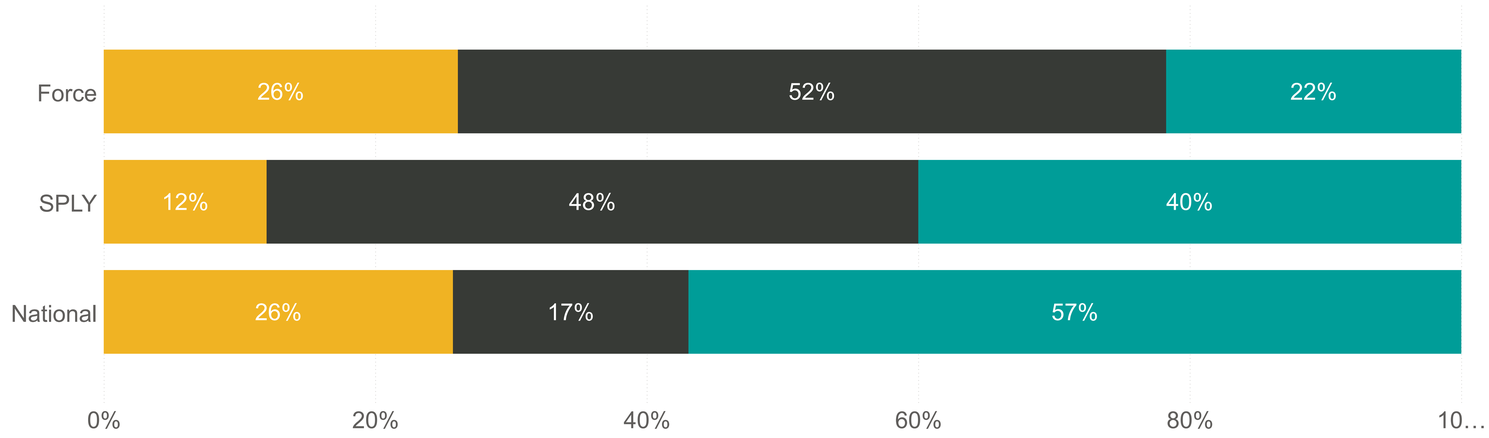
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

	Force	SPLY	National
Number Referrals Received	23	25	6,942
Number referrals completed	23	30	7,017
Decision: Directed Investigation			24
Decision: Independent Investigation		3	400
Decision: Invalid	2		98
Decision: Local Investigation	15	17	3,513
Decision: Return to Force	6	9	2,980



Referral type	Force	SPLY	National
Complaint	6	3	1,786
Conduct	12	12	1,204
DSI	5	10	3,952
Total	**23**	**25**	**6,942**



Most Similar Force (MSF) Group: No MSF Group

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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the IOPC website.

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).