

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

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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

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

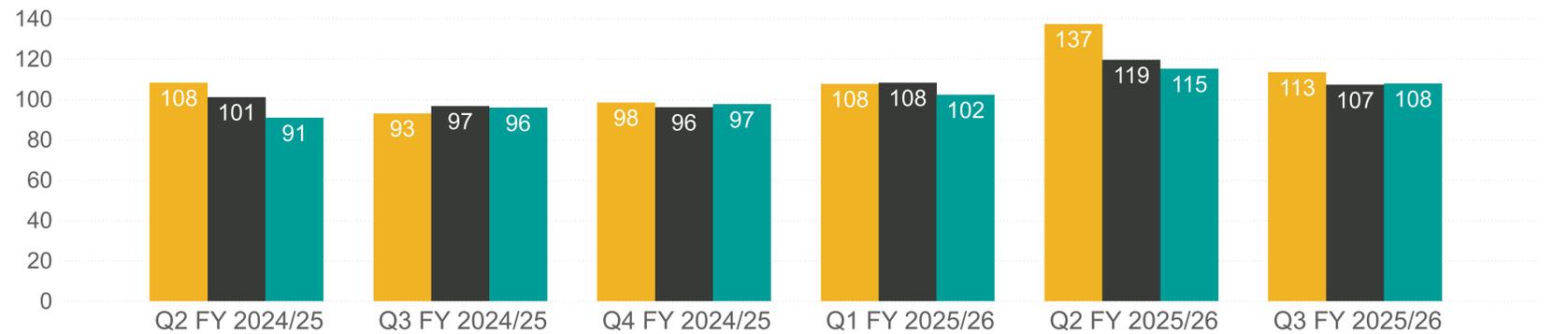
Measure	Complaints logged	Per 1,000 employees	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	819	358	1,179	516	11	12
SPLY	672	299	829	369	7	6
MSF Average	789	335	1,487	613	6	5
National	81,889	325	141,831	563	8	7

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. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

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)

Complaints logged per 1,000 employees

● Force ● MSF Average ● National



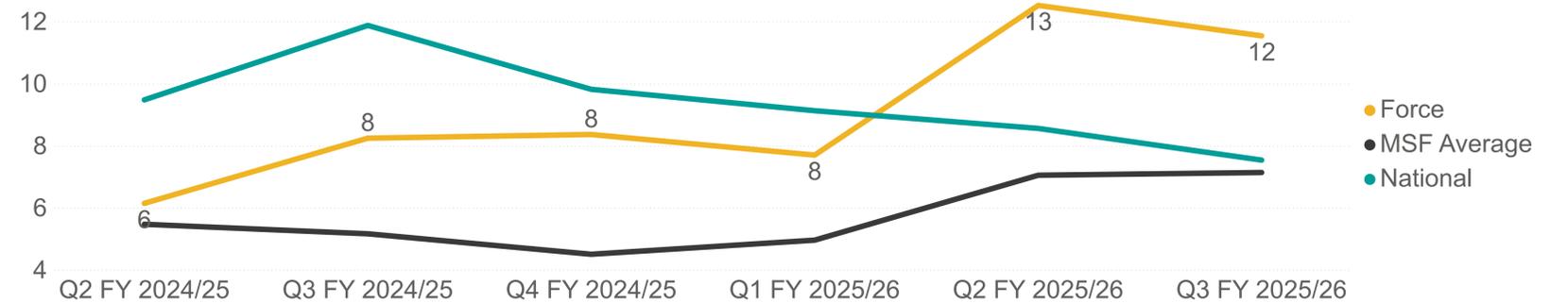
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

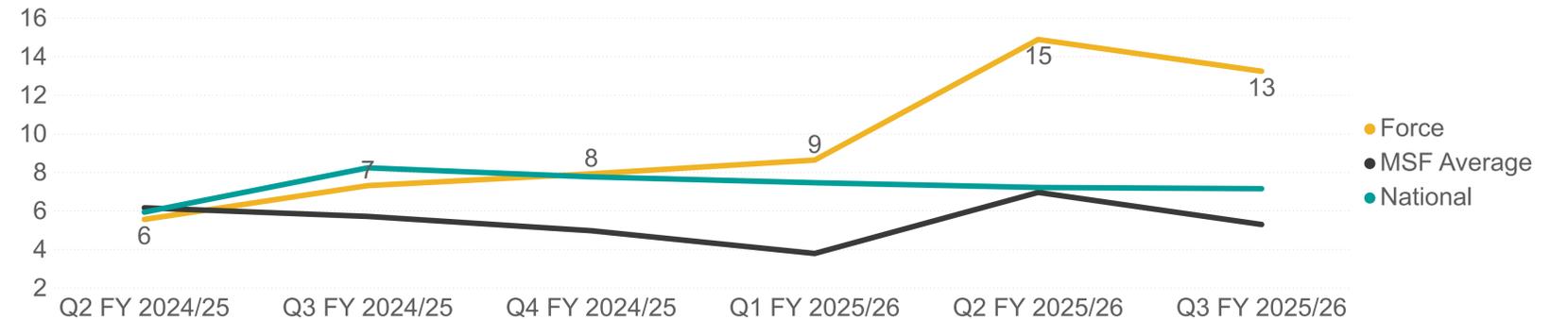
For information on what has been complained about, see pages 2 to 5

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

Average working days to contact complainants



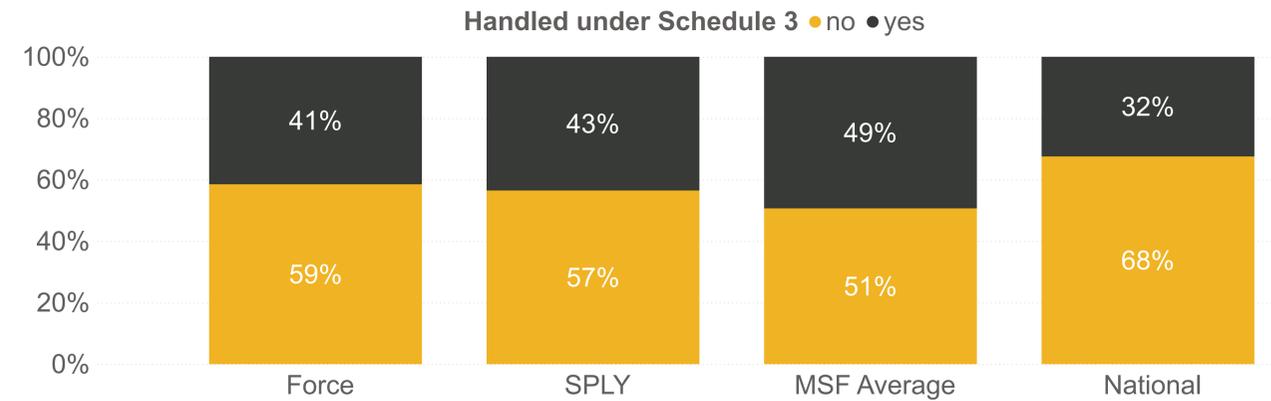
Average working days to log complaints



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

Reason complaint recorded under Schedule 3	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	199	184	114	9,733
Complainant wishes the complaint be recorded	77	54	113	4,534
Dissatisfaction after initial handling	15	23	117	4,525
Nature of the allegation(s) in the complaint	48	31	45	7,664
Total	339	292	389	26,456

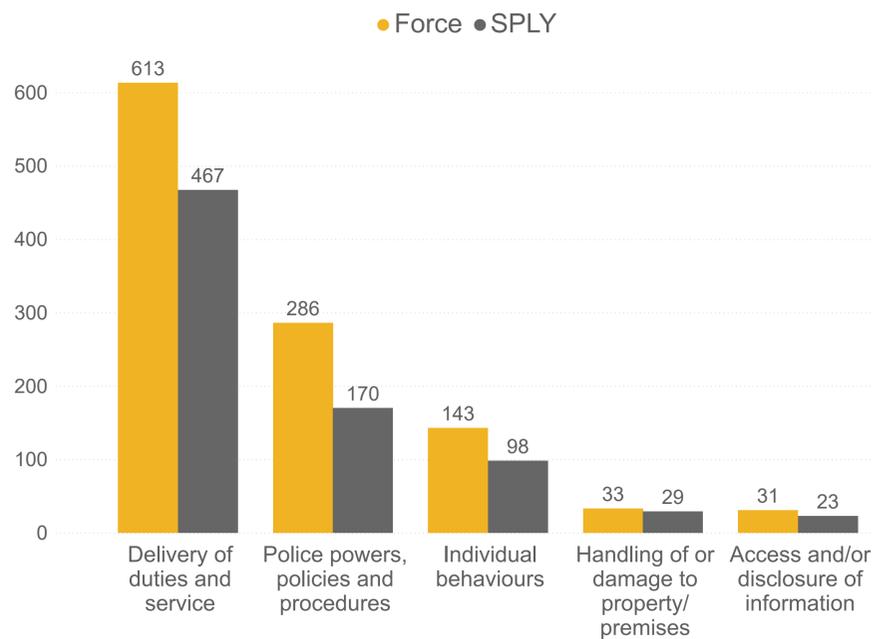


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

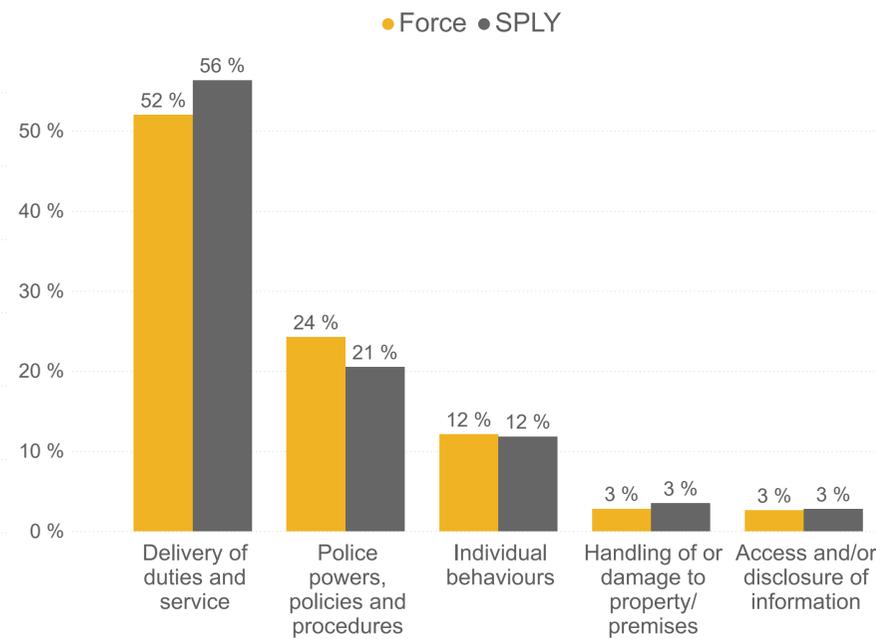
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	613	286	33	31	16	20	17	143	6	5	9	1,179
SPLY	467	170	29	23	11	14	6	98	1	7	3	829
MSF Average	765	342	59	26	21	29	22	208	3	7	7	1,487
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

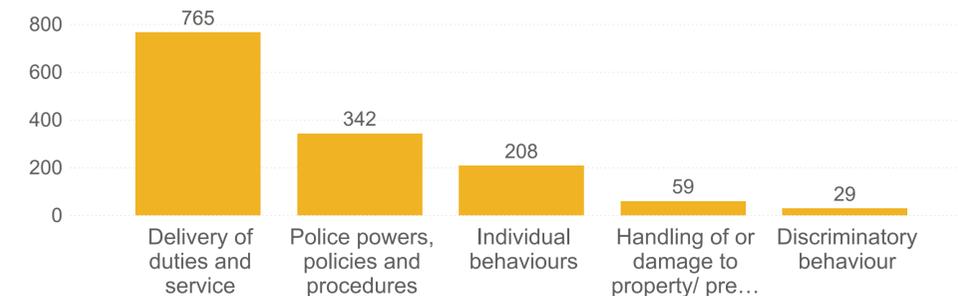
Force (year-to-date and same period last year)



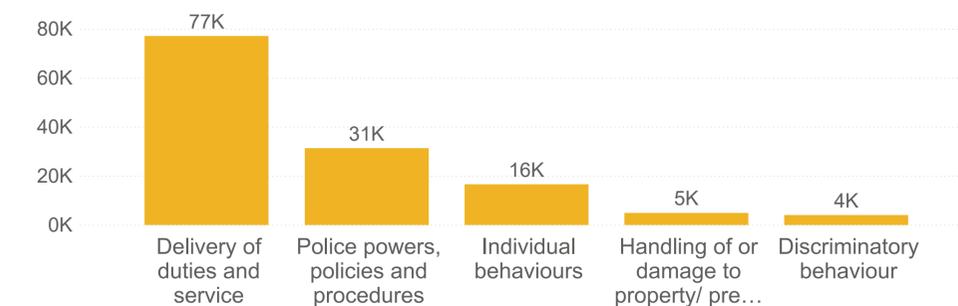
Force (% of allegations logged)



MSF group average



National



For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

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 Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Police action following contact	329	54%	295	63%	437	57%	32,818	43%
General level of service	133	22%	56	12%	114	15%	22,975	30%
Decisions	111	18%	81	17%	101	13%	12,459	16%
Information	40	7%	35	7%	114	15%	8,754	11%
Total	613	100%	467	100%	765	100%	77,006	100%

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

Individual behaviours Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	51	36%	33	34%	52	25%	4,635	28%
Impolite and intolerant actions	24	17%	17	17%	19	9%	2,485	15%
Impolite language / tone	24	17%	18	18%	69	33%	4,354	26%
Overbearing or harassing behaviours	23	16%	22	22%	31	15%	2,606	16%
Lack of fairness and impartiality	21	15%	8	8%	37	18%	2,408	15%
Total	143	100%	98	100%	208	100%	16,488	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 Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Other policies and procedures	52	18%	27	16%	23	7%	3,750	12%
Use of force	51	18%	28	16%	76	22%	7,232	23%
Power to arrest and detain	49	17%	26	15%	70	20%	5,452	17%
Detention in police custody	38	13%	32	19%	67	20%	4,049	13%
Searches of premises and seizure of property	36	13%	18	11%	39	11%	4,081	13%
Evidential procedures	22	8%	9	5%	15	4%	2,841	9%
Bail, identification and interview procedures	19	7%	17	10%	30	9%	1,897	6%
Stops, and stop and search	13	5%	11	6%	19	5%	1,490	5%
Out of court disposals	6	2%	2	1%	4	1%	504	2%
Total	286	100%	170	100%	342	100%	31,296	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.

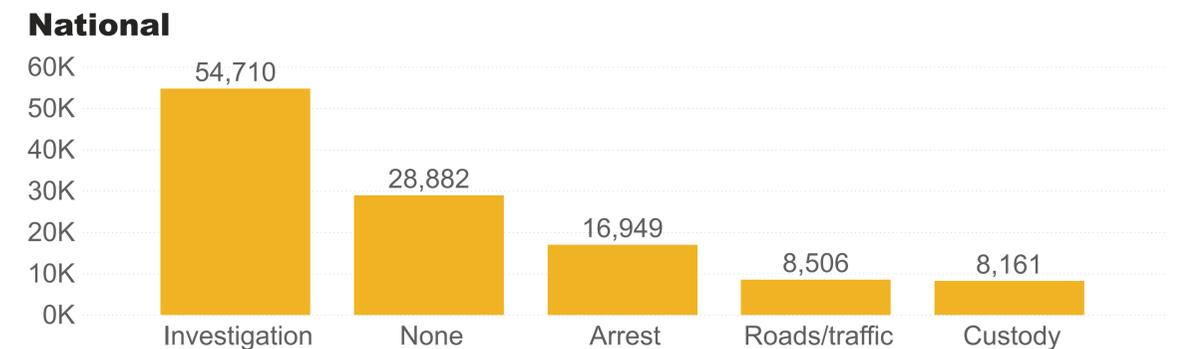
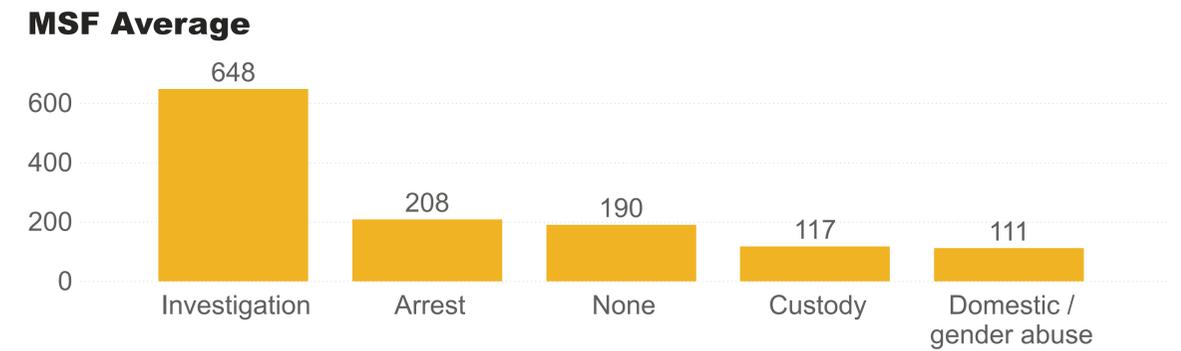
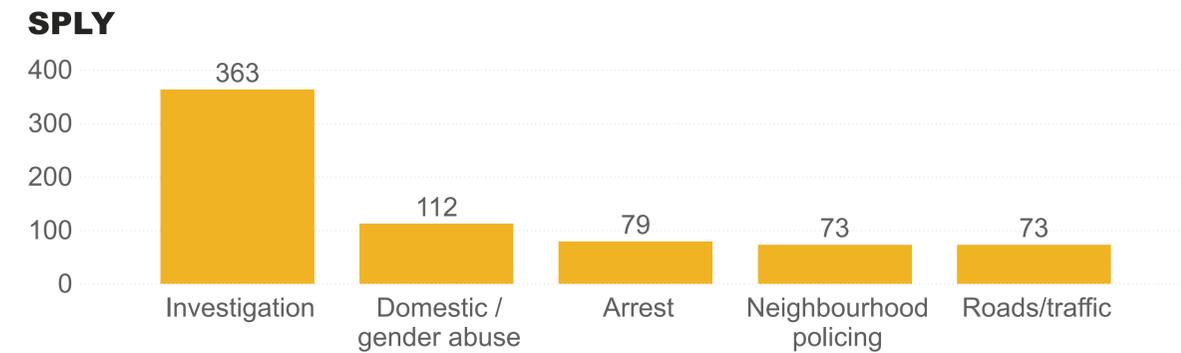
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	11	55%	5	36%	12	41%	1,857	47%
Sex	5	25%	7	50%	5	17%	568	15%
Disability	4	20%	1	7%	8	28%	843	22%
None					0	0%		
Age					1	4%	45	1%
Gender reassignment					0	0%	46	1%
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Religion or belief					0	1%	117	3%
Sexual orientation					1	4%	108	3%
Other			1	7%	1	4%	328	8%
Total	20	100%	14	100%	29	100%	3,915	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.

Force MSF National YTD SPLY Factor	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	478	41%	363	44%	648	44%	54,710	39%
Arrest	161	14%	79	10%	208	14%	16,949	12%
Roads/traffic	103	9%	73	9%	87	6%	8,506	6%
VAWG - dissatisfaction handling	101	9%	52	6%	92	6%	6,090	4%
Domestic / gender abuse	100	8%	112	14%	111	7%	7,796	5%
Custody	93	8%	66	8%	117	8%	8,161	6%
Mental health	88	7%	34	4%	56	4%	3,894	3%
Neighbourhood policing	81	7%	73	9%	37	2%	6,425	5%
Call Handling	77	7%	56	7%	83	6%	6,093	4%
None	69	6%	69	8%	190	13%	28,882	20%
Child protection / CSA / CSE	67	6%	47	6%	80	5%	2,638	2%
Drugs / alcohol	46	4%	21	3%	31	2%	1,490	1%
Premises search	46	4%	31	4%	55	4%	3,663	3%
Death	41	3%	19	2%	24	2%	1,200	1%
Public order incident	23	2%	13	2%	12	1%	1,017	1%
Stop and/or search	20	2%	17	2%	37	3%	2,997	2%
Restraint equipment	19	2%	7	1%	23	2%	1,324	1%
VAWG - police perpetrated	15	1%	2	0%	12	1%	622	0%
Hate Crime	13	1%	20	2%	7	0%	621	0%
Social media	12	1%	5	1%	9	1%	689	0%
Fraud	10	1%	10	1%	12	1%	994	1%
Firearms	9	1%	4	0%	6	0%	634	0%
	7	1%	1	0%	4	0%	1,579	1%
PPDA	5	0%	3	0%	3	0%	116	0%
Police dogs or horses	3	0%			1	0%	80	0%
Covert policing	2	0%			1	0%	64	0%
Missing persons	2	0%	4	0%	3	0%	915	1%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%
Serious injury			3	0%	2	0%	291	0%
Taser					2	0%	150	0%
VAWG - police victim			1	0%	0	0%	103	0%



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 Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	345	56%	9	45%	42	29%	56	20%
Arrest	22	4%	2	10%	15	10%	102	36%
VAWG - dissatisfaction handling	79	13%	1	5%	8	6%	6	2%
Domestic / gender abuse	60	10%	5	25%	12	8%	16	6%
Custody	11	2%			13	9%	59	21%
Mental health	35	6%	3	15%	16	11%	28	10%
Roads/traffic	50	8%	2	10%	14	10%	15	5%
Neighbourhood policing	49	8%	2	10%	20	14%	8	3%
Call Handling	64	10%			8	6%	3	1%
Child protection / CSA / CSE	36	6%			8	6%	17	6%
None	34	6%	2	10%	10	7%	7	2%
Drugs / alcohol	13	2%	1	5%	5	3%	21	7%
Premises search	7	1%			5	3%	27	9%
Death	30	5%			2	1%	5	2%
Public order incident	13	2%			4	3%	6	2%
Stop and/or search			3	15%	3	2%	14	5%
Restraint equipment	1	0%			1	1%	17	6%
Hate Crime	12	2%			1	1%		
Social media	10	2%					1	0%
Fraud	10	2%						
Firearms	2	0%			2	1%	4	1%
	1	0%			2	1%	3	1%
VAWG - police perpetrated					2	1%	4	1%
PPDA			1	5%	3	2%		
Covert policing							2	1%
Missing persons	1	0%					1	0%
Police dogs or horses							2	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 2017 Policing and Crime Act) 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

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.

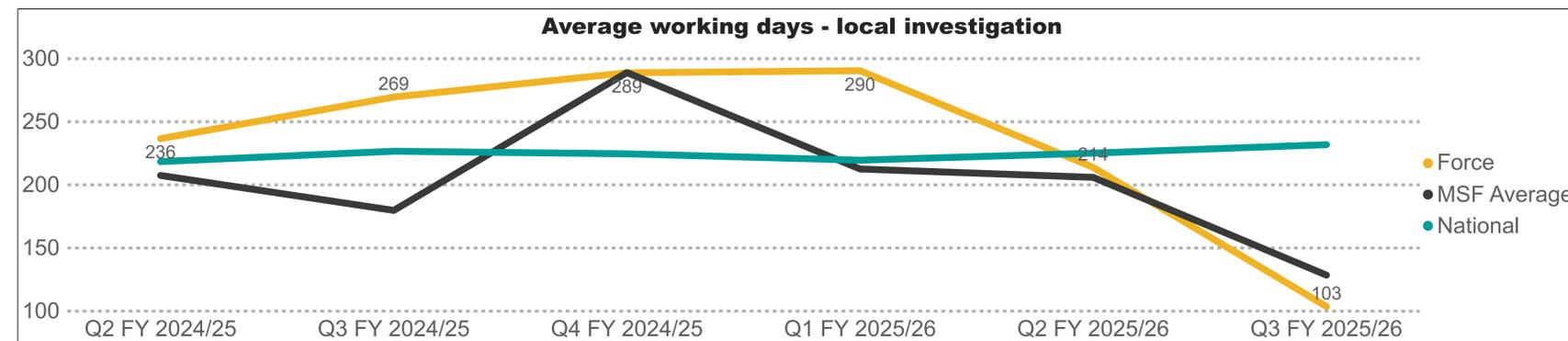
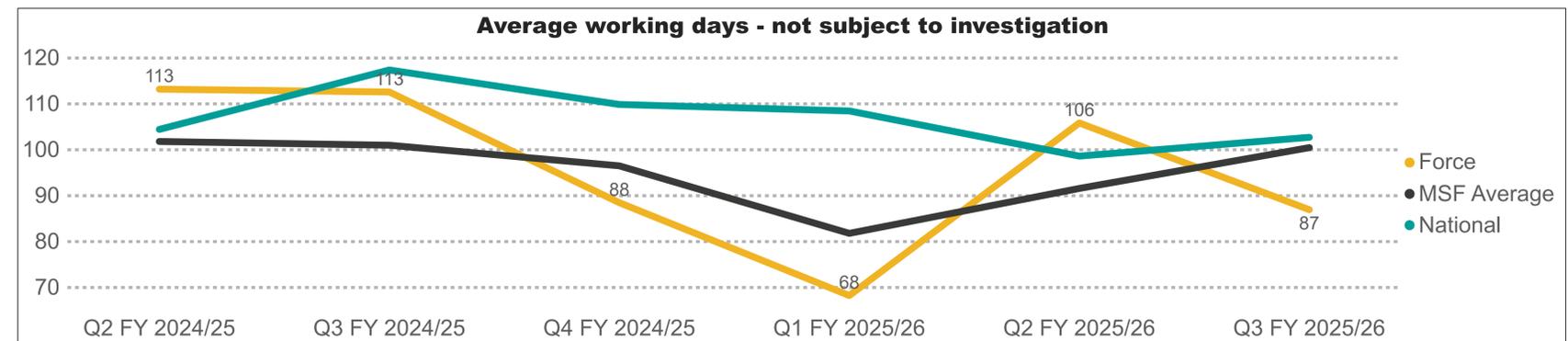
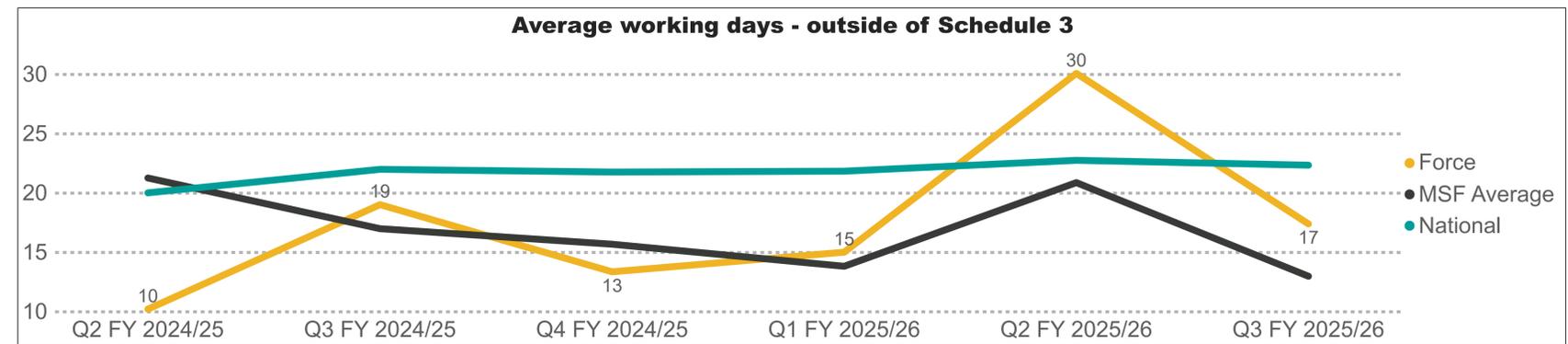
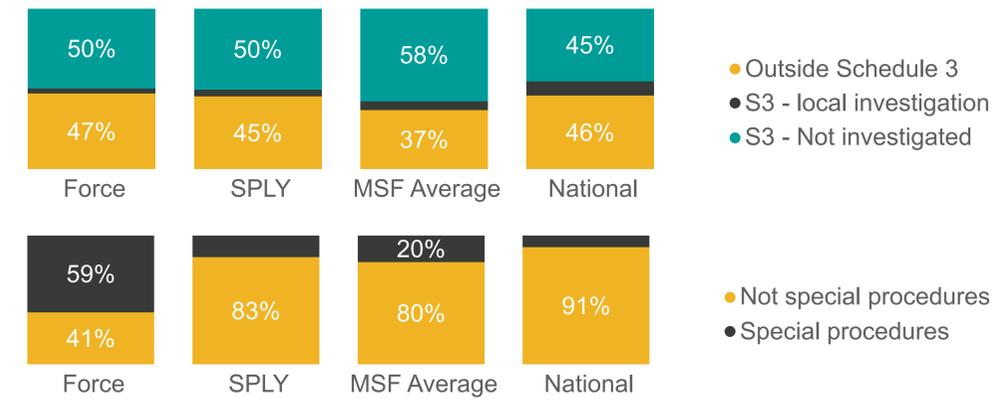
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	456	479	32	967
SPLY	383	425	36	844
MSF Average	483	750	71	1,304
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	13	19	32
SPLY	30	6	36
MSF Average	57	15	71
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	21
SPLY	13
MSF Average	16
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	87
SPLY	103
MSF Average	91
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	210
SPLY	238
MSF Average	184
National	225

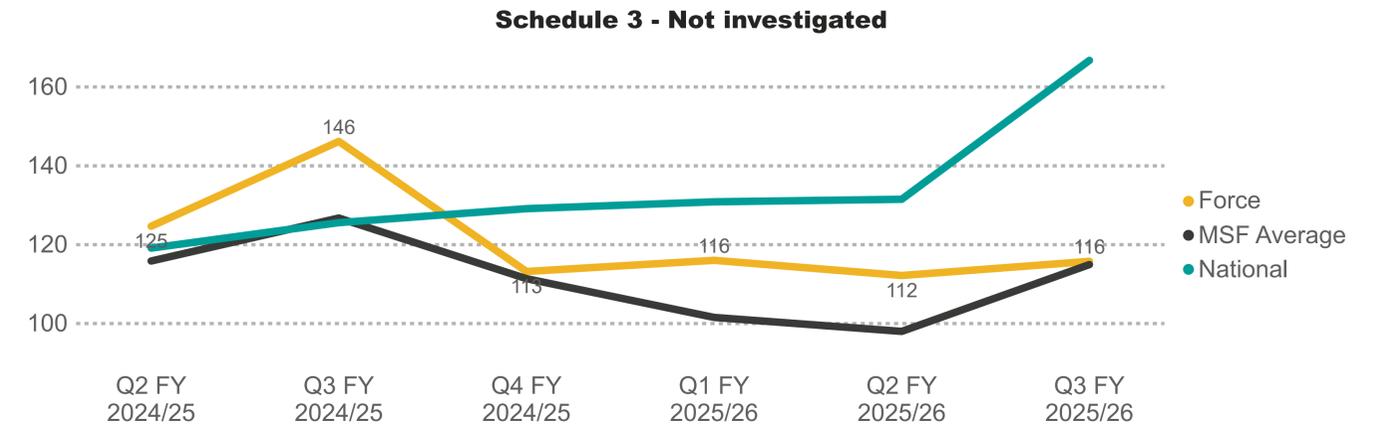


Complaint timeliness

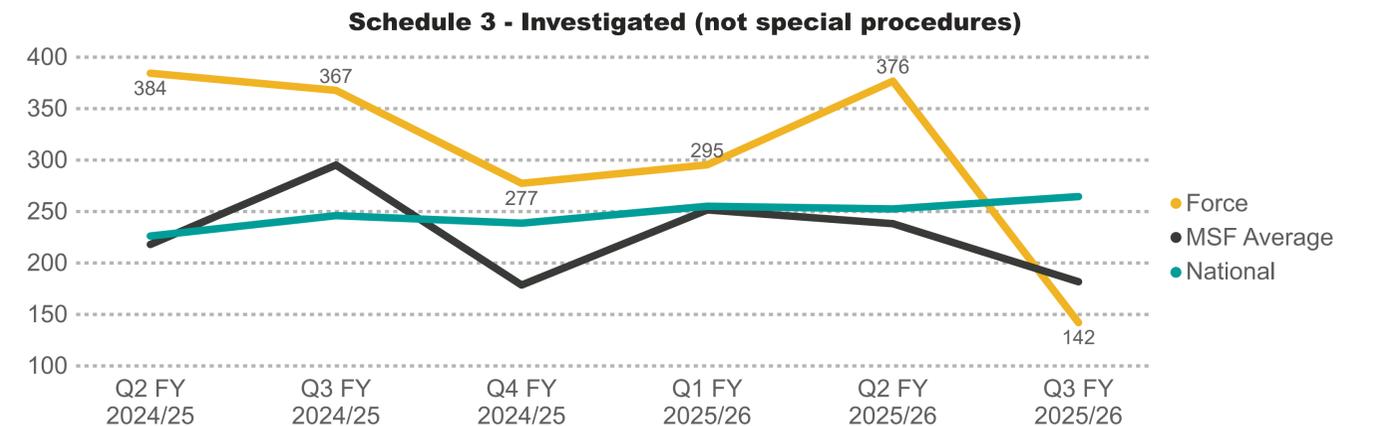
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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.

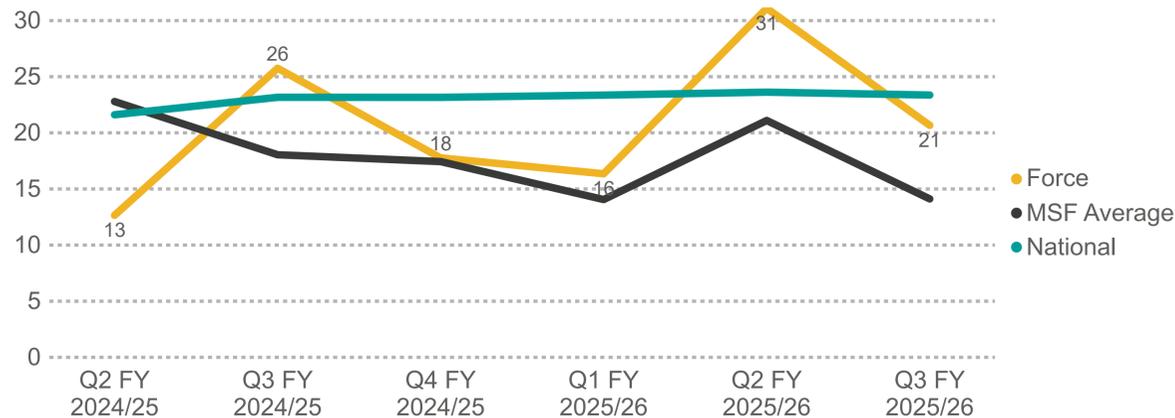
Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	252	115	10	273	8	296
SPLY	268	121	9	265	1	318
MSF Average	328	105	19	233	3	244
National	23,280	144	3,732	257	452	329



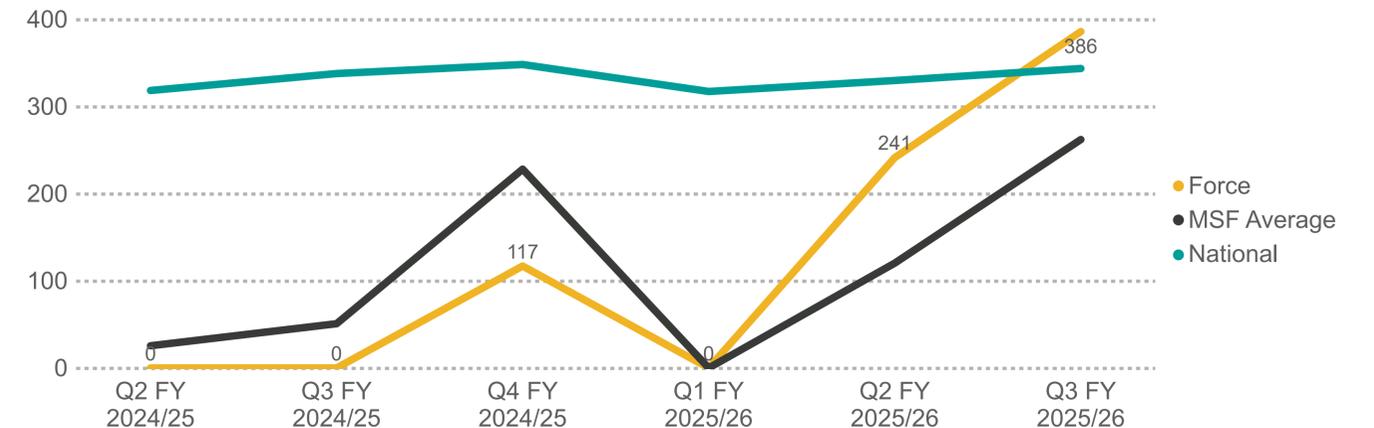
Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	430	23
SPLY	366	18
MSF Average	378	16
National	52,639	23



Outside Schedule 3



Schedule 3 - Investigated (special procedures)



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%.

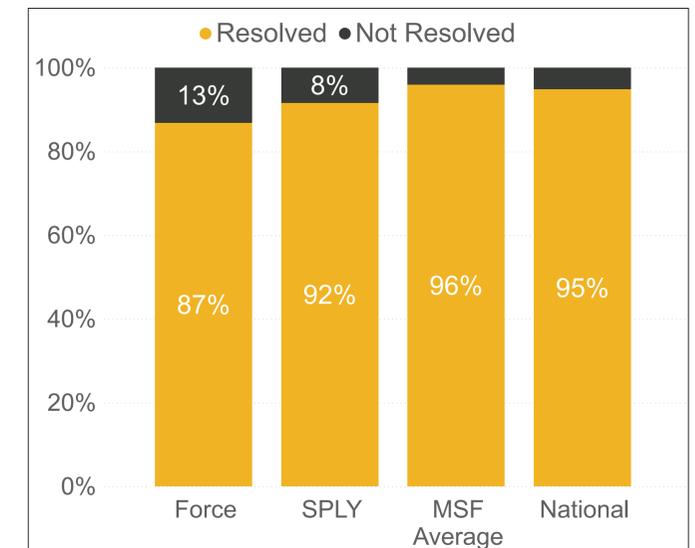
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

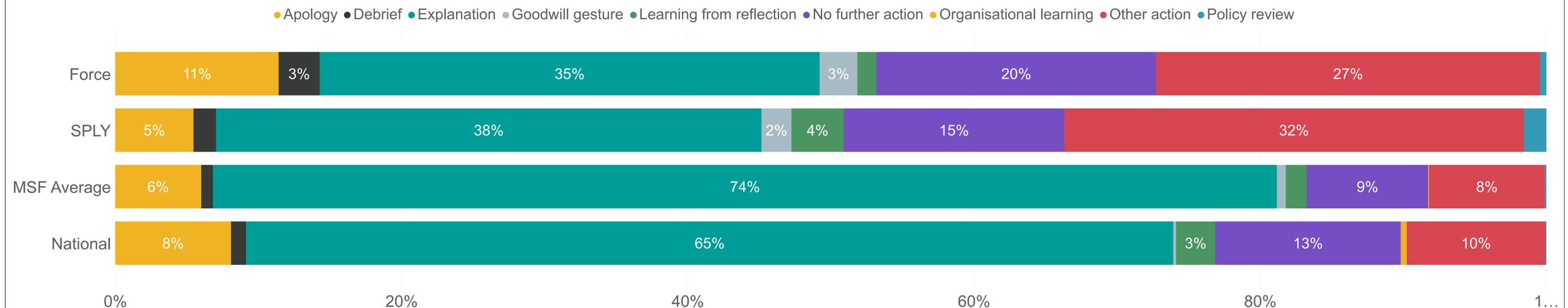
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	396	351	464	58,993
Not Resolved	60	32	19	3,204
Total	456	383	483	62,197

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

Measure Actions on allegations outside of Schedule 3	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	159	35%	146	38%	359	74%	40,094	65%
Other action	122	27%	123	32%	39	8%	5,993	10%
No further action	89	20%	59	15%	41	9%	8,024	13%
Apology	52	11%	21	5%	29	6%	5,009	8%
Debrief	13	3%	6	2%	4	1%	656	1%
Goodwill gesture	12	3%	8	2%	3	1%	124	0%
Learning from reflection	6	1%	14	4%	7	1%	1,691	3%
Policy review	2	0%	6	2%	1	0%	39	0%
Organisational learning					0	0%	260	0%
Total	455	100%	383	100%	482	100%	61,890	100%



Outside Schedule 3 allegation actions



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:

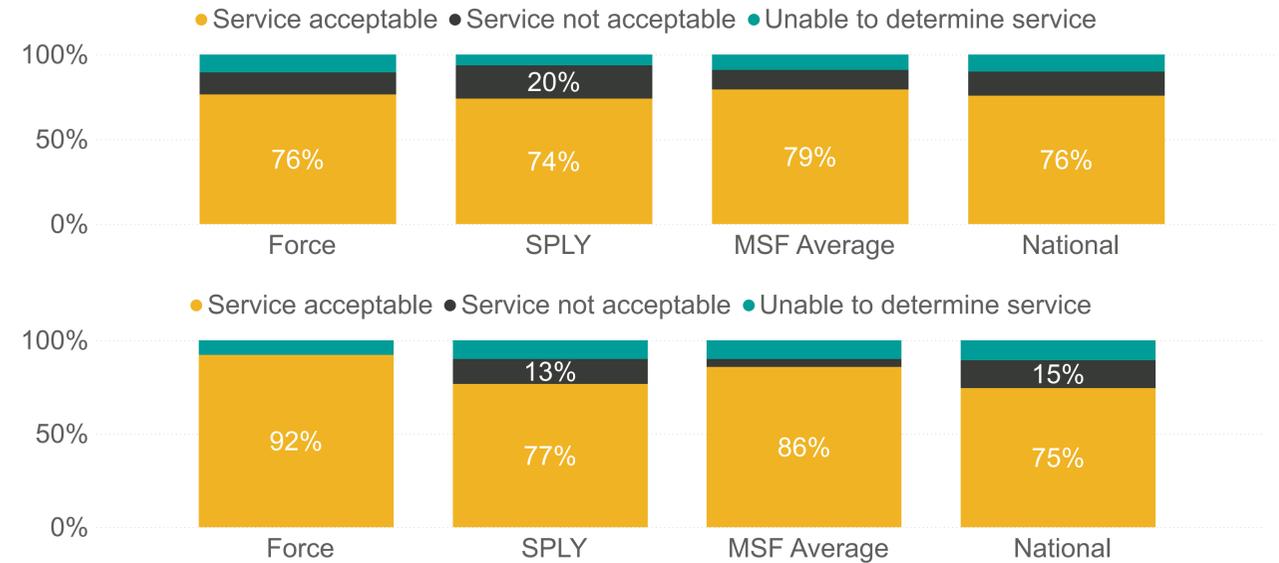
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	347	288	556	41,834
Service not acceptable	60	77	82	7,727
Unable to determine service	47	24	62	5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	12	23	45	7,659
Service not acceptable		4	2	1,531
Unable to determine service	1	3	5	1,083



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

Investigated - subject to special procedures	Force	SPLY	MSF Average	National
Case to Answer		3	2	229
No case to answer	17	3	7	601
Not able to determine if the service provided was acceptable			0	23
The service provided was acceptable			4	196
The service provided was not acceptable			1	53

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

All Schedule 3	Force	SPLY	MSF Average	National
Withdrawal		5	31	1,947
Regulation 41 applies			2	347
No further action	27	31	23	4,615

Actions on Schedule 3 allegations

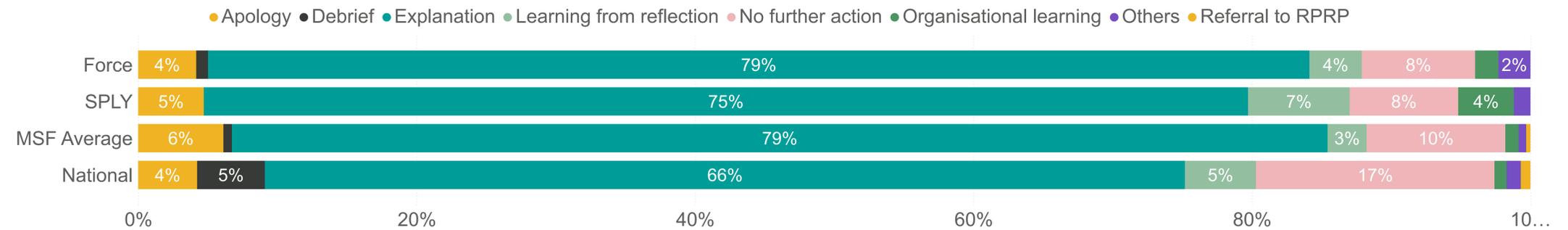
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

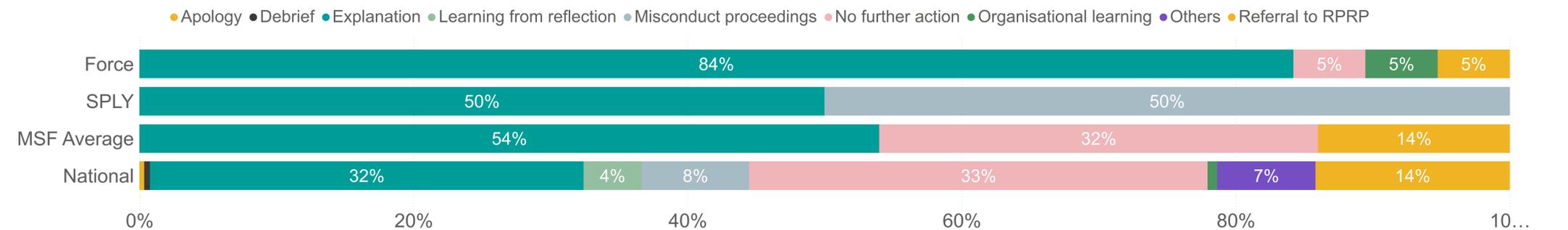
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	406	79%	347	75%	644	78%	47,661	65%
No further action	41	8%	33	7%	86	10%	13,233	18%
Apology	20	4%	21	5%	47	6%	2,837	4%
Learning from reflection	19	4%	33	7%	23	3%	3,925	5%
Others	11	2%	5	1%	5	1%	865	1%
Organisational learning	9	2%	18	4%	8	1%	646	1%
Debrief	4	1%			5	1%	3,037	4%
Referral to RPRP	1	0%			4	1%	927	1%
Misconduct proceedings			3	1%	1	0%	91	0%
Total	511	100%	460	100%	822	100%	73,222	100%

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

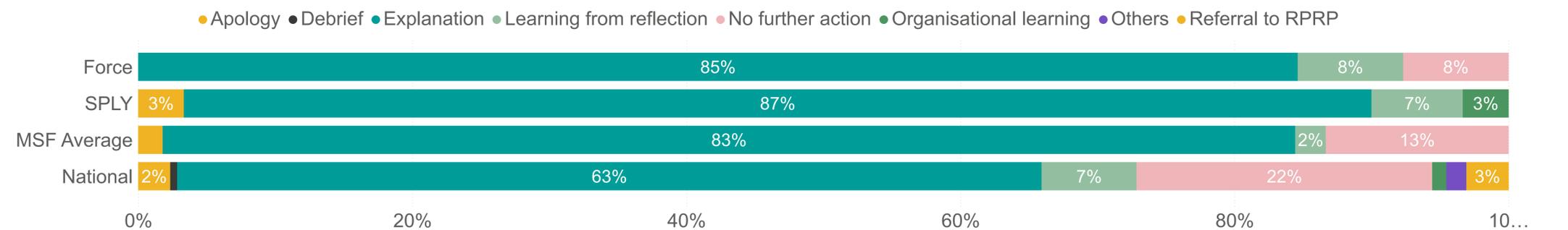
Not investigated



Investigated (subject to special procedures)



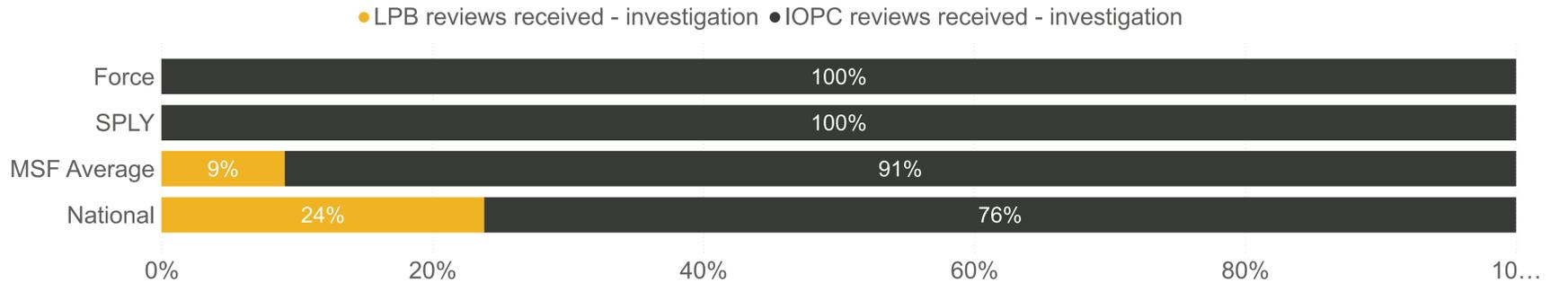
Investigated (not subject to special procedures)



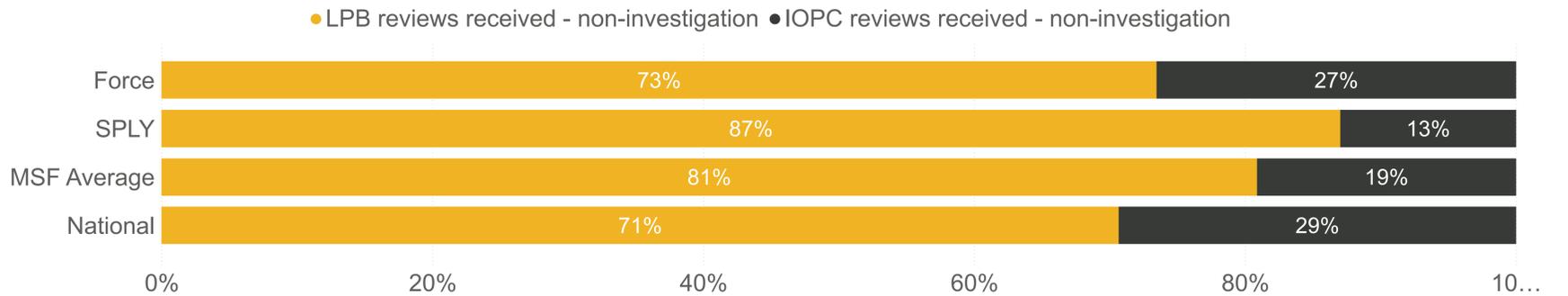
Reviews received

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	36
SPLY	0	47
MSF Average	1	55
National	220	3,562



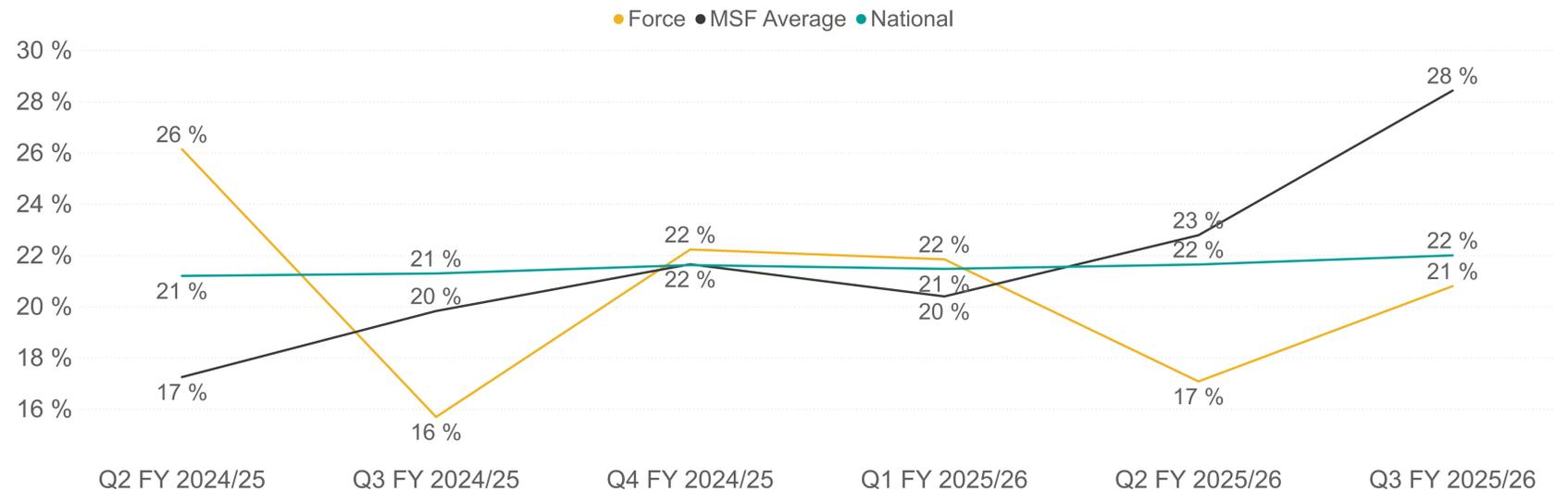
IOPC Reviews	Investigation	Non-investigation
Force	5	13
SPLY	4	7
MSF Average	5	13
National	703	1478



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	54	270
SPLY	58	278
MSF Average	74	350
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

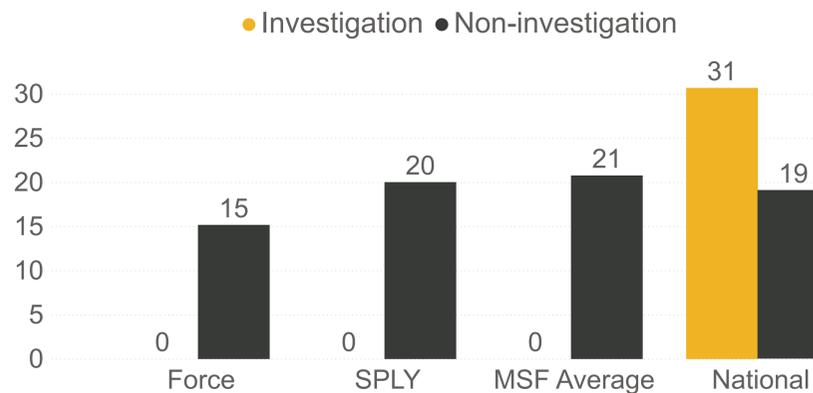
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

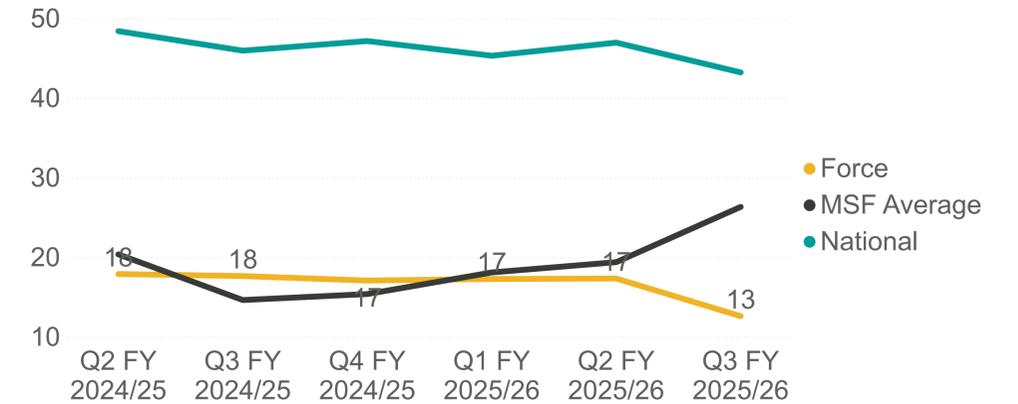
Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
MSF Average	0	0
National	225	69
Non-investigation		
Force	33	5
SPLY	50	10
MSF Average	45	8
National	3149	601

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	0
National	57
Non-investigation	
Force	16
SPLY	17
MSF Average	21
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

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

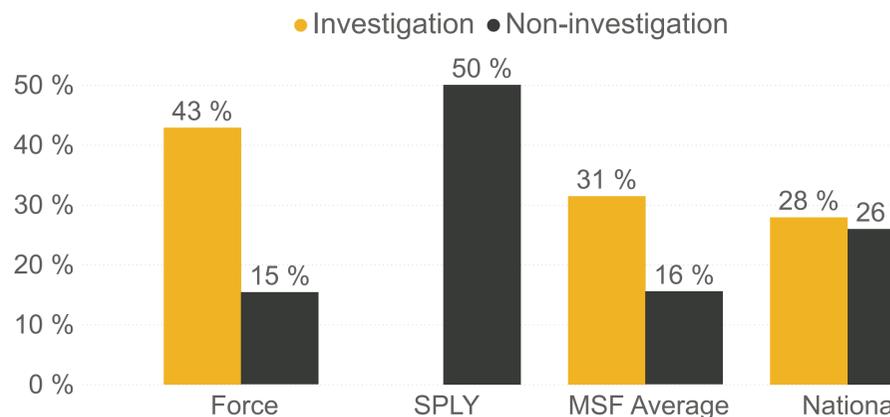
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

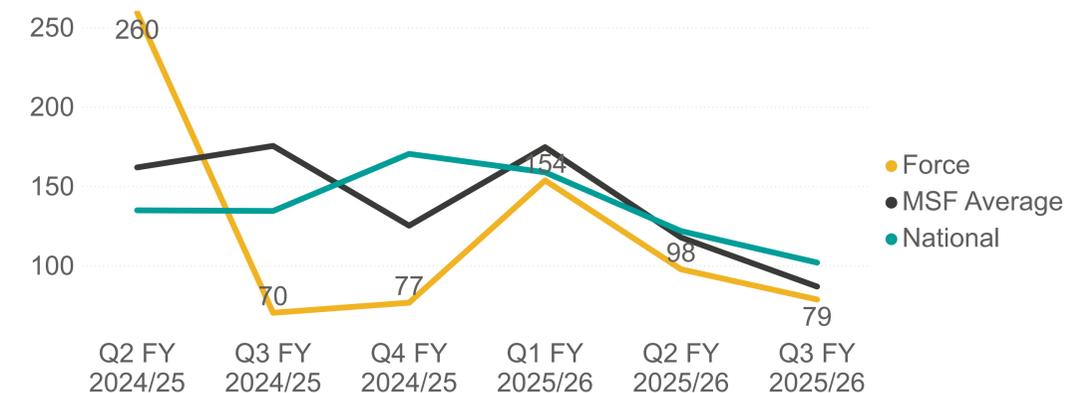
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	7	3	13	2
SPLY	2		8	4
MSF Average	7	2	14	3
National	871	243	1,576	418

Measure	Average duration
Force	105
SPLY	127
MSF Average	121
National	125

% IOPC reviews upheld



Average durations



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.

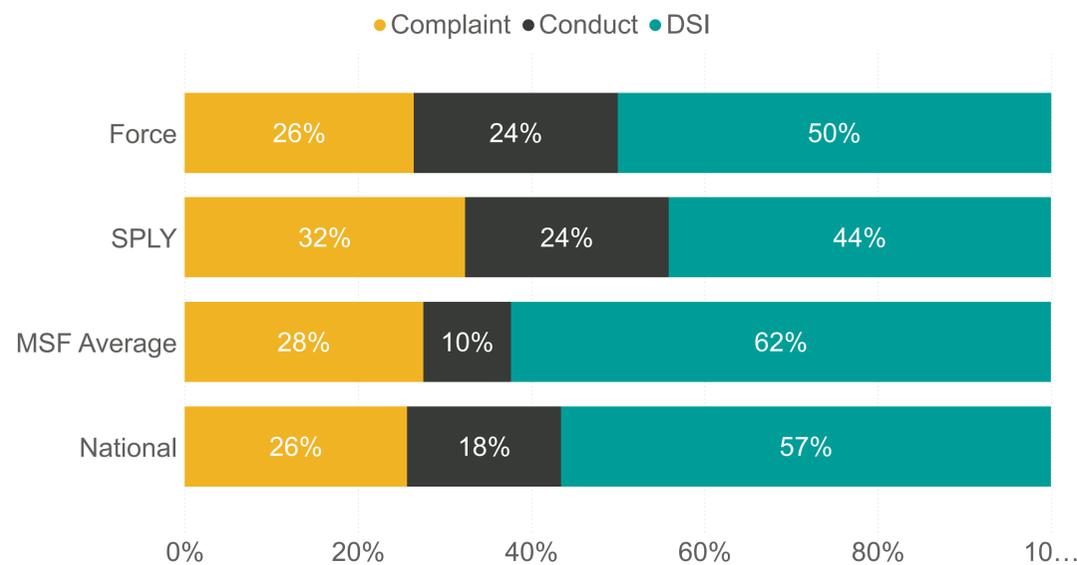
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

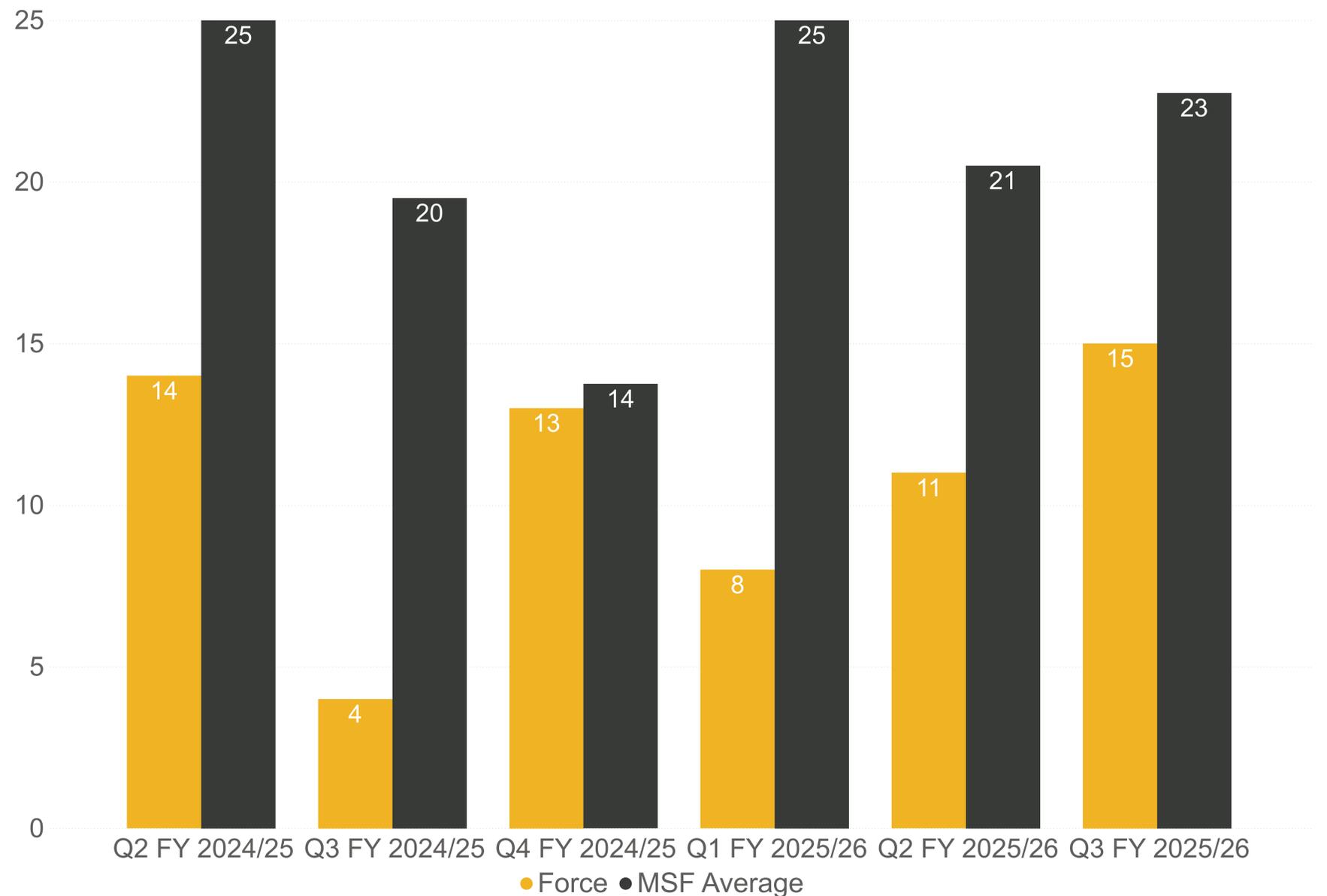
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	34	34	68	5,244
Number referrals completed	33	34	69	5,262
Decision: Directed Investigation	1		1	18
Decision: Independent Investigation			3	328
Decision: Invalid	1		2	74
Decision: Local Investigation	20	27	32	2,638
Decision: Return to Force	11	7	31	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	9	11	19	1,347
Conduct	8	8	7	933
DSI	17	15	43	2,964
Total	34	34	68	5,244



Force and MSF Group referrals received



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 \(February 2020\)](#).