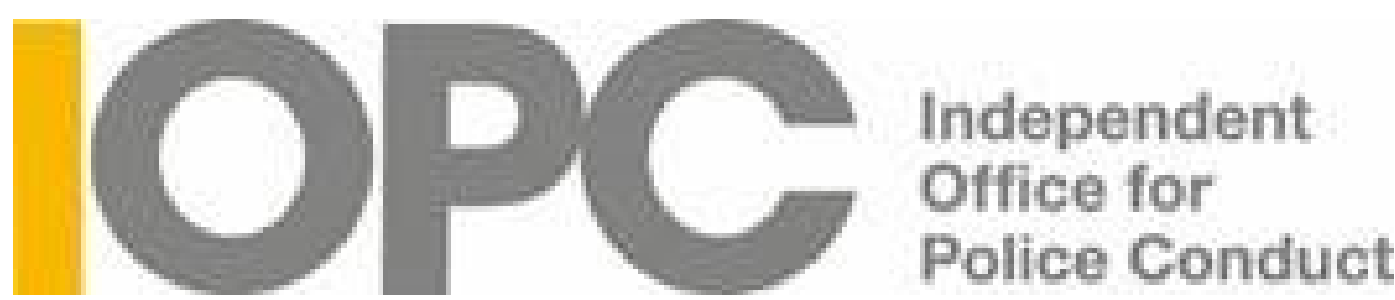


# Interim Police Complaints Information Bulletin: Devon And Cornwall



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

Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire

## 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**

## Contents

<b>Page 1</b>	Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3
<b>Page 2</b>	Section A1.3: Allegations logged – what has been complained about
<b>Page 3</b>	Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories
<b>Page 4</b>	Section A1.5: National complaint factors as a proportion of allegations logged
<b>Page 5</b>	Section A1.6: National complaint factors on the top five allegation categories
<b>Page 6</b>	Section A2: Allegations timeliness
<b>Page 7</b>	Section A3.1: How allegations were finalised and their decisions
<b>Page 8</b>	Section A3.2: Allegation decisions by what was complained about (category)
<b>Page 9</b>	Section B1.1 Allegation actions on allegations handled outside of Schedule 3
<b>Page 10</b>	Section B1.2 Allegation actions on allegations handled under Schedule 3
<b>Page 11</b>	Section C1: Reviews received and timeliness
<b>Page 12</b>	Section C2: Outcomes on reviews
<b>Page 13</b>	Section D1: Complaint cases timeliness on Schedule 3 complaints
<b>Page 14</b>	Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled
<b>Page 15</b>	Section E: Referrals
<b>Page 16</b>	Notes

## 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

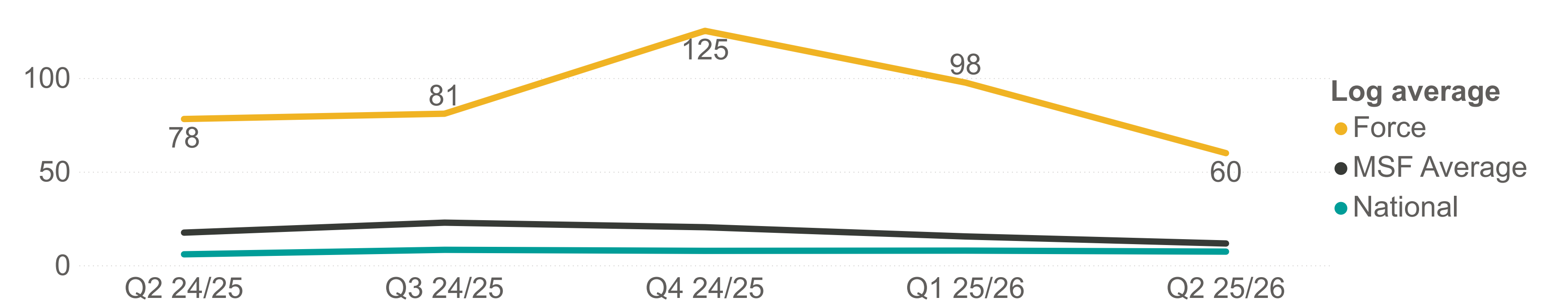
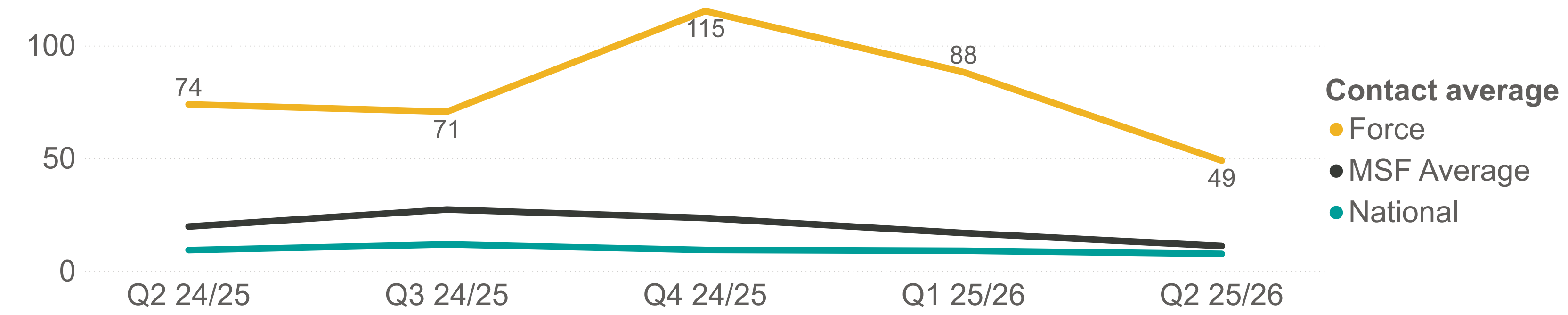


Section A1.1: Complaint cases and allegations logged

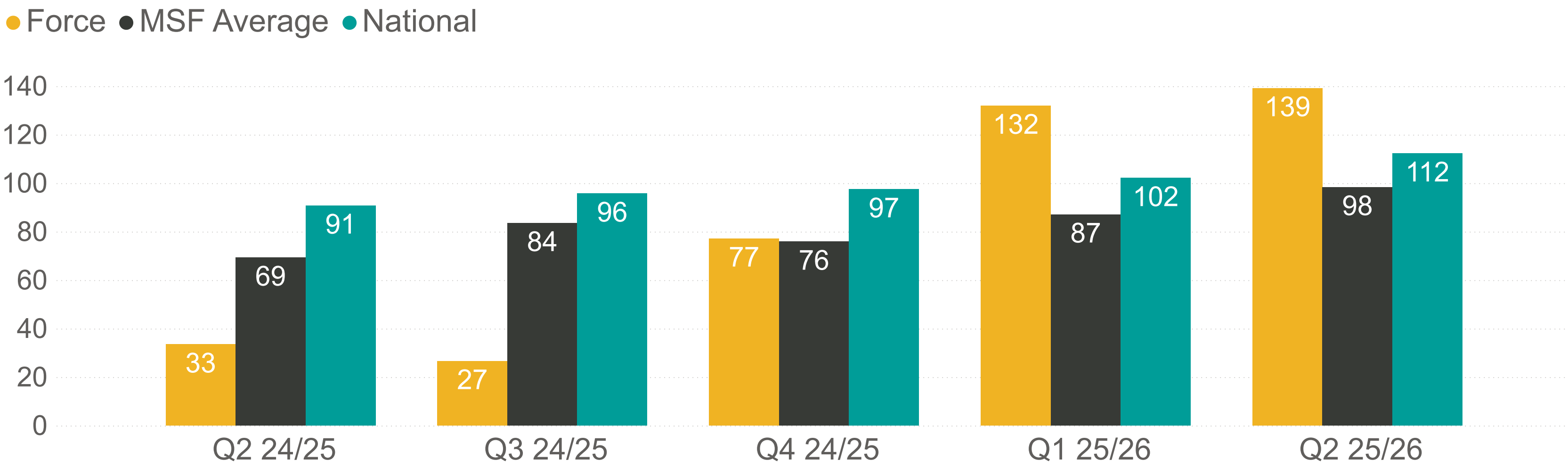
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

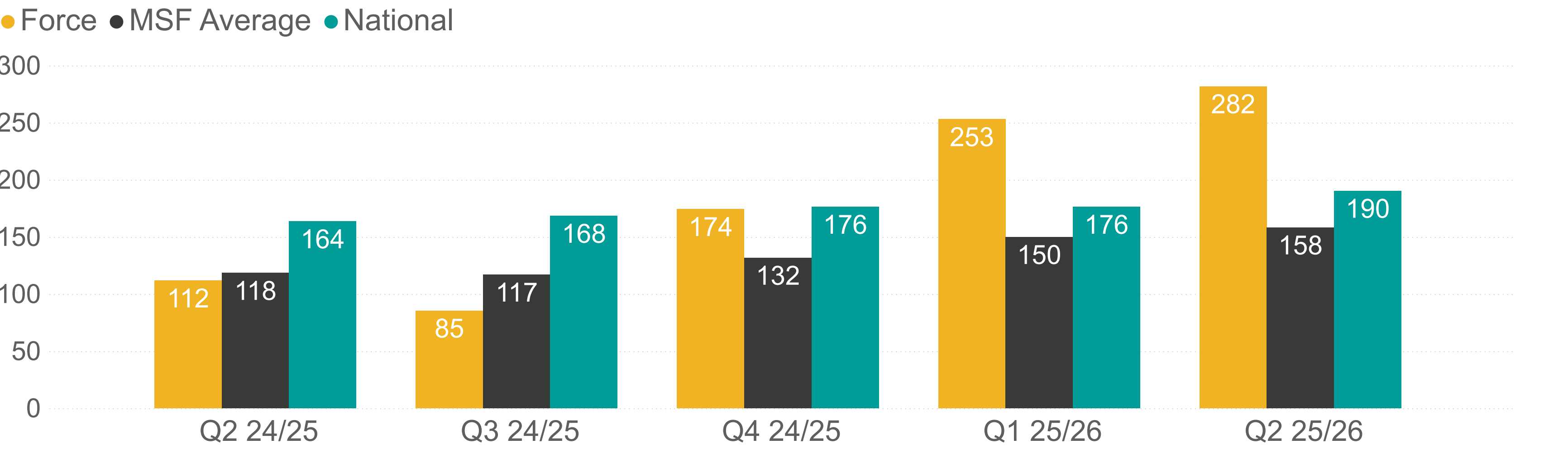
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,648	271	3,251	535	68	78
SPLY	659	96	1,769	259	62	61
MSF Average	664	185	1,127	308	14	14
National	54,025	214	92,398	367	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	359	422	83	6,147
Complainant wishes the complaint be recorded	64	7	31	2,922
Dissatisfaction after initial handling	20	6	23	2,753
Nature of the allegation(s) in the complaint	64	48	39	5,061
Total	507	483	176	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	71 %	87 %	36 %	36 %
Complainant wishes the complaint be recorded	13 %	1 %	25 %	17 %
Dissatisfaction after initial handling	4 %	1 %	17 %	16 %
Nature of the allegation(s) in the complaint	13 %	10 %	23 %	30 %



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

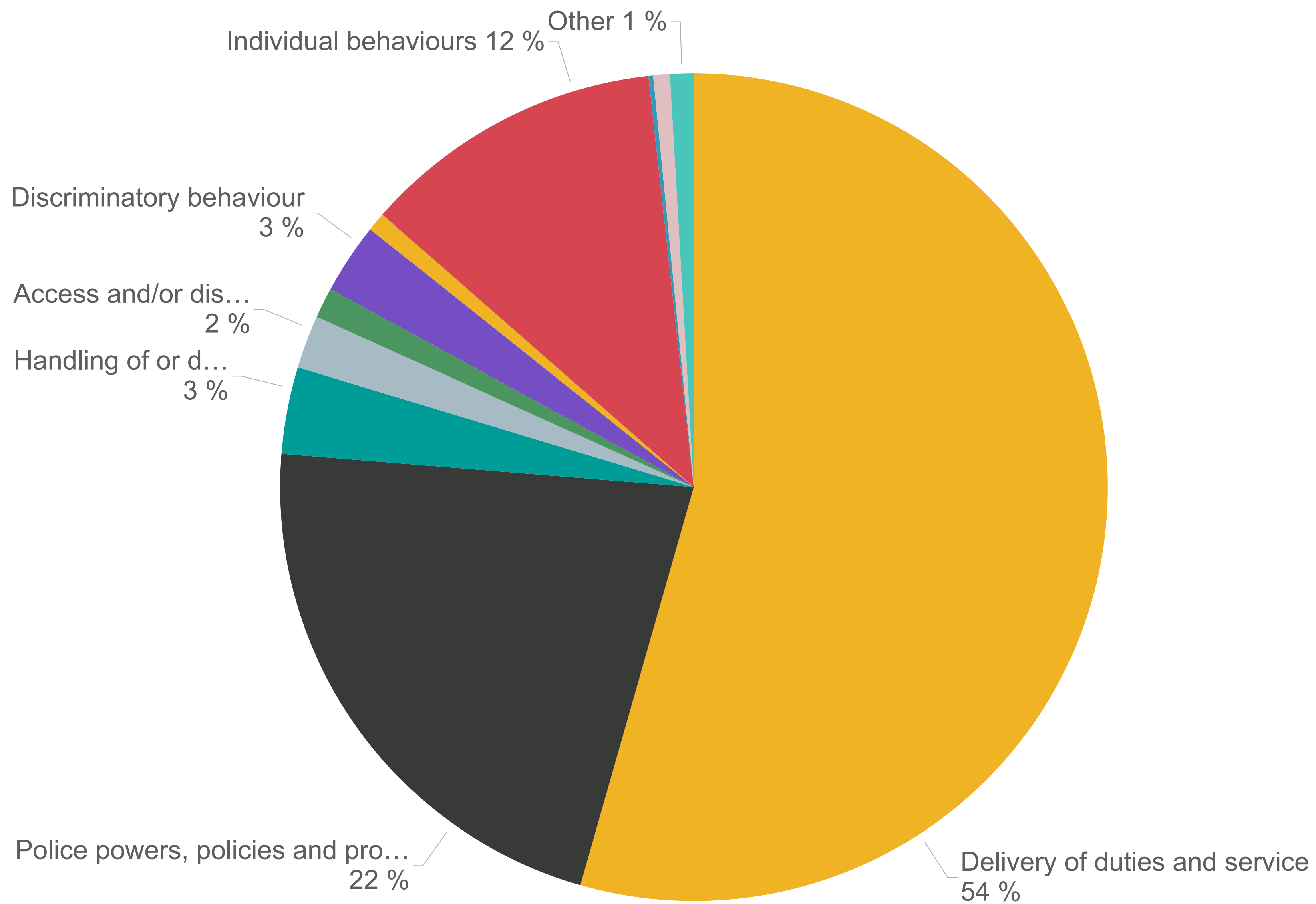
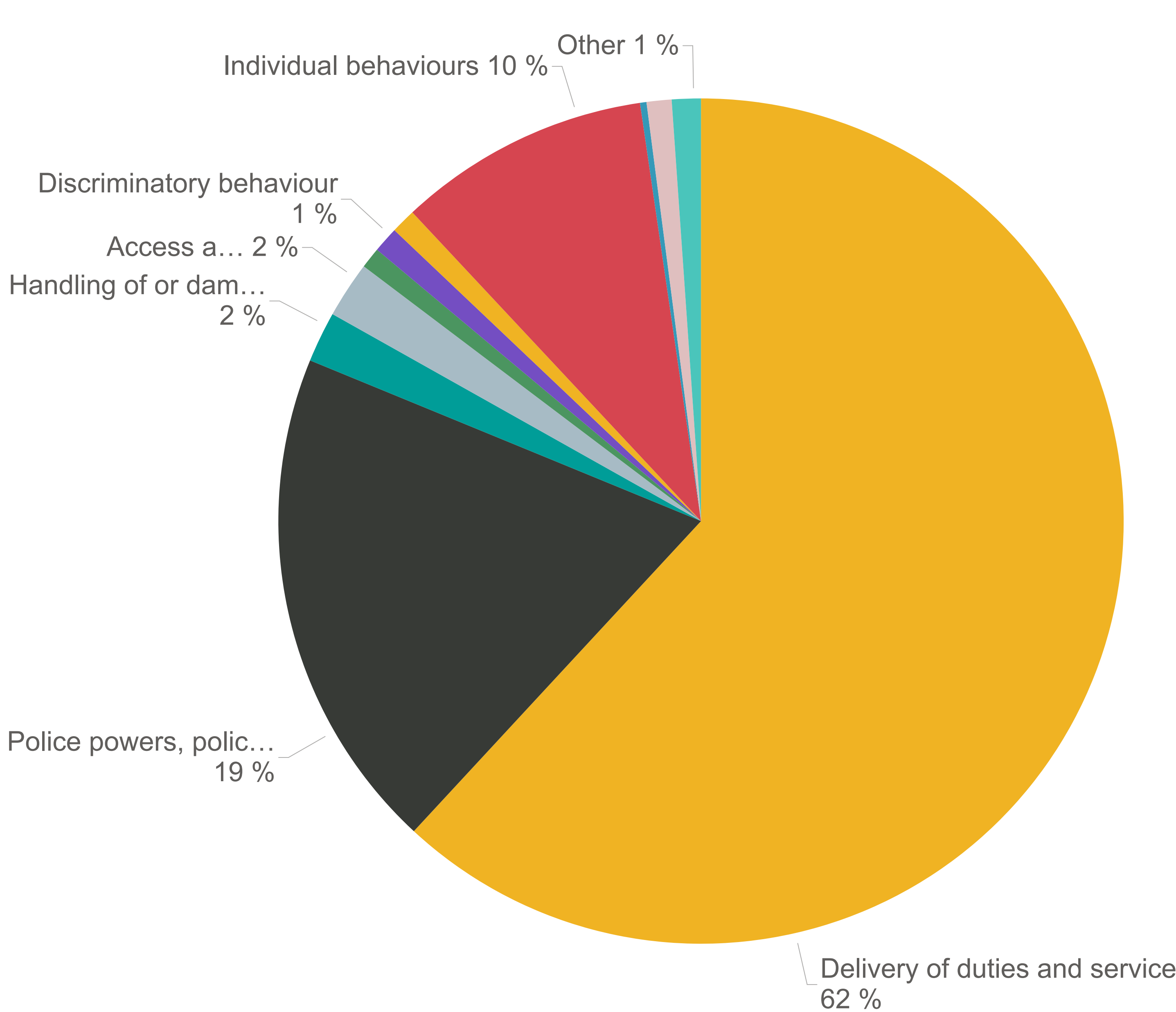
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	2,012	628	63	70	26	32	31	314	8	31	36	3,251
SPLY	998	372	49	31	15	32	38	206	8	16	4	1,769
MSF Average	619	250	30	25	15	19	12	131	2	7	17	1,127
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	2,012	62 %	998	56 %	619	51 %	50,289	54 %
	General level of service	1,106	55 %	445	45 %	244	30 %	14,998	30 %
	Police action following contact	519	26 %	277	28 %	205	36 %	21,478	43 %
	Decisions	231	11 %	138	14 %	96	18 %	8,005	16 %
	Information	156	8 %	138	14 %	74	16 %	5,808	12 %
Police powers, policies and procedures	Total	628	19 %	372	21 %	250	24 %	20,195	22 %
	Other policies and procedures	143	23 %	54	15 %	43	16 %	2,380	12 %
	Use of force	136	22 %	96	26 %	53	21 %	4,720	23 %
	Power to arrest and detain	111	18 %	69	19 %	44	17 %	3,563	18 %
	Detention in police custody	73	12 %	42	11 %	34	14 %	2,555	13 %
	Searches of premises and seizure of property	52	8 %	58	16 %	26	11 %	2,650	13 %
	Evidential procedures	52	8 %	11	3 %	24	10 %	1,828	9 %
	Bail, identification and interview procedures	31	5 %	19	5 %	15	6 %	1,229	6 %
	Stops, and stop and search	27	4 %	14	4 %	10	4 %	936	5 %
	Out of court disposals	3	0 %	9	2 %	3	1 %	334	2 %
Individual behaviours	Total	314	10 %	206	12 %	131	13 %	10,906	12 %
	Unprofessional attitude and disrespect	88	28 %	73	35 %	35	28 %	3,042	28 %
	Impolite language / tone	66	21 %	28	14 %	31	24 %	2,938	27 %
	Lack of fairness and impartiality	63	20 %	36	17 %	26	20 %	1,613	15 %
	Overbearing or harassing behaviours	61	19 %	42	20 %	22	15 %	1,688	15 %
	Impolite and intolerant actions	36	11 %	27	13 %	17	14 %	1,625	15 %
Access and/or disclosure of information	Total	70	2 %	31	2 %	25	2 %	1,916	2 %
	Disclosure of information	48	69 %	20	65 %	16	59 %	1,319	69 %
	Use of police systems	8	11 %	4	13 %	3	11 %	158	8 %
	Accessing and handling of information from other sources	8	11 %	3	10 %	1	3 %	79	4 %
	Handling of information	6	9 %	4	13 %	5	27 %	360	19 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %
Handling of or damage to property/ premises	Total	63	2 %	49	3 %	30	3 %	3,060	3 %
	Handling of or damage to property/ premises	63	100 %	49	100 %	30	100 %	3,060	98 %

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
None	1,329	41 %	1,000	57 %	294	18 %	17,926	19 %
Investigation	631	19 %	228	13 %	390	42 %	35,875	39 %
Arrest	306	9 %	137	8 %	126	12 %	11,122	12 %
Custody	176	5 %	94	5 %	67	7 %	5,234	6 %
Roads/traffic	138	4 %	55	3 %	64	6 %	5,674	6 %
Call Handling	98	3 %	43	2 %	41	4 %	3,994	4 %
Neighbourhood policing	94	3 %	41	2 %	50	5 %	4,427	5 %
VAWG - dissatisfaction handling	87	3 %	21	1 %	56	6 %	3,994	4 %
Domestic / gender abuse	76	2 %	17	1 %	59	7 %	5,308	6 %
Death	56	2 %	23	1 %	13	1 %	772	1 %
VAWG - police perpetrated	38	1 %	11	1 %	12	1 %	425	0 %
Stop and/or search	37	1 %	11	1 %	14	1 %	1,871	2 %
Mental health	35	1 %	24	1 %	21	2 %	2,452	3 %
Premises search	31	1 %	37	2 %	17	2 %	2,313	3 %
Child protection / CSA / CSE	25	1 %	10	1 %	44	6 %	1,763	2 %
Firearms	19	1 %	20	1 %	6	0 %	387	0 %
Missing persons	15	0 %	0	0 %	7	1 %	622	1 %
Drugs / alcohol	11	0 %	23	1 %	11	1 %	1,000	1 %
Restraint equipment	10	0 %	16	1 %	7	1 %	867	1 %
PPDA	9	0 %	0	0 %	1	0 %	58	0 %
Public order incident	8	0 %	0	0 %	5	1 %	659	1 %
Fraud	7	0 %	2	0 %	7	1 %	643	1 %
Police dogs or horses	6	0 %	0	0 %	1	0 %	57	0 %
Social media	6	0 %	4	0 %	3	0 %	479	1 %
Covert policing	3	0 %	0	0 %	1	0 %	46	0 %
Hate Crime	3	0 %	9	1 %	3	0 %	415	0 %
Serious injury	3	0 %	9	1 %	2	0 %	193	0 %
Taser	2	0 %	1	0 %	1	0 %	100	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 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Unknown	0	0 %	0	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	3	0 %	0	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	Access and/or disclosure of information	Individual behaviours
▼					
VAWG - police perpetrated	8	2	0	3	10
VAWG - dissatisfaction handling	75	8	1	0	3
Taser	1	0	0	0	0
Stop and/or search	4	25	2	0	3
Social media	0	0	0	2	0
Serious injury	3	0	0	0	0
Roads/traffic	84	22	0	4	9
Restraint equipment	6	4	0	0	0
Public order incident	5	2	0	1	0
Premises search	7	18	5	0	1
PPDA	0	0	0	0	3
Police dogs or horses	5	1	0	0	0
None	819	195	38	40	153
Neighbourhood policing	70	10	0	0	13
Missing persons	13	1	0	0	1
Mental health	22	7	1	0	2
Investigation	531	49	5	10	29
Hate Crime	2	1	0	0	0
Fraud	6	0	0	0	0
Firearms	15	3	0	0	0
Drugs / alcohol	8	0	0	0	2
Domestic / gender abuse	53	10	1	3	4
Death	49	1	1	1	4
Custody	64	88	5	0	12
Covert policing	1	1	0	1	0
Child protection / CSA / CSE	21	1	0	2	0
Call Handling	78	3	0	0	15
Arrest	95	183	4	0	19
Total	1,969	615	63	66	278

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	11	7	1	19
Q3 24/25	13	7	0	20
Q4 24/25	16	13	0	29
Q1 25/26	33	13	0	41
Q2 25/26	54	25	0	77
Total	127	65	1	186

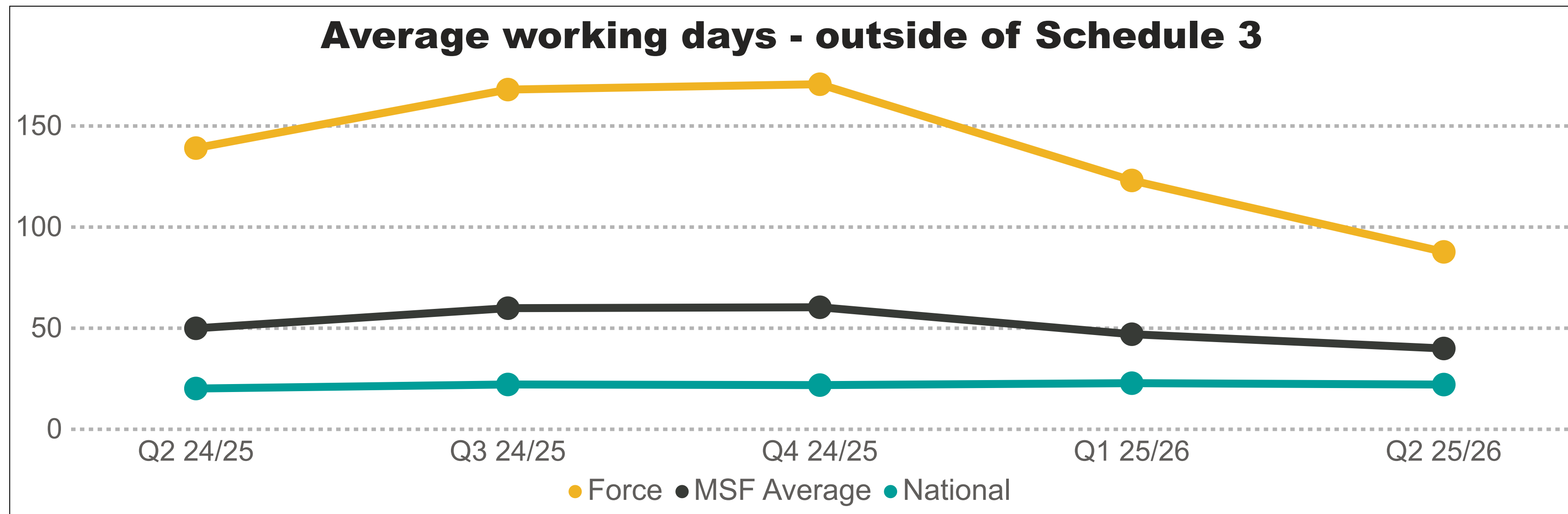
Section A2: Allegations timeliness

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.

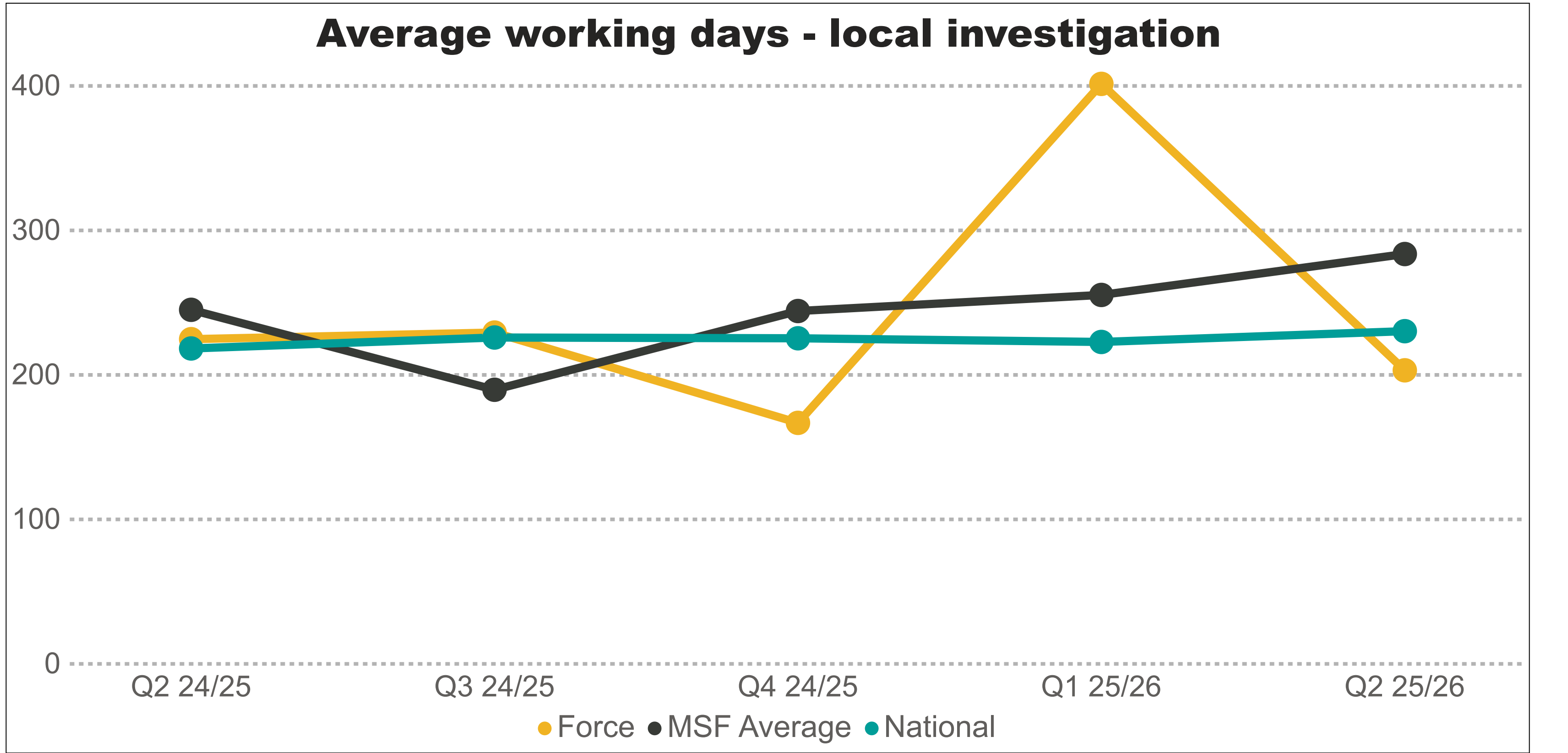
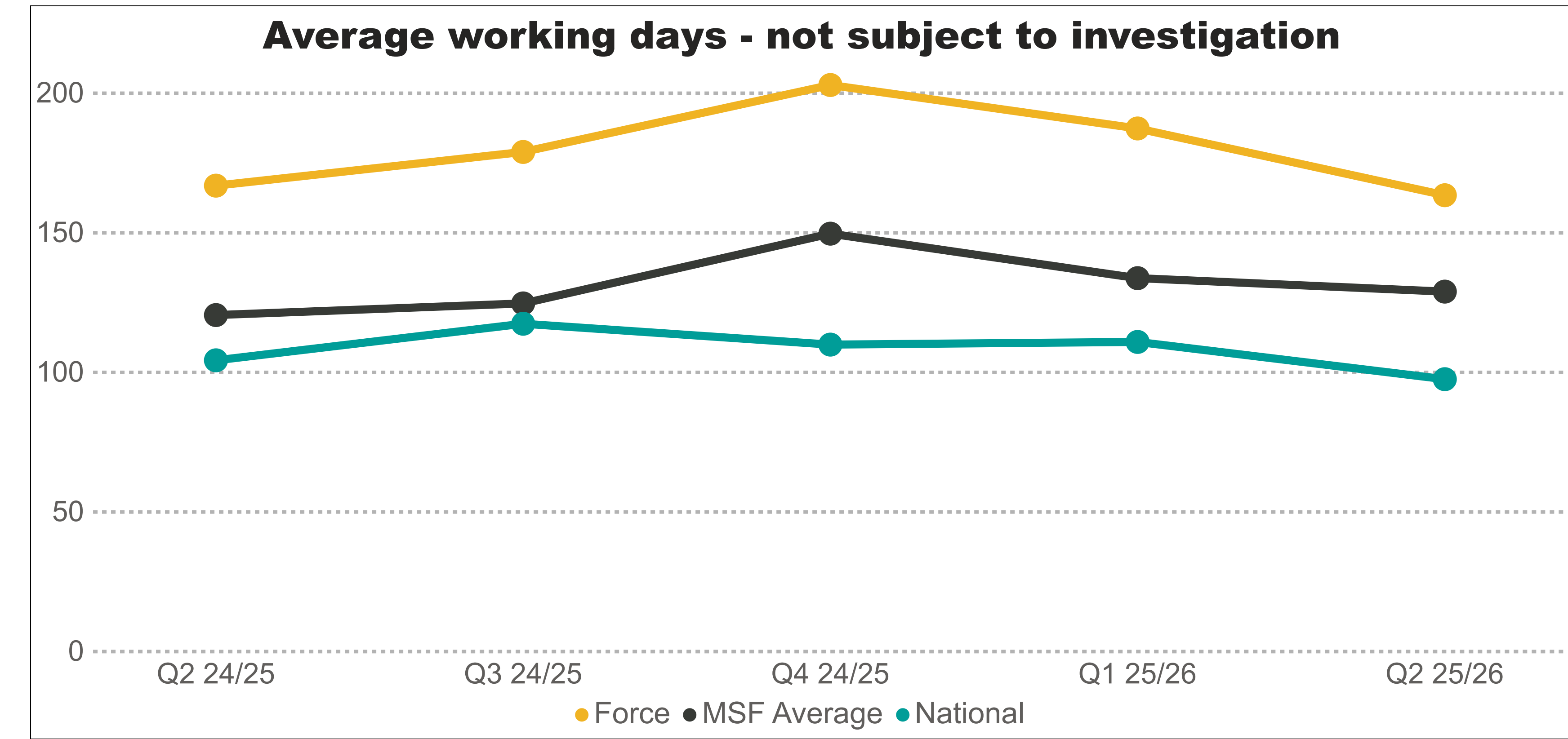
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,307	102	1,128	177	69	335	0	0
SPLY	277	120	875	160	90	251	0	0
MSF Average	522	43	362	132	79	284	0	0
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	6
National	1	49





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

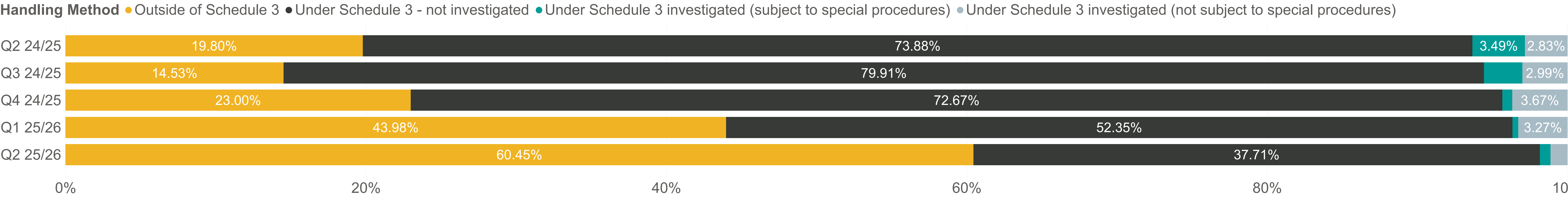
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	55	2 %	69	10 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	14	1 %	11	1 %	756	1 %
Under Schedule 3 - not investigated	1,128	45 %	362	39 %	37,787	44 %
Outside of Schedule 3	1,307	52 %	522	50 %	40,759	47 %
Total	2,504	100 %	964	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		137	12 %	2,670	7 %			10	1 %	3	5 %	248	4 %
Regulation 41 applies			0		13	1 %	90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		110	10 %	3,444	9 %			18	2 %	3	5 %	712	10 %
Service provided - not acceptable			0		152	13 %	4,757	13 %	1	7 %	33	4 %	8	15 %	970	14 %
Service provided - acceptable			1	0 %	675	60 %	25,819	68 %	3	21 %	126	17 %	28	51 %	4,785	68 %
Not Resolved	447	34 %	2,044	5 %			0				0				0	
Resolved	860	66 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		8	57 %	386	51 %			0	
Case to Answer			0				0				141	19 %			0	
Withdrawal			0		41	4 %	1,005	3 %	2	14 %	40	5 %	13	24 %	231	3 %



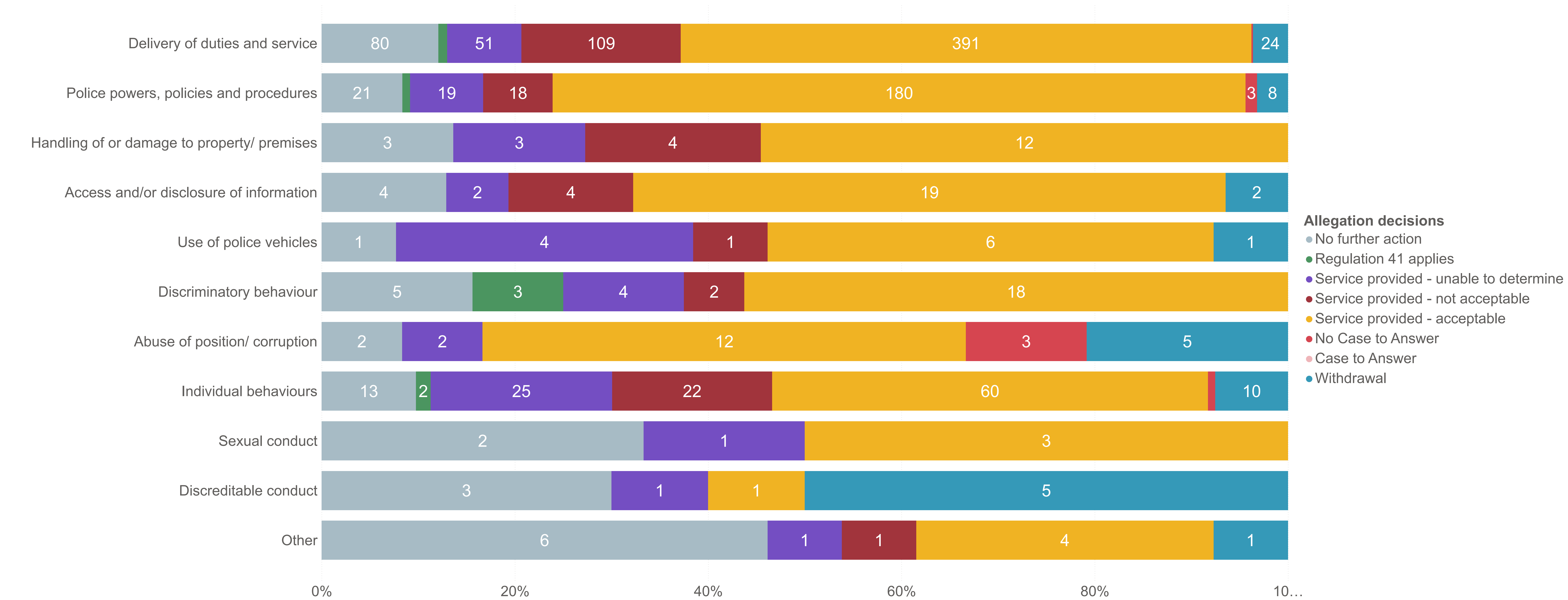
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	582	159	15	10	11	0	3	63	2	3	12	860
Not Resolved	314	71	12	8	4	4	0	20	0	4	10	447

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	5	0 %	0	0 %	1	0 %	176	0 %
Learning from reflection	16	1 %	5	2 %	7	3 %	1,043	3 %
Policy review	1	0 %	0	0 %	0	0 %	29	0 %
Goodwill gesture	1	0 %	0	0 %	1	0 %	92	0 %
Apology	54	4 %	21	8 %	44	14 %	3,141	8 %
Debrief	20	2 %	1	0 %	7	1 %	387	1 %
Explanation	437	33 %	189	68 %	244	52 %	26,358	65 %
No further action	736	56 %	56	20 %	141	15 %	5,286	13 %
Other action	29	2 %	4	1 %	76	14 %	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	1	0 %	5	1 %	6	2 %	346	1 %
Apology	57	5 %	40	4 %	18	4 %	1,647	4 %
Debrief	13	1 %	16	2 %	5	1 %	1,823	4 %
Explanation	490	41 %	585	61 %	243	59 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	0	0 %	9	0 %
No further action	537	45 %	226	23 %	127	23 %	8,724	19 %
Other action	10	1 %	19	2 %	2	0 %	379	1 %
Learning from reflection	60	5 %	18	2 %	33	8 %	2,446	5 %
Referral to RPRP	23	2 %	13	1 %	6	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	0	0 %	12	29 %	0	0 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	2 %	0	0 %	1	0 %
Other actions following a case to answer decision	0	0 %	1	2 %	1	4 %	45	6 %
Referral to RPRP	5	36 %	7	17 %	2	9 %	92	12 %

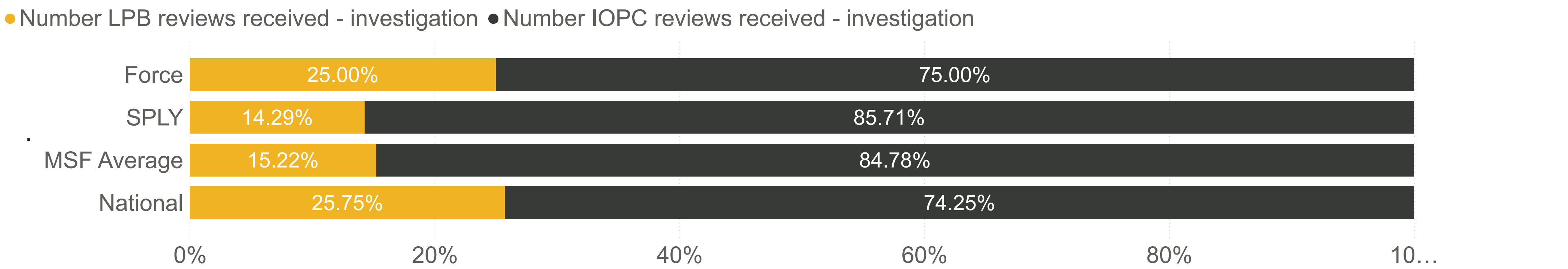
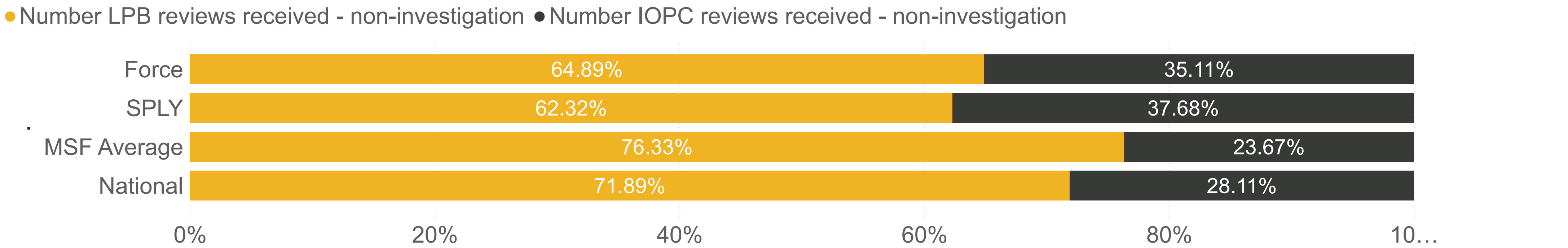


Section C1: Reviews received and timeliness (Year to date)

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	61	33
SPLY	43	26
MSF Average	23	7
National	2,222	869

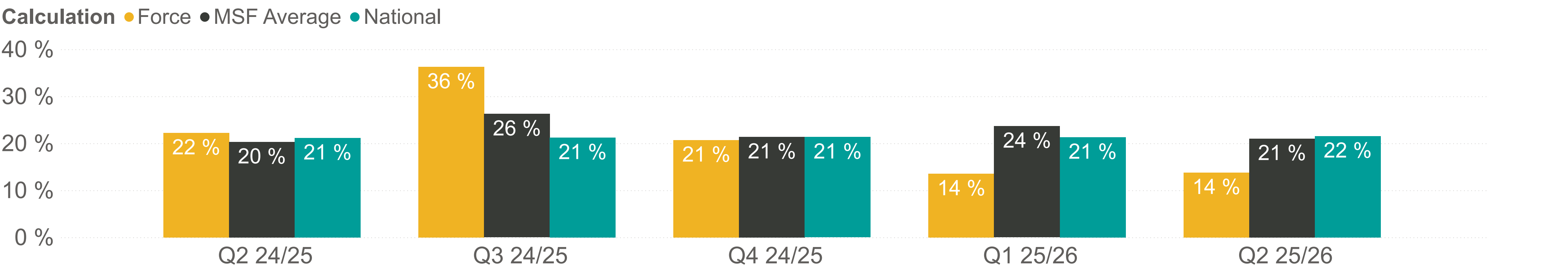
Investigation reviews received	LPB	IOPC
Force	1	3
SPLY	1	6
MSF Average	1	5
National	145	418



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	98	717
SPLY	76	289
MSF Average	36	202
National	3,654	17,058

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	72	118	72	46
Average number of working days to complete IOPC reviews	134	158	121	139



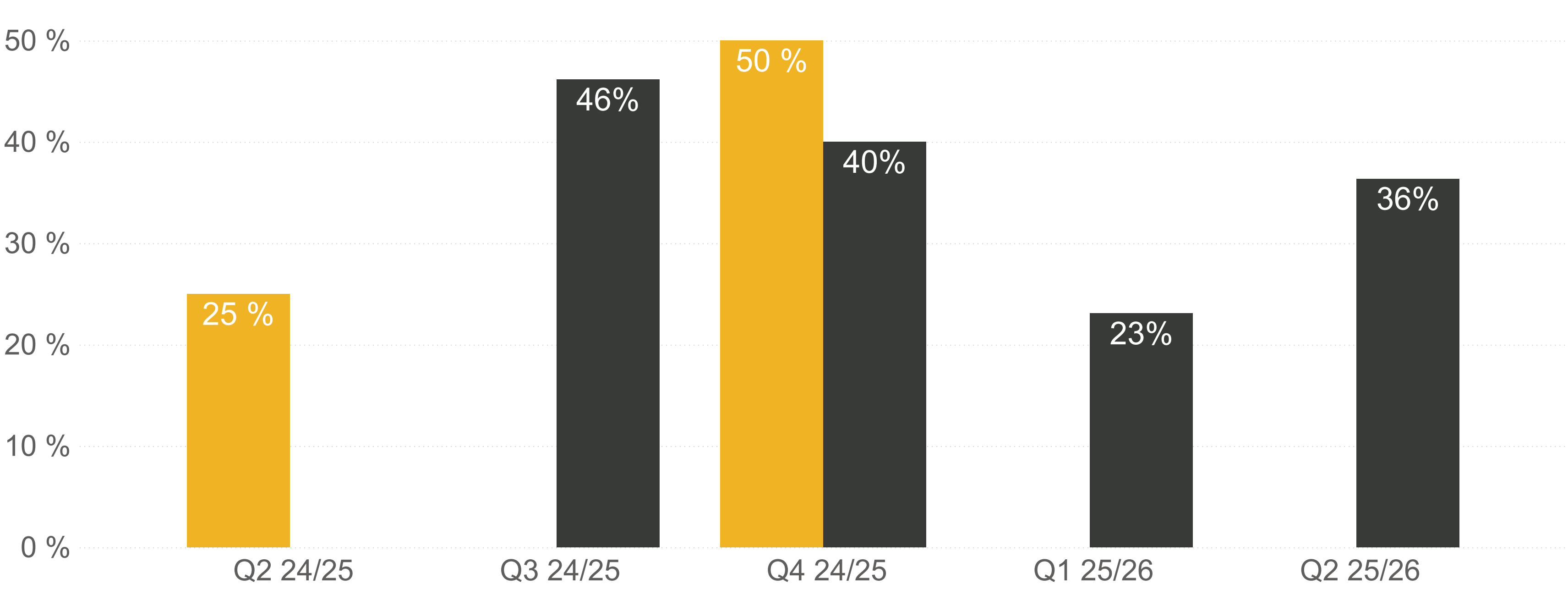
Section C2: Outcomes on reviews

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	7	0	1	
SPLY	9	2	0	
MSF Average	6	2	1	2
National	595	160	147	47

% IOPC reviews upheld - Force

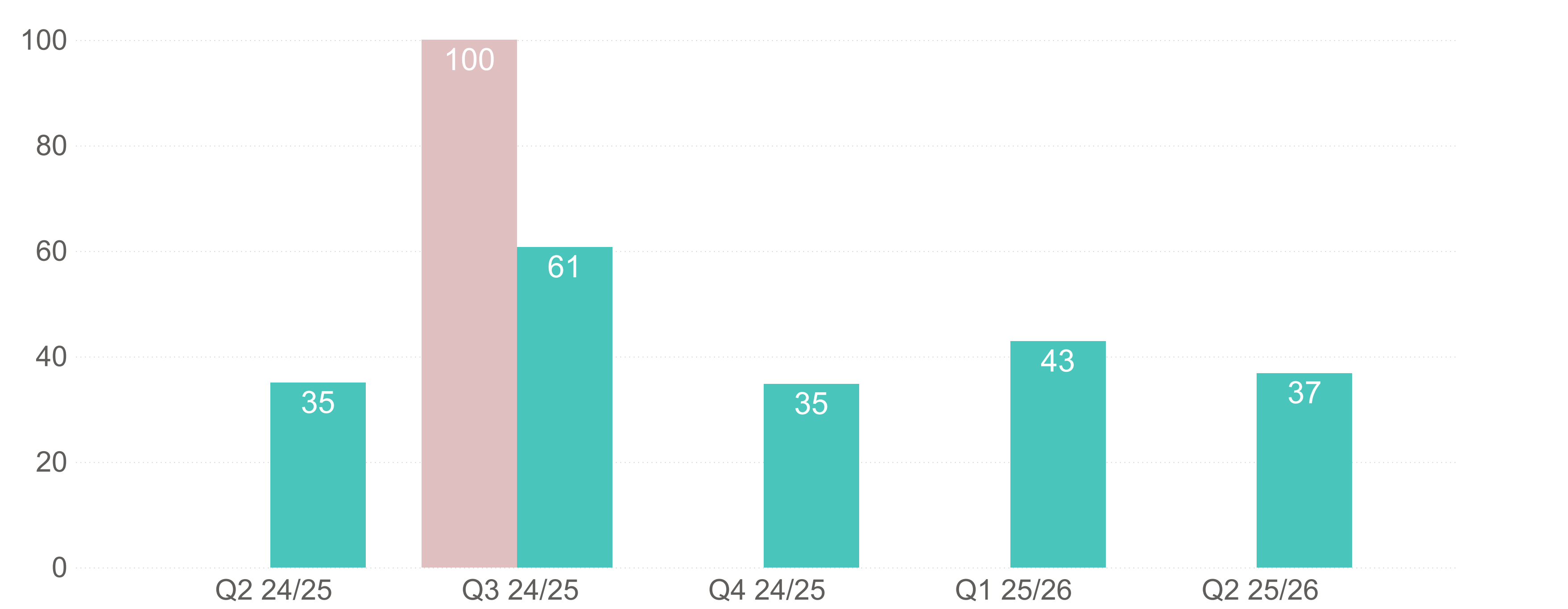
● Investigation ● Non-investigation



Non-investigation reviews (YTD)▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	35	11	33	13
SPLY	18	4	63	24
MSF Average	10	3	18	5
National	949	244	1,971	392

% LPB Reviews upheld - Force

● Investigation ● Non-investigation



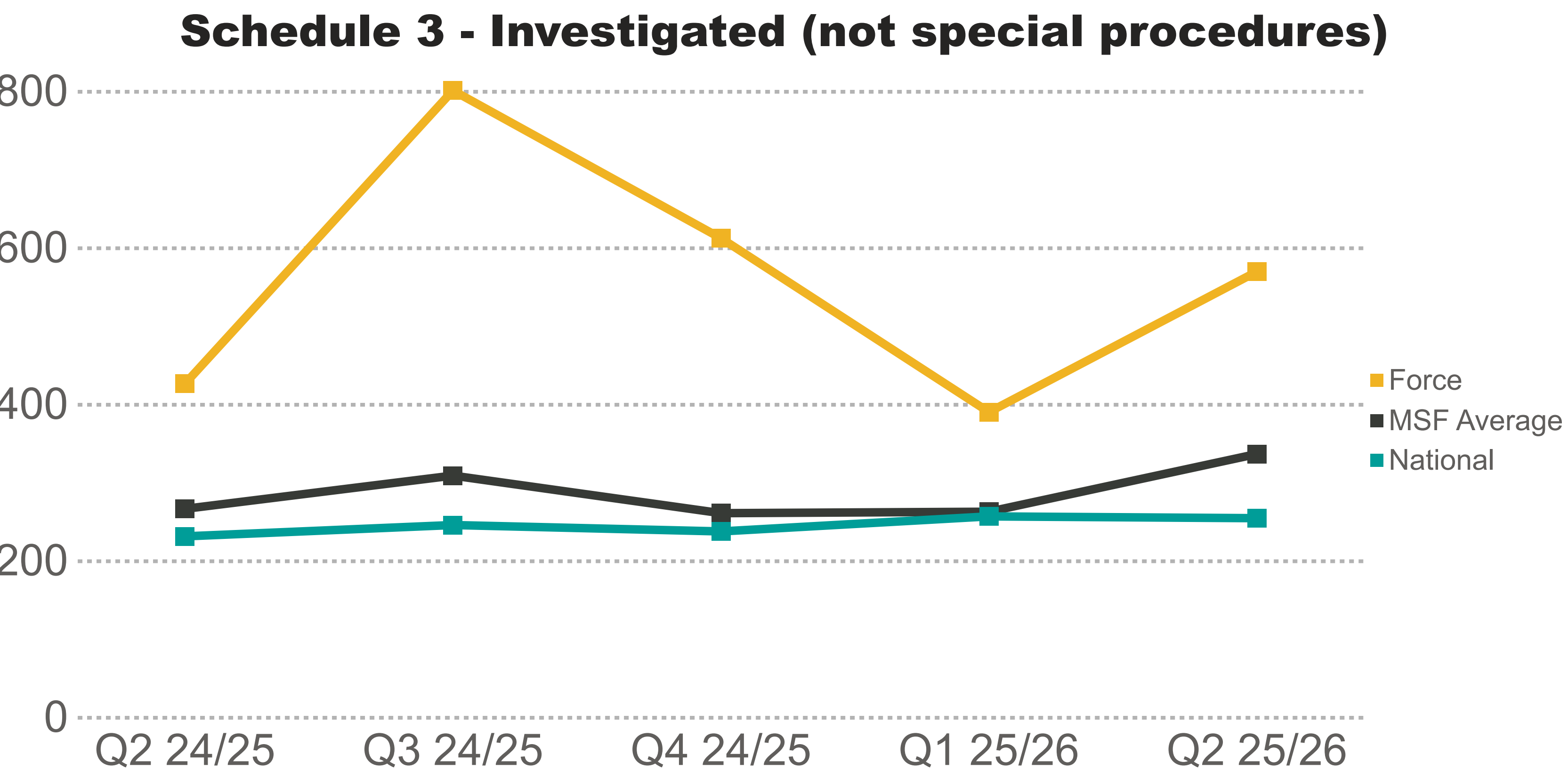
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

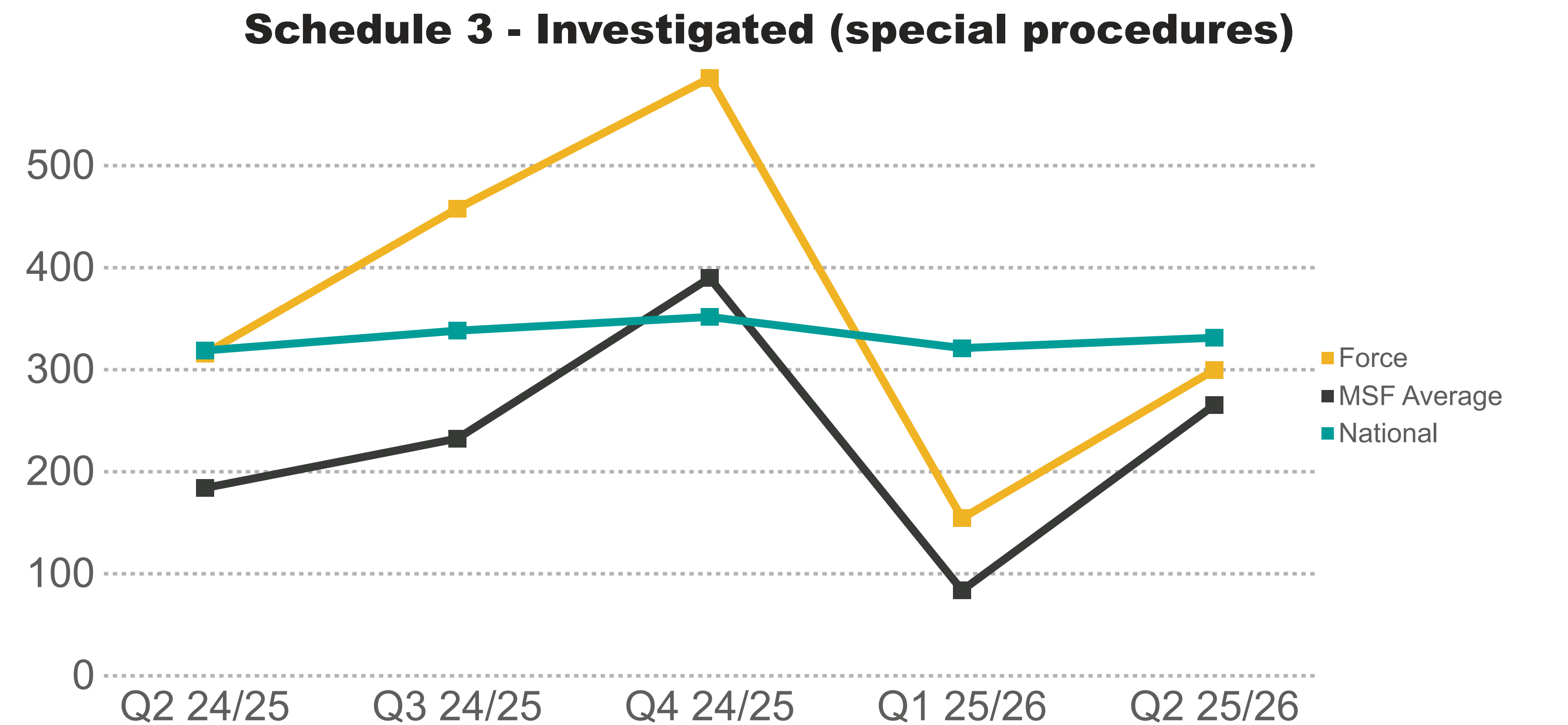
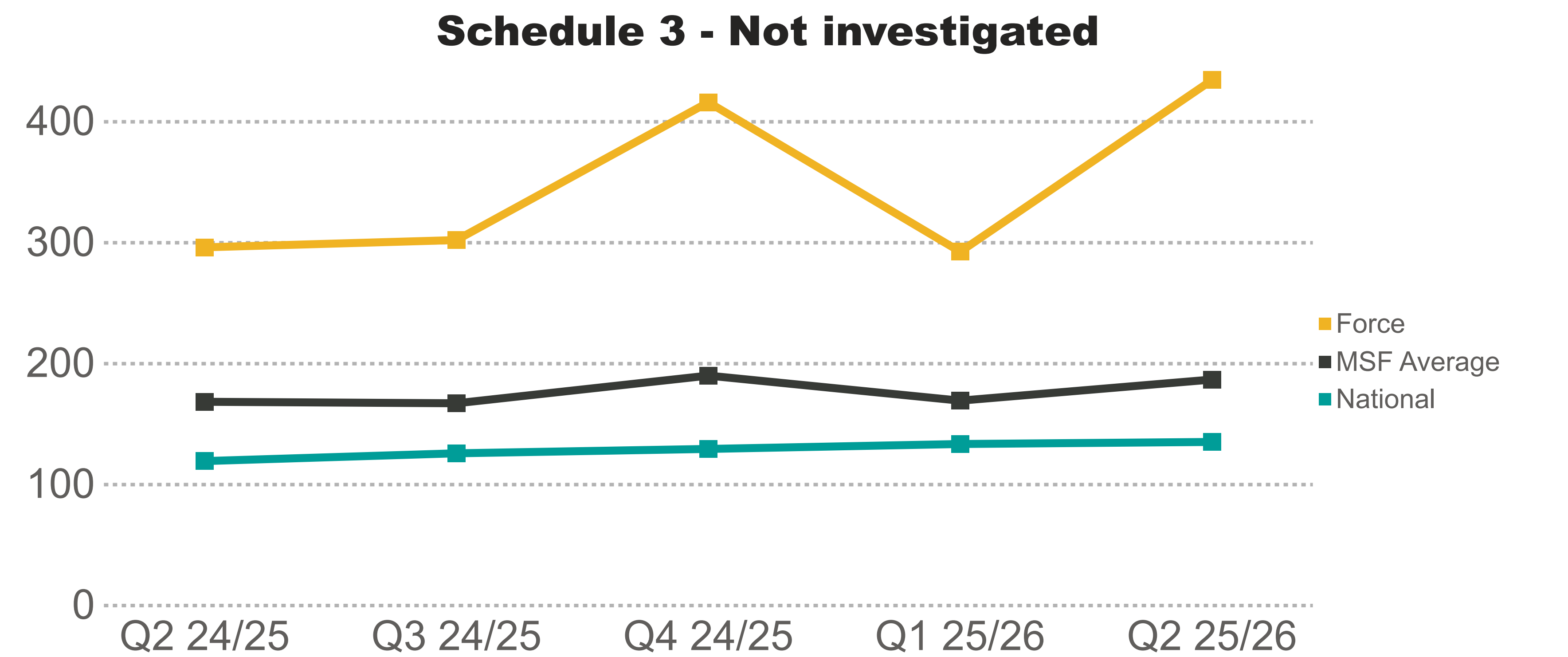
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	266	315	252	326
Under Schedule 3 investigated (not subject to special procedures)	495	422	288	256
Under Schedule 3 - not investigated	366	293	180	134
Total	371	303	196	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	667	261	177	14,328
Under Schedule 3 investigated (not subject to special procedures)	37	20	22	2,409
Under Schedule 3 investigated (subject to special procedures)	13	8	4	321
Total	717	289	202	17,058



Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire

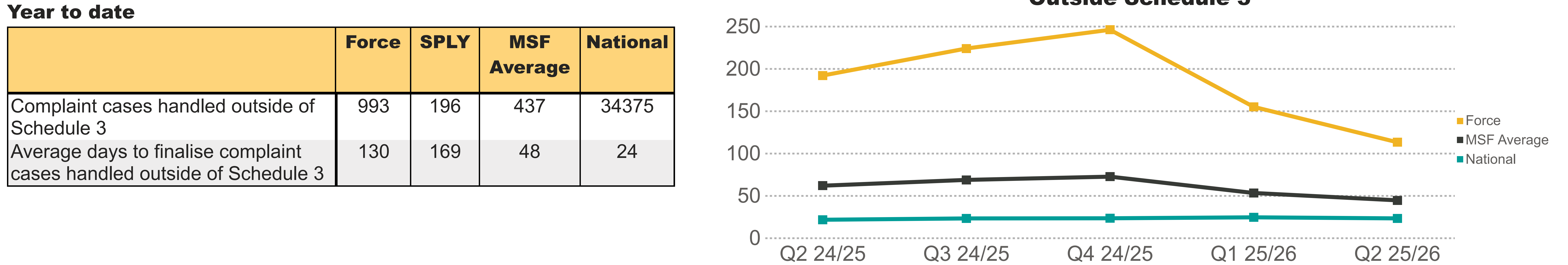




Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

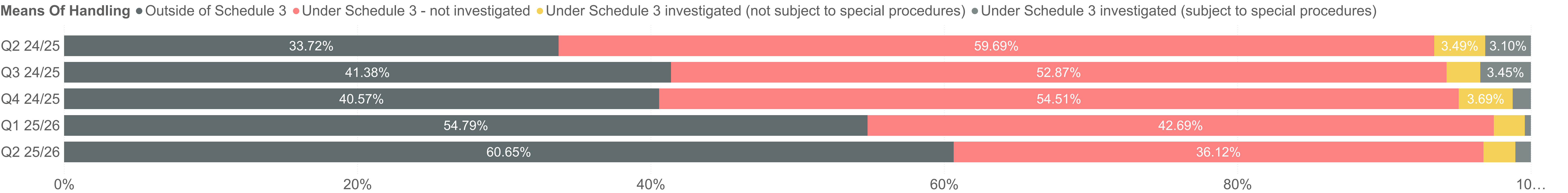


Section D3: How complaint cases handled

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.

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	993	58%	196	40%	437	68%	34,375	67%
Under Schedule 3 - not investigated	667	39%	261	54%	177	28%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	37	2%	20	4%	22	3%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	13	1%	8	2%	4	1%	321	1%
Total	1,710	100%	485	100%	638	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.

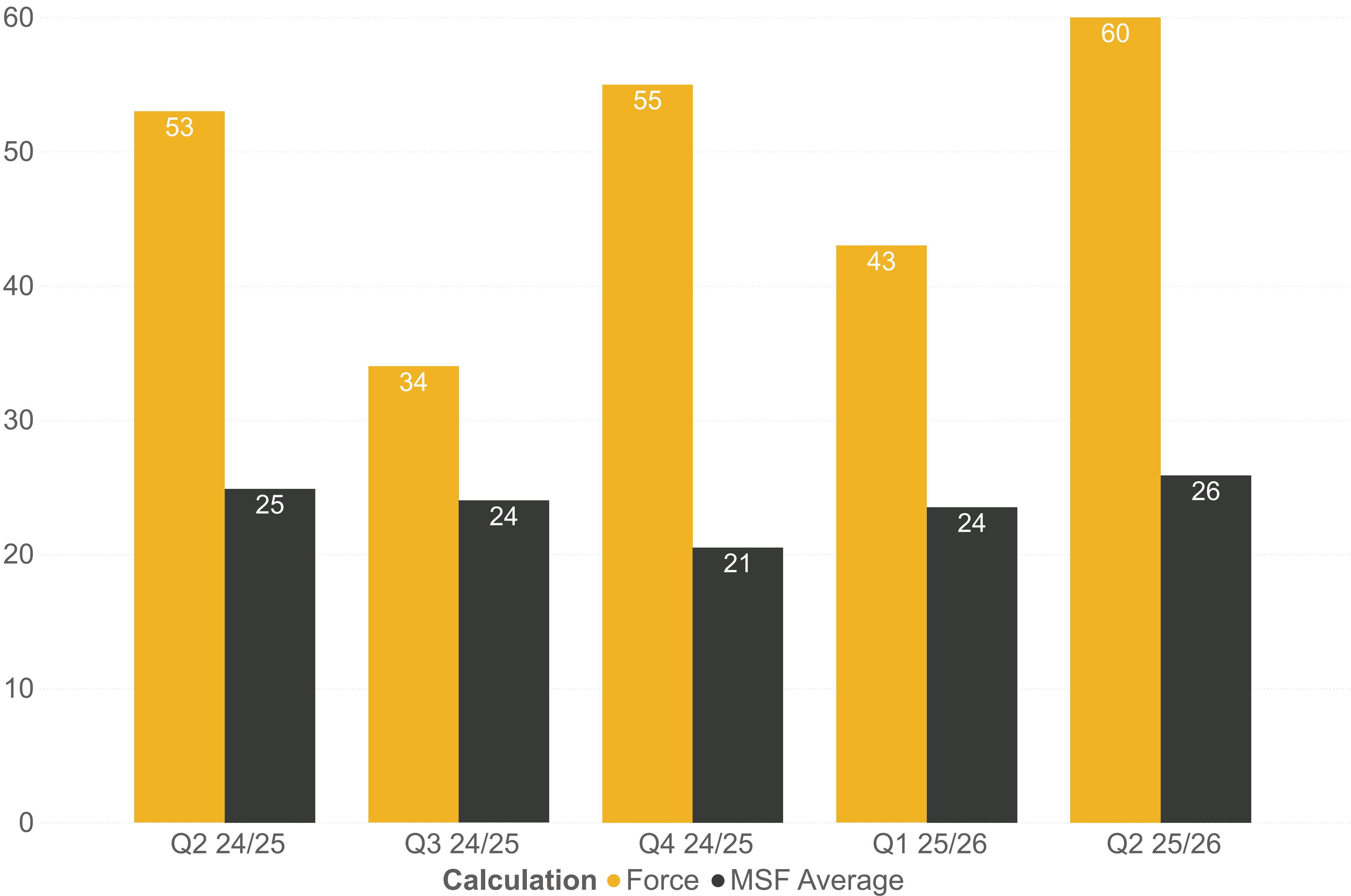
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	103	89	49	3,397
Number referrals completed	102	90	50	3,401
Decision: Independent Investigation	3	0	3	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	45	48	24	1,702
Decision: Return to Force	50	40	22	1,448
Decision: Invalid	4	2	1	49

Force and MSF Group referrals received





Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire

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 \(February 2020\)](#).