Police Complaints Information Bulletin

Hertfordshire Constabulary

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

Contents

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: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Complaints and allegations logged

01 April 2025 - 31 December 2025 (Q3 2025/26)

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

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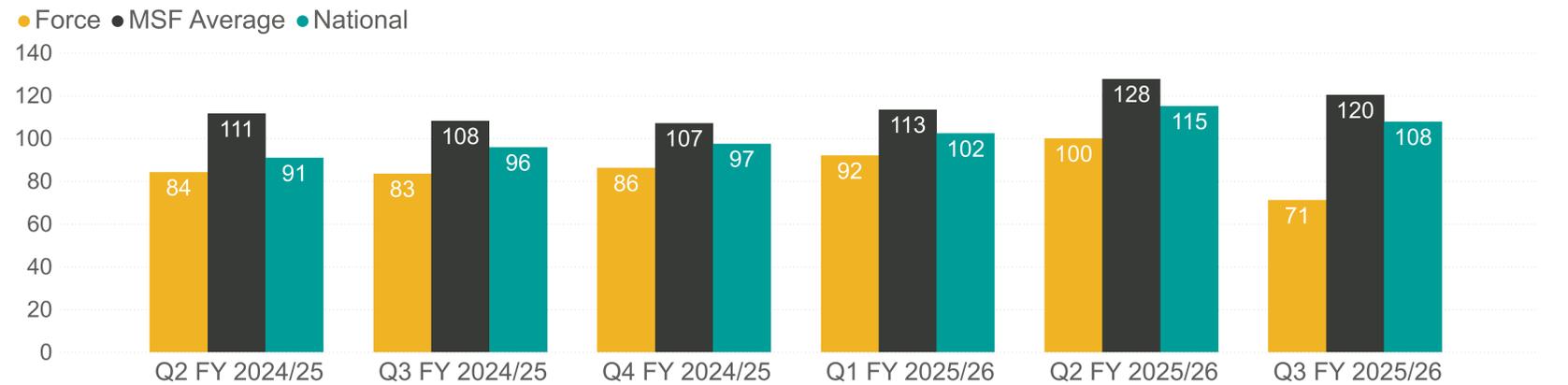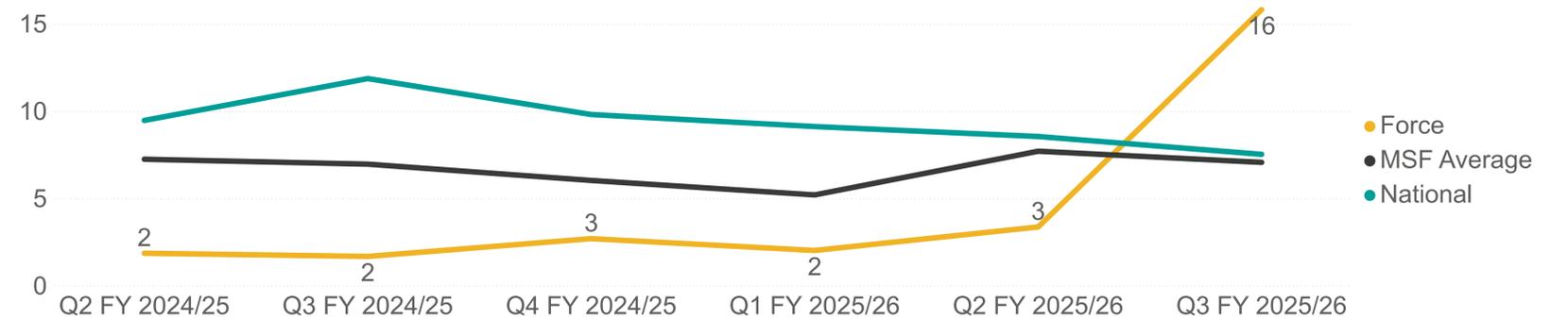
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

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

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	1,081	263	2,251	547	6	5
SPLY	1,103	247	2,028	455	2	2
MSF Average	2,131	361	3,741	645	7	4
National	81,889	325	141,831	563	8	7

Complaints logged per 1,000 employees

● Force ● MSF Average ● National

Quarter	Force	MSF Average	National
Q2 FY 2024/25	84	111	91
Q3 FY 2024/25	83	108	96
Q4 FY 2024/25	86	107	97
Q1 FY 2025/26	92	113	102
Q2 FY 2025/26	100	128	115
Q3 FY 2025/26	71	120	108

Average working days to contact complainants

● Force ● MSF Average ● National

Force: Q2 FY 2024/25: 2, Q3 FY 2024/25: 2, Q4 FY 2024/25: 3, Q1 FY 2025/26: 2, Q2 FY 2025/26: 3, Q3 FY 2025/26: 16

Average working days to log complaints

● Force ● MSF Average ● National

Force: Q2 FY 2024/25: 2, Q3 FY 2024/25: 2, Q4 FY 2024/25: 3, Q1 FY 2025/26: 2, Q2 FY 2025/26: 3, Q3 FY 2025/26: 13

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 1

# 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	75	64	244	9,733
Complainant wishes the complaint be recorded	63	20	77	4,534
Dissatisfaction after initial handling	89	103	126	4,525
Nature of the allegation(s) in the complaint	107	111	206	7,664
Total	**334**	**298**	**653**	**26,456**

Handled under Schedule 3 ● no ● yes
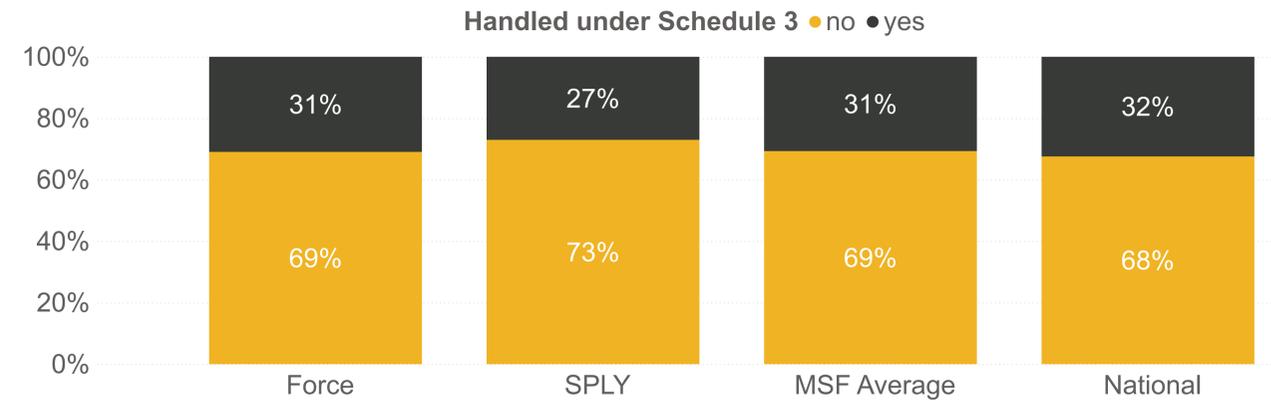
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist 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	1,276	380	96	25	15	61	3	386	3	5	1	**2,251**
SPLY	1,121	384	79	35	16	55	4	325		9		**2,028**
MSF Average	2,038	781	129	75	43	116	29	477	5	23	25	**3,741**
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 ● SPLY
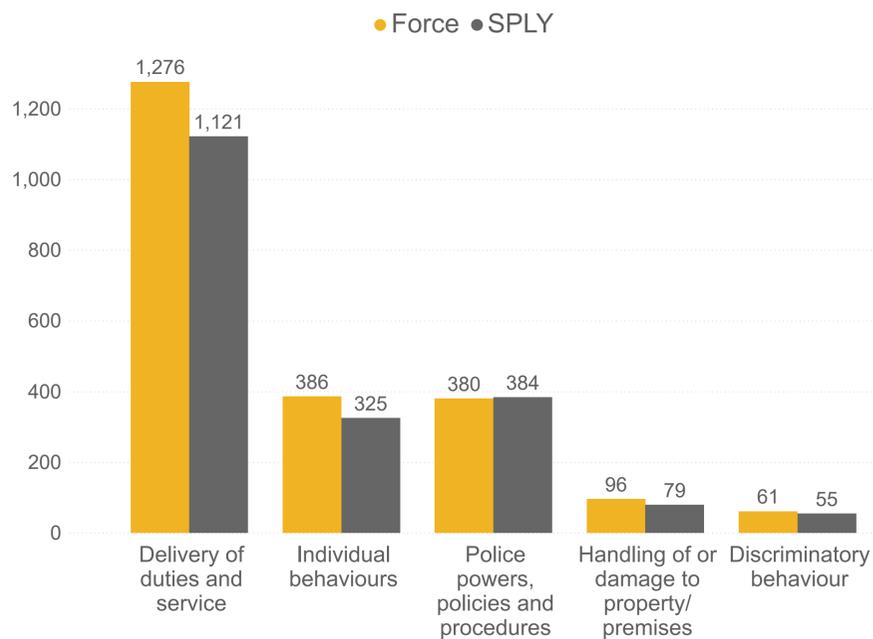
Force (% of allegations logged)

● Force ● SPLY
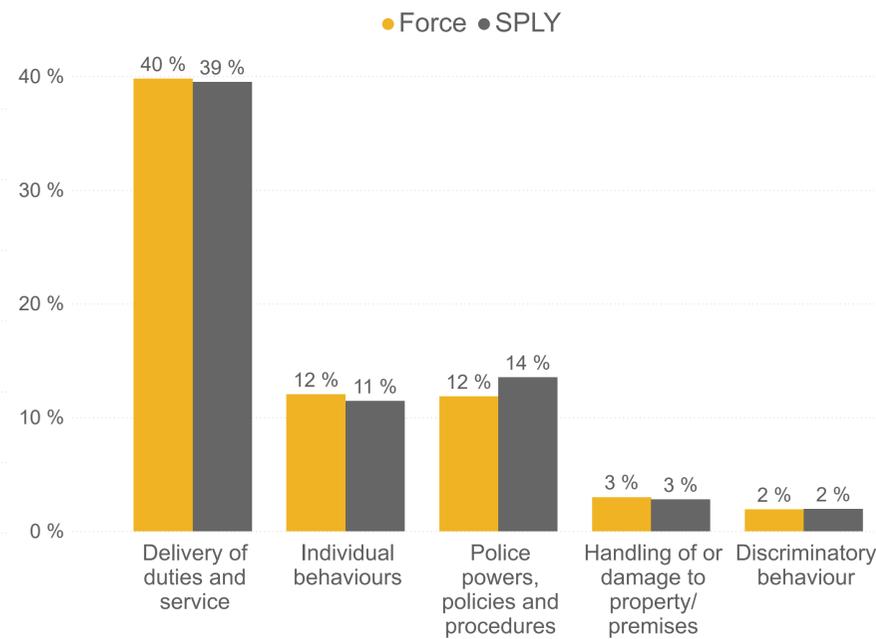
MSF group average
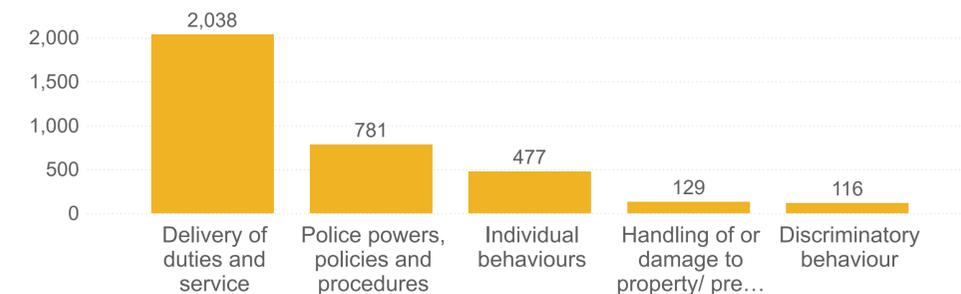
National
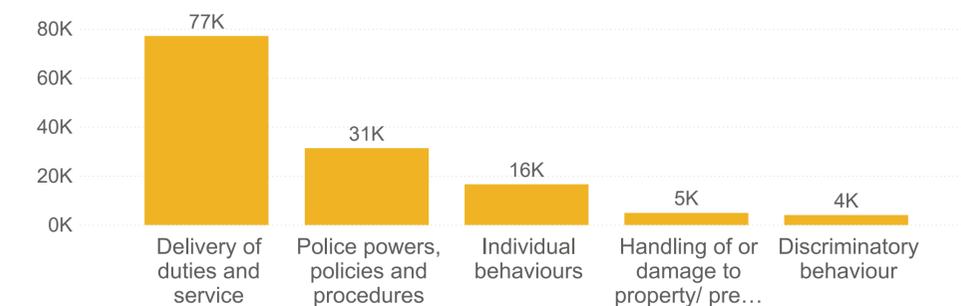
For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 2

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 Sub-category	Force Logged	%	SPLY Logged	%	MSF Average Logged	%	National Logged	%
Police action following contact	675	53%	643	57%	1,012	50%	32,818	43%
Decisions	292	23%	201	18%	288	14%	12,459	16%
Information	290	23%	253	23%	251	12%	8,754	11%
General level of service	19	1%	24	2%	487	24%	22,975	30%
Total	**1,276**	**100%**	**1,121**	**100%**	**2,038**	**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 Logged	%	SPLY Logged	%	MSF Average Logged	%	National Logged	%
Impolite language / tone	120	31%	96	30%	110	23%	4,354	26%
Lack of fairness and impartiality	73	19%	53	16%	94	20%	2,408	15%
Overbearing or harassing behaviours	67	17%	62	19%	96	20%	2,606	16%
Unprofessional attitude and disrespect	64	17%	70	22%	131	28%	4,635	28%
Impolite and intolerant actions	62	16%	44	14%	47	10%	2,485	15%
Total	**386**	**100%**	**325**	**100%**	**477**	**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 Logged	%	SPLY Logged	%	MSF Average Logged	%	National Logged	%
Use of force	91	24%	79	21%	182	23%	7,232	23%
Power to arrest and detain	90	24%	112	29%	140	18%	5,452	17%
Detention in police custody	45	12%	67	17%	95	12%	4,049	13%
Searches of premises and seizure of property	45	12%	38	10%	99	13%	4,081	13%
Other policies and procedures	28	7%	19	5%	107	14%	3,750	12%
Stops, and stop and search	26	7%	12	3%	34	4%	1,490	5%
Bail, identification and interview procedures	25	7%	30	8%	57	7%	1,897	6%
Evidential procedures	19	5%	13	3%	47	6%	2,841	9%
Out of court disposals	11	3%	14	4%	21	3%	504	2%
Total	**380**	**100%**	**384**	**100%**	**782**	**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.
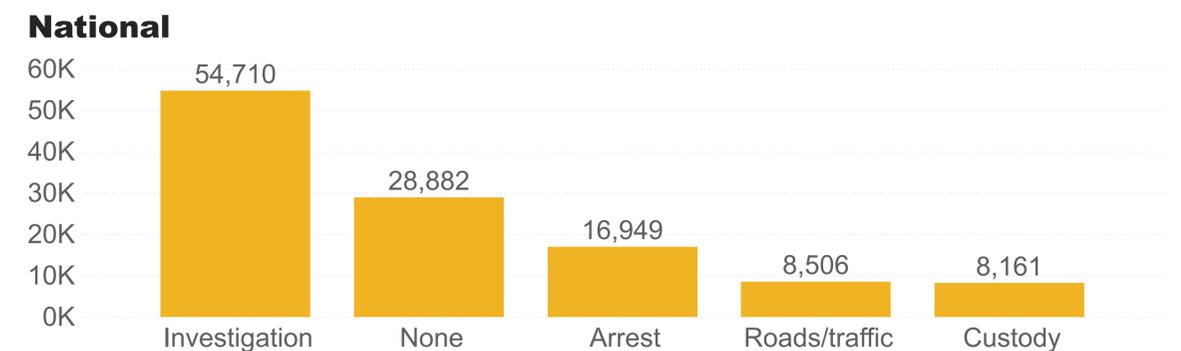
Discriminatory behaviour Sub-category	Force Logged	%	SPLY Logged	%	MSF Average Logged	%	National Logged	%
Race	27	44%	24	44%	55	47%	1,857	47%
Disability	11	18%	10	18%	24	21%	843	22%
Sex	10	16%	15	27%	19	16%	568	15%
Other	6	10%			10	9%	328	8%
Religion or belief	4	7%			4	3%	117	3%
Sexual orientation	3	5%	2	4%	2	2%	108	3%
None					0	0%		
Age			4	7%	2	2%	45	1%
Gender reassignment					1	1%	46	1%
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	**61**	**100%**	**55**	**100%**	**116**	**100%**	**3,915**	**100%**

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 3

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	995	44%	889	44%	1,497	40%	54,710	39%
None	402	18%	343	17%	751	20%	28,882	20%
Arrest	278	12%	343	17%	397	11%	16,949	12%
Domestic / gender abuse	210	9%	174	9%	224	6%	7,796	5%
Neighbourhood policing	174	8%	152	7%	210	6%	6,425	5%
Call Handling	129	6%	156	8%	160	4%	6,093	4%
Custody	92	4%	110	5%	184	5%	8,161	6%
Roads/traffic	85	4%	50	2%	206	6%	8,506	6%
VAWG - dissatisfaction handling	85	4%	63	3%	151	4%	6,090	4%
Premises search	84	4%	56	3%	78	2%	3,663	3%
Child protection / CSA / CSE	67	3%	36	2%	56	2%	2,638	2%
Mental health	66	3%	70	3%	77	2%	3,894	3%
Stop and/or search	64	3%	34	2%	61	2%	2,997	2%
Drugs / alcohol	58	3%	36	2%	33	1%	1,490	1%
Restraint equipment	40	2%	25	1%	35	1%	1,324	1%
Hate Crime	20	1%	11	1%	14	0%	621	0%
Firearms	18	1%	6	0%	12	0%	634	0%
Missing persons	17	1%	14	1%	27	1%	915	1%
Fraud	15	1%	9	0%	15	0%	994	1%
Public order incident	13	1%	5	0%	30	1%	1,017	1%
Death	11	0%	7	0%	33	1%	1,200	1%
Social media	11	0%	11	1%	16	0%	689	0%
Serious injury	4	0%	5	0%	4	0%	291	0%
Taser	4	0%	2	0%	3	0%	150	0%
VAWG - police perpetrated	3	0%	7	0%	11	0%	622	0%
	2	0%			18	0%	1,579	1%
Covert policing	1	0%	2	0%	1	0%	64	0%
Police dogs or horses	1	0%	2	0%	1	0%	80	0%
PPDA	1	0%			1	0%	116	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%
VAWG - police victim					3	0%	103	0%

Force

SPLY

MSF Average

National

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police
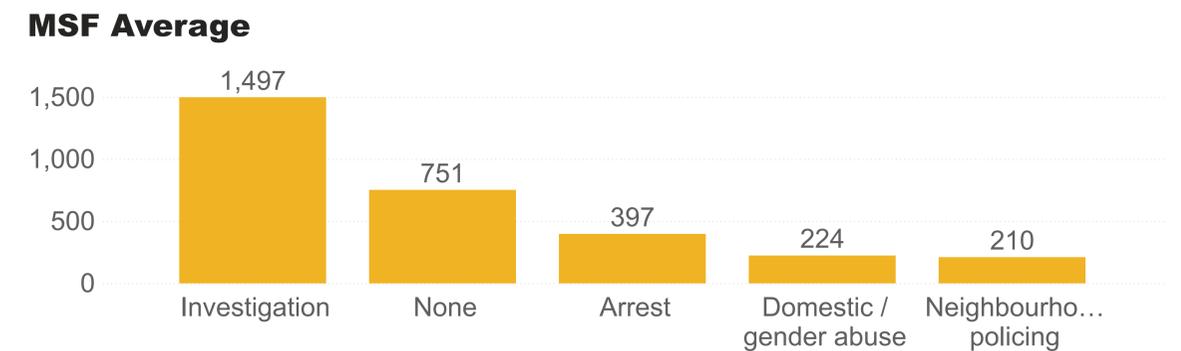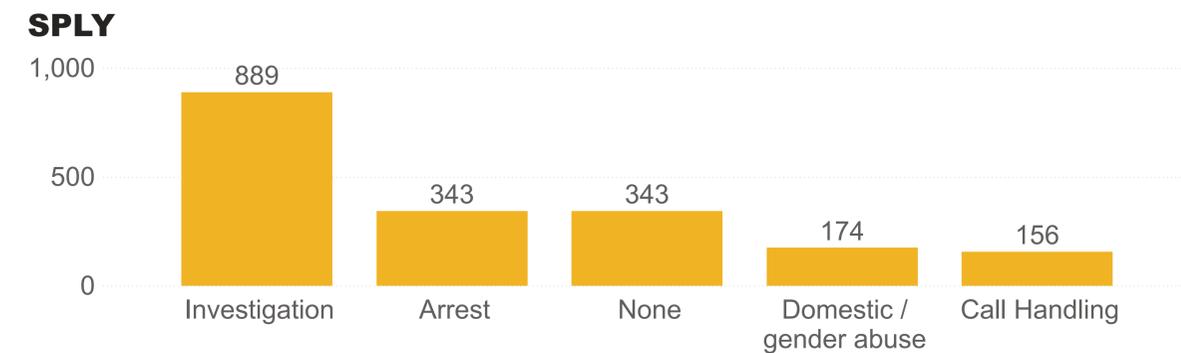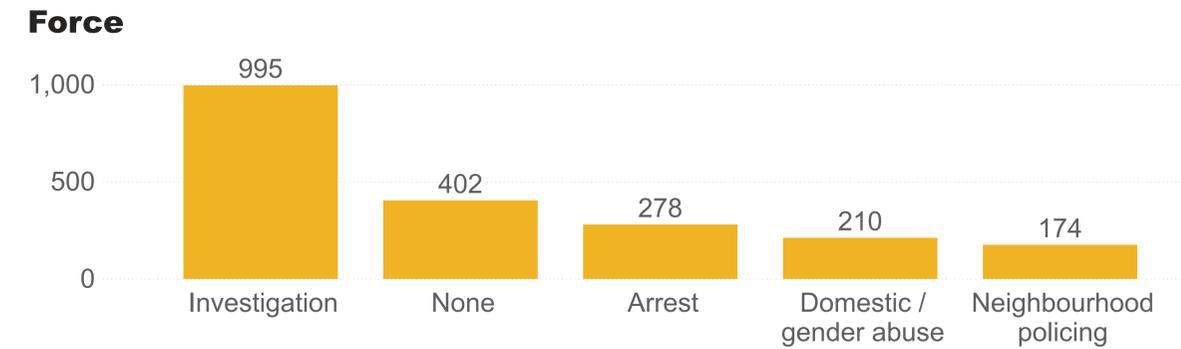
Factors on frequently applied allegation categories (force figures only)

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.
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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	758	59%	19	31%	102	26%	68	18%
None	218	17%	21	34%	99	26%	26	7%
Arrest	45	4%	13	21%	45	12%	154	41%
Domestic / gender abuse	148	12%			26	7%	29	8%
Neighbourhood policing	107	8%	3	5%	52	13%	11	3%
Call Handling	75	6%			51	13%	3	1%
Custody	14	1%			5	1%	68	18%
VAWG - dissatisfaction handling	65	5%	1	2%	11	3%	7	2%
Premises search	14	1%	1	2%	13	3%	43	11%
Roads/traffic	40	3%	1	2%	17	4%	10	3%
Mental health	30	2%	2	3%	14	4%	19	5%
Child protection / CSA / CSE	49	4%			6	2%	8	2%
Stop and/or search	7	1%	4	7%	13	3%	32	8%
Drugs / alcohol	28	2%	1	2%	10	3%	13	3%
Restraint equipment	3	0%			1	0%	36	9%
Hate Crime	17	1%	1	2%	1	0%	1	0%
Missing persons	12	1%			1	0%	3	1%
Fraud	14	1%					1	0%
Firearms	11	1%					3	1%
Public order incident	6	0%			3	1%	4	1%
Death	9	1%					1	0%
Social media	9	1%			1	0%		
Serious injury	3	0%					1	0%
Taser							4	1%
							1	0%
Covert policing	1	0%						
Police dogs or horses							1	0%
PPDA	1	0%						
VAWG - police perpetrated	1	0%						

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.
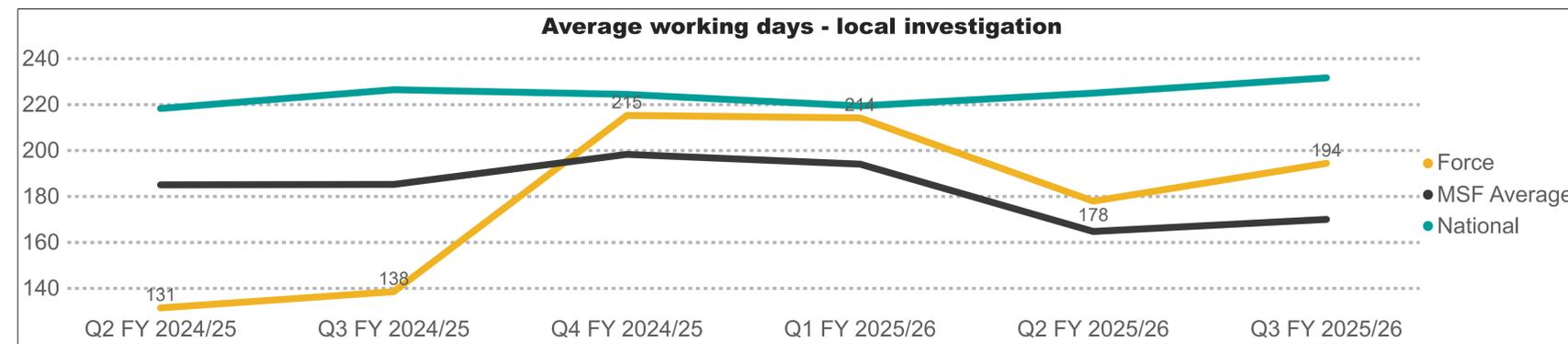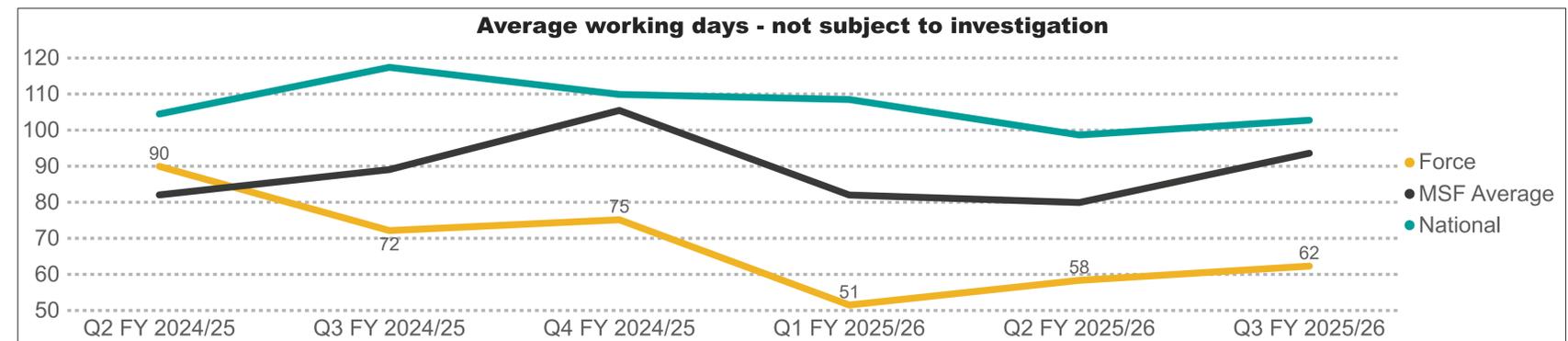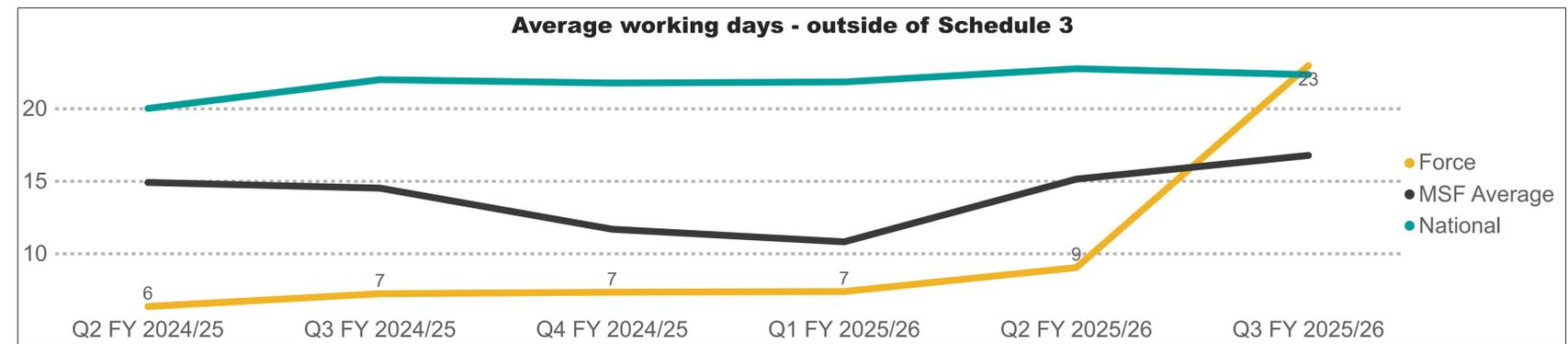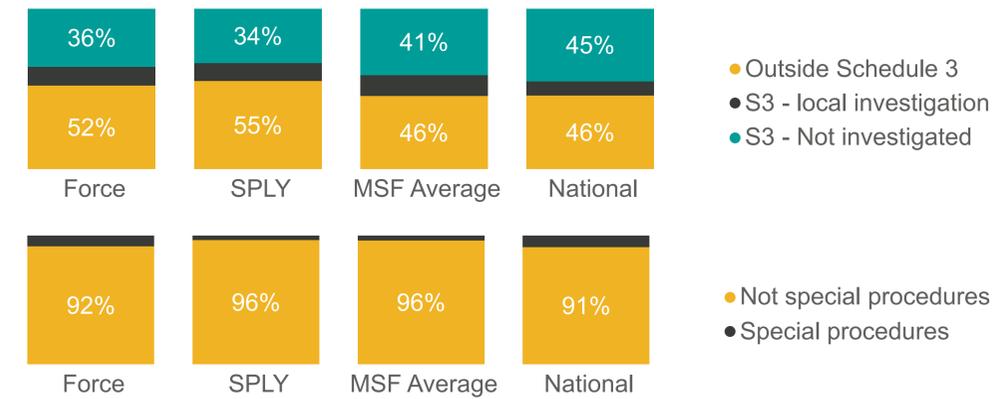
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	1,189	824	265	**2,278**
SPLY	1,110	684	227	**2,021**
MSF Average	1,643	1,493	468	**3,604**
National	62,197	61,043	12,147	**135,387**

Local investigation	Not special procedures	Special procedures	Total
Force	243	22	**265**
SPLY	219	8	**227**
MSF Average	451	17	**468**
National	11,073	1,074	**12,147**

	Force	SPLY	MSF Average	National
S3 - Not investigated	36%	34%	41%	45%
S3 - local investigation				
Outside Schedule 3	52%	55%	46%	46%

- ● Outside Schedule 3
- ● S3 - local investigation
- ● S3 - Not investigated

	Force	SPLY	MSF Average	National
Special procedures				
Not special procedures	92%	96%	96%	91%

- ● Not special procedures
- ● Special procedures

Average days to finalise	Outside of Schedule 3
Force	12
SPLY	7
MSF Average	14
National	22

Average working days - outside of Schedule 3

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	58
SPLY	85
MSF Average	85
National	103

Average working days - not subject to investigation

Average days to finalise	Under Schedule 3 - by local investigation
Force	195
SPLY	155
MSF Average	175
National	225

Average working days - local investigation

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police
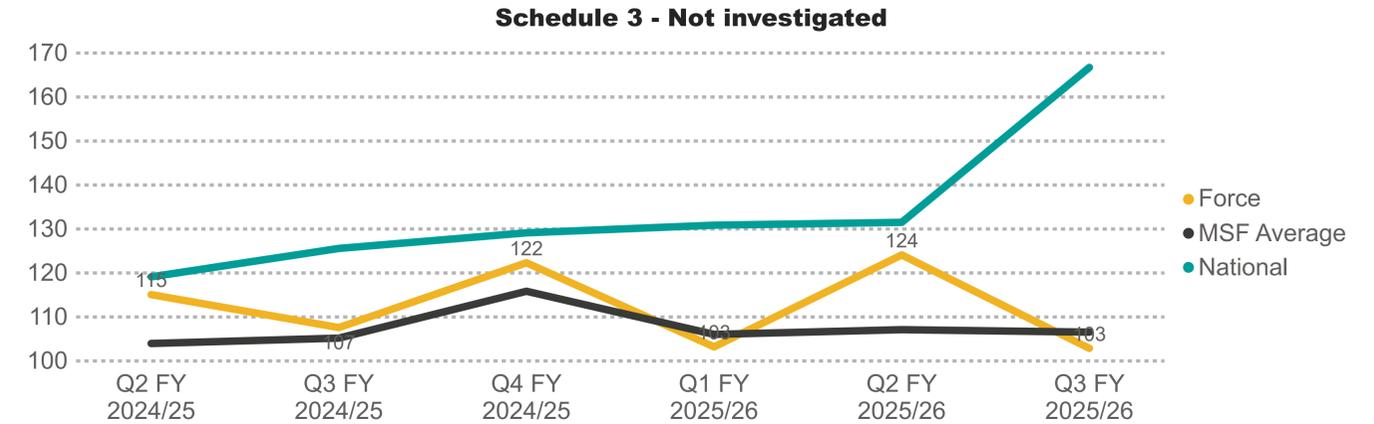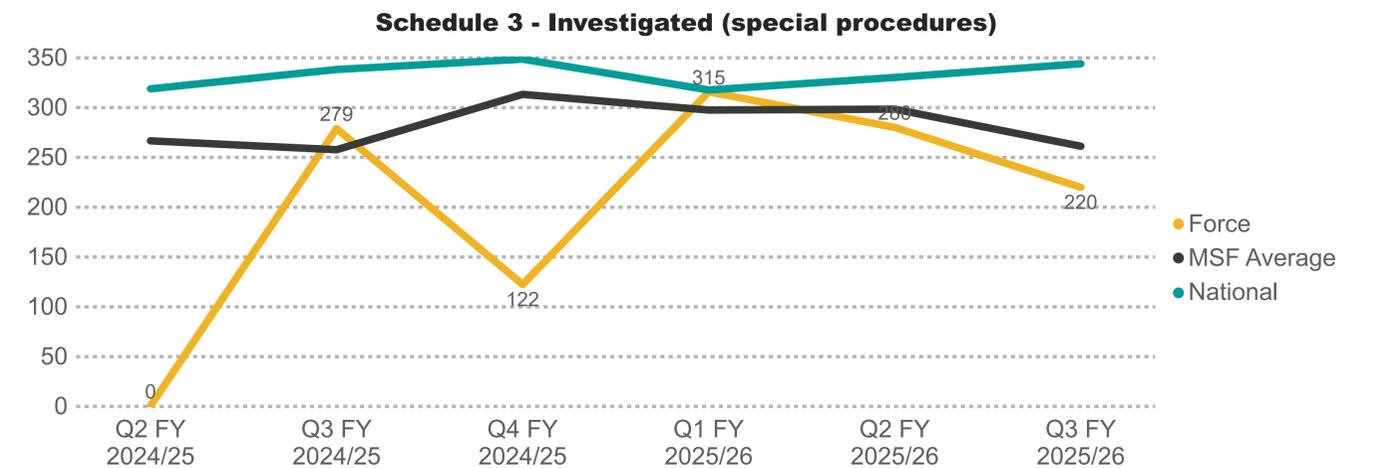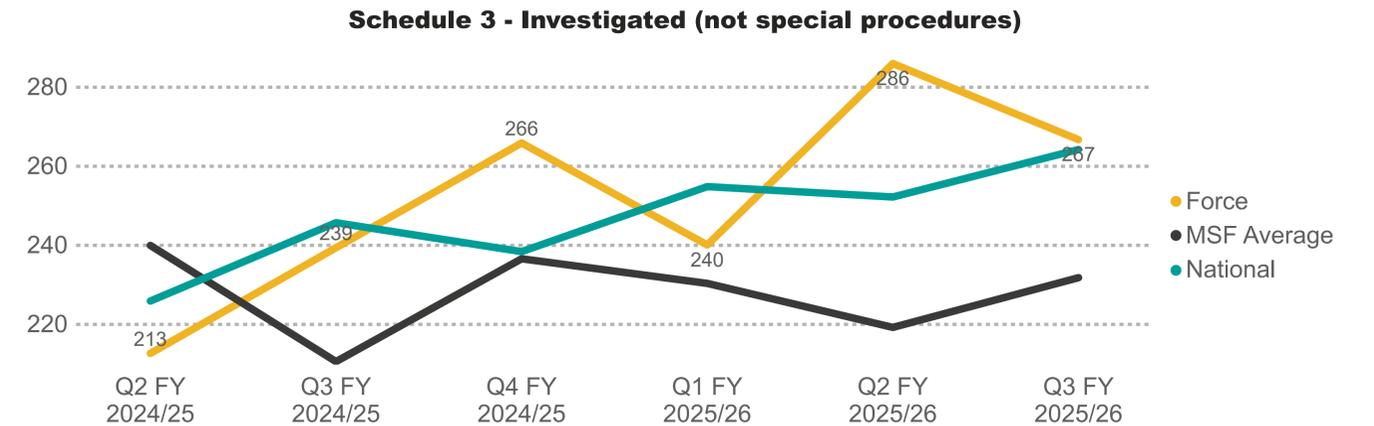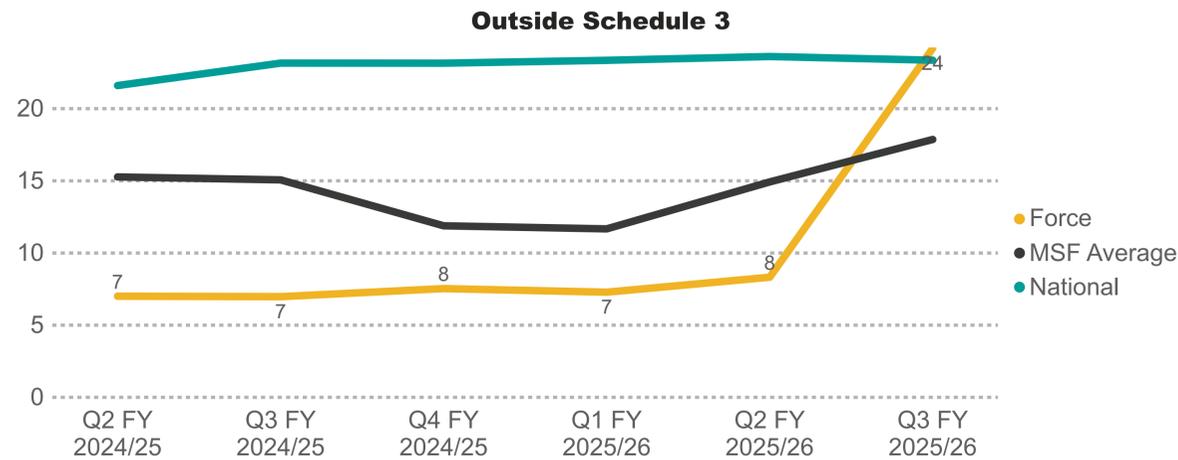
Page 6

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 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	298	110	62	270	10	286
SPLY	209	109	44	231	6	318
MSF Average	546	105	172	228	11	341
National	23,280	144	3,732	257	452	329

Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	773	12
SPLY	800	7
MSF Average	1,329	15
National	52,639	23

Outside Schedule 3

Schedule 3 - Not investigated

Schedule 3 - Investigated (not special procedures)

Schedule 3 - Investigated (special procedures)

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 7

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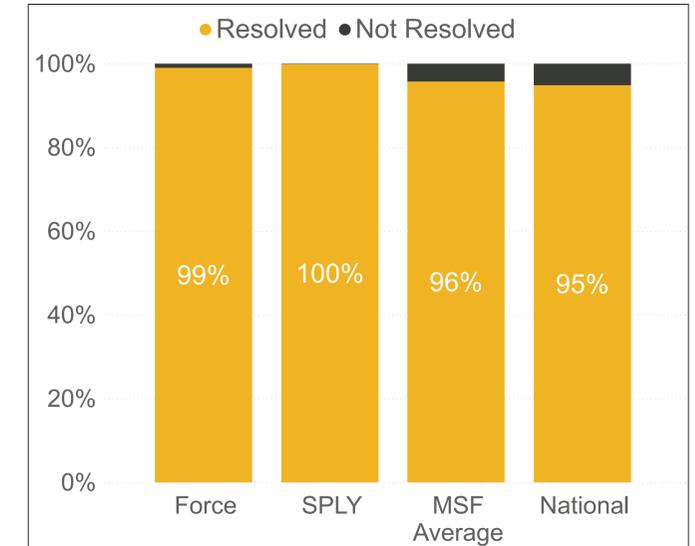
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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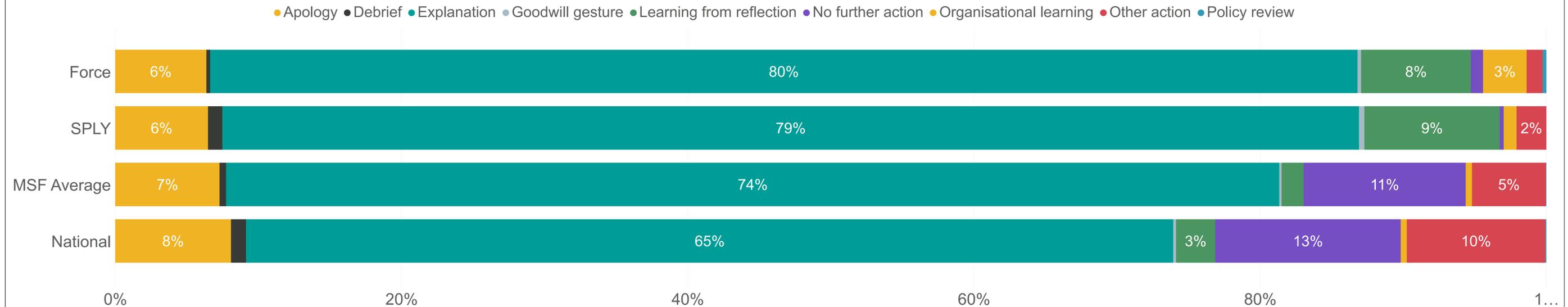
Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,178	1,109	1,574	58,993
Not Resolved	11	1	70	3,204
Total	**1,189**	**1,110**	**1,643**	**62,197**

Measure	Force		SPLY		MSF Average		National	
Actions on allegations outside of Schedule 3	**Allegations finalised**	**Percent**	**Allegations finalised**	**Percent**	**Allegations finalised**	**Percent**	**Allegations finalised**	**Percent**
Explanation	943	80%	881	79%	1,206	74%	40,094	65%
Learning from reflection	90	8%	105	9%	25	2%	1,691	3%
Apology	75	6%	72	6%	120	7%	5,009	8%
Organisational learning	36	3%	10	1%	7	0%	260	0%
Other action	13	1%	23	2%	84	5%	5,993	10%
No further action	10	1%	3	0%	186	11%	8,024	13%
Debrief	3	0%	11	1%	7	0%	656	1%
Goodwill gesture	3	0%	4	0%	3	0%	124	0%
Policy review	3	0%			1	0%	39	0%
Total	**1,176**	**100%**	**1,109**	**100%**	**1,639**	**100%**	**61,890**	**100%**

Legend: Resolved, Not Resolved

Force 99% | SPLY 100% | MSF Average 96% | National 95%

Outside Schedule 3 allegation actions

Legend: Apology, Debrief, Explanation, Goodwill gesture, Learning from reflection, No further action, Organisational learning, Other action, Policy review

Force: 6%, 80%, 8%, 3%
SPLY: 6%, 79%, 9%, 2%
MSF Average: 7%, 74%, 11%, 5%
National: 8%, 65%, 3%, 13%, 10%

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 8

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

Not investigated	Force	SPLY	MSF Average	National
Service acceptable	651	497	1,008	41,834
Service not acceptable	127	83	183	7,727
Unable to determine service	32	69	92	5,525

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	164	153	318	7,659
Service not acceptable	37	26	68	1,531
Unable to determine service	48	29	33	1,083
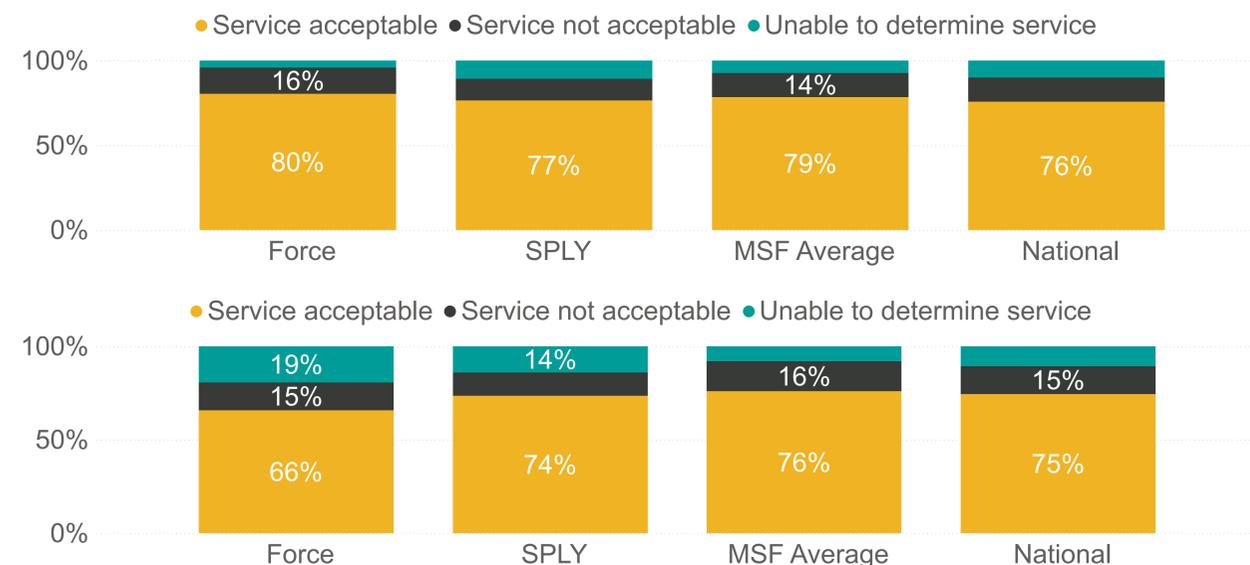
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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	5	2	5	229
No case to answer	10	3	9	601
Not able to determine if the service provided was acceptable			0	23
The service provided was acceptable	5		2	196
The service provided was not acceptable	2	2	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	27	63	1,947
Regulation 41 applies			15	347
No further action	10	20	167	4,615

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police
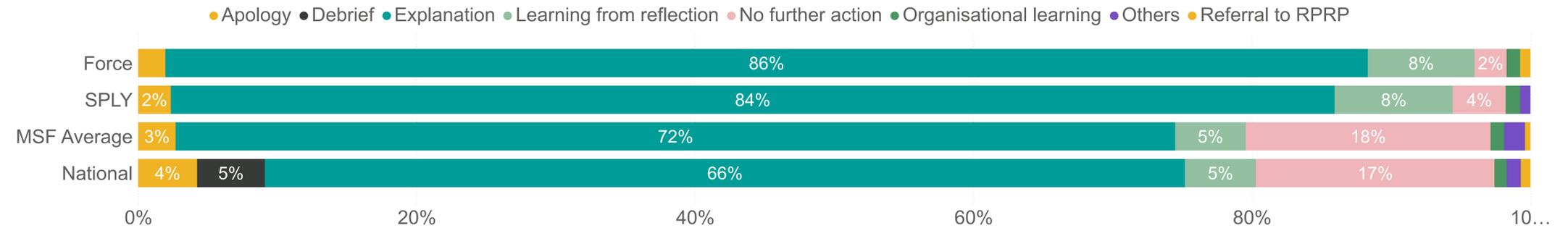
Page 9

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.
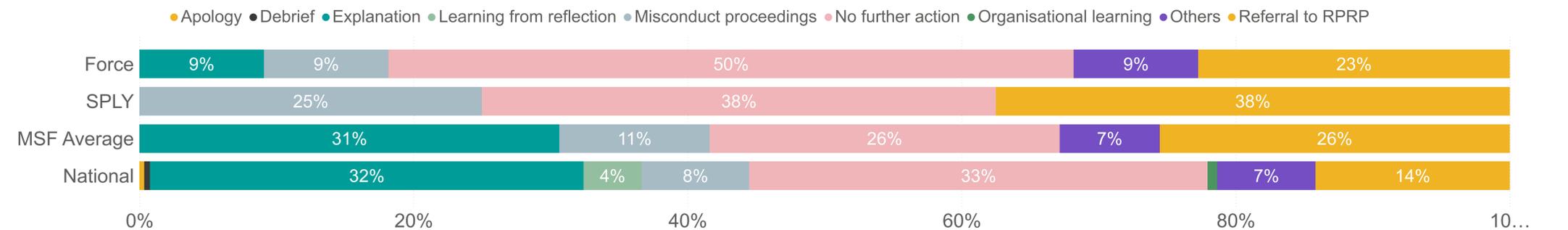
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	843	77%	719	79%	1,342	68%	47,661	65%
No further action	121	11%	79	9%	378	19%	13,233	18%
Learning from reflection	83	8%	70	8%	105	5%	3,925	5%
Apology	17	2%	17	2%	52	3%	2,837	4%
Referral to RPRP	15	1%	7	1%	29	1%	927	1%
Organisational learning	12	1%	10	1%	20	1%	646	1%
Misconduct proceedings	2	0%	2	0%	2	0%	91	0%
Others	2	0%	6	1%	33	2%	865	1%
Debrief					1	0%	3,037	4%
Total	1,095	100%	910	100%	1,961	100%	73,222	100%

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures
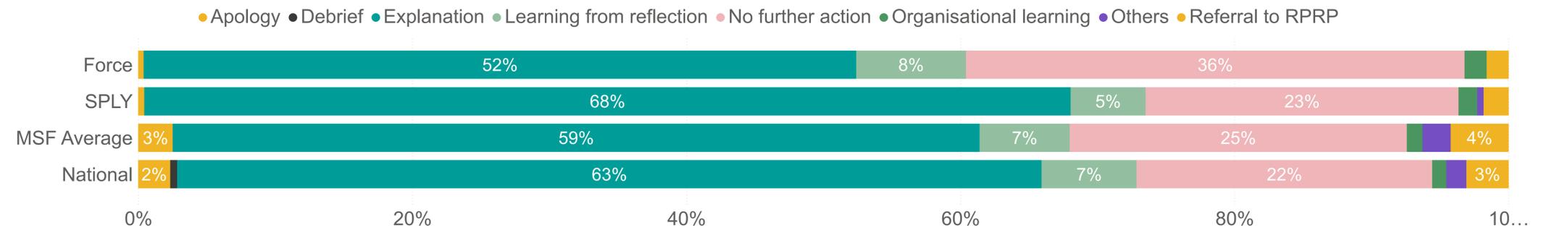
Not investigated

Legend: ● Apology ● Debrief ● Explanation ● Learning from reflection ● No further action ● Organisational learning ● Others ● Referral to RPRP

Investigated (subject to special procedures)

Legend: ● Apology ● Debrief ● Explanation ● Learning from reflection ● Misconduct proceedings ● No further action ● Organisational learning ● Others ● Referral to RPRP

Investigated (not subject to special procedures)

Legend: ● Apology ● Debrief ● Explanation ● Learning from reflection ● No further action ● Organisational learning ● Others ● Referral to RPRP

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police
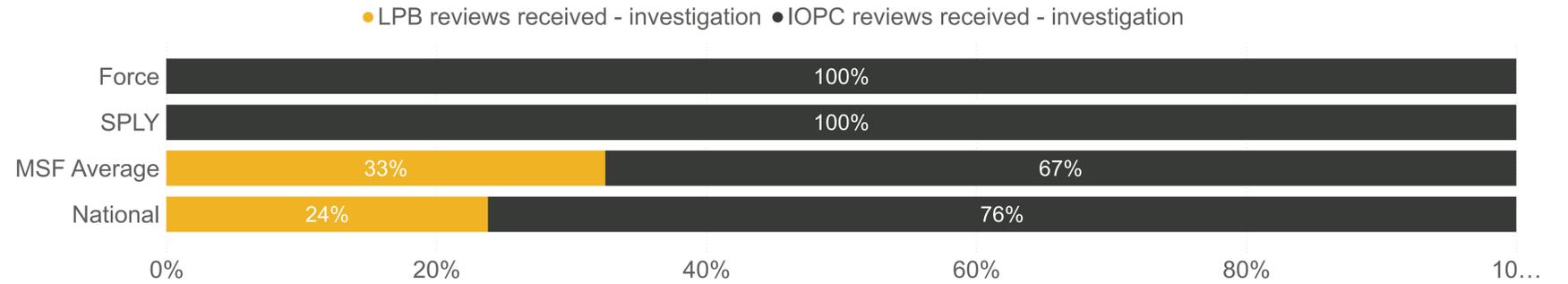
Page 10

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	65
SPLY	0	40
MSF Average	10	107
National	220	3,562

● LPB reviews received - investigation ● IOPC reviews received - investigation

Force	100%
SPLY	100%
MSF Average	33% / 67%
National	24% / 76%

IOPC Reviews	Investigation	Non-investigation
Force	14	19
SPLY	16	13
MSF Average	21	30
National	703	1478

● LPB reviews received - non-investigation ● IOPC reviews received - non-investigation

Force	77% / 23%
SPLY	75% / 25%
MSF Average	78% / 22%
National	71% / 29%

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	98	370
SPLY	69	259
MSF Average	167	729
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases

● Force ● MSF Average ● National

	Q2 FY 2024/25	Q3 FY 2024/25	Q4 FY 2024/25	Q1 FY 2025/26	Q2 FY 2025/26	Q3 FY 2025/26
Force	23%	30%	34%	35%	32%	16%
MSF Average	21%	24%	23%	23%	26%	29%
National	19%	21%	22%	21%	22%	22%

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 11

# 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	11	4
National	225	69
Non-investigation		
Force	88	14
SPLY	19	2
MSF Average	96	15
National	3149	601

Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	43
National	57
Non-investigation	
Force	106
SPLY	57
MSF Average	55
National	44

% LPB reviews upheld
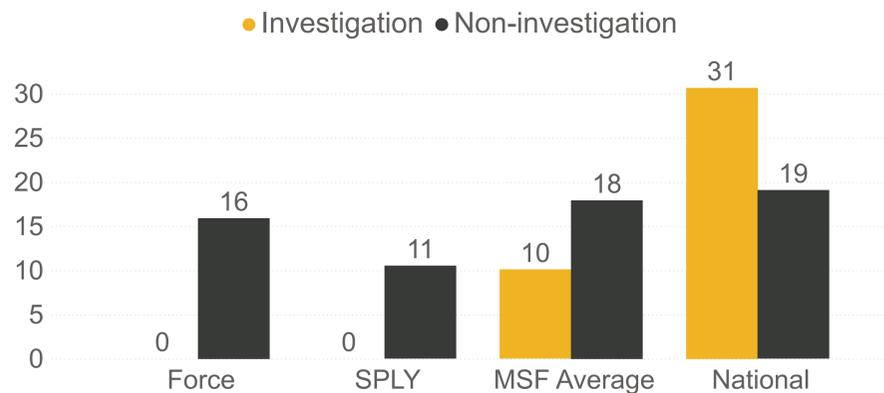
Average durations
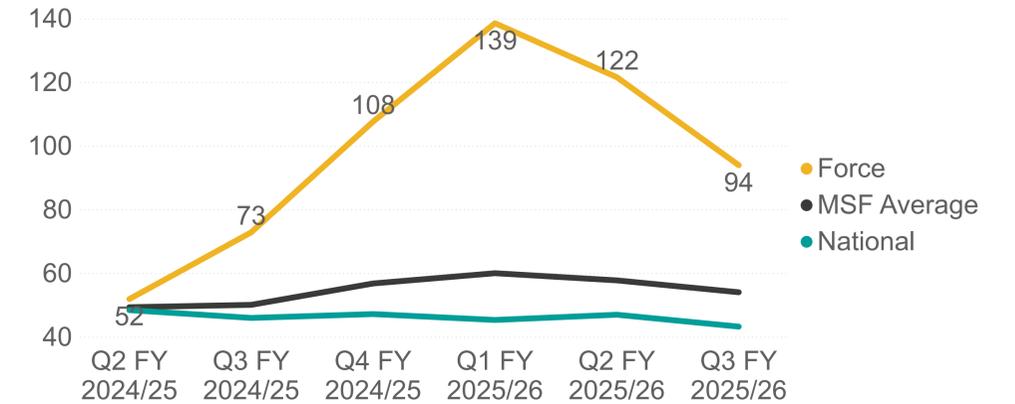
IOPC Reviews

The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)
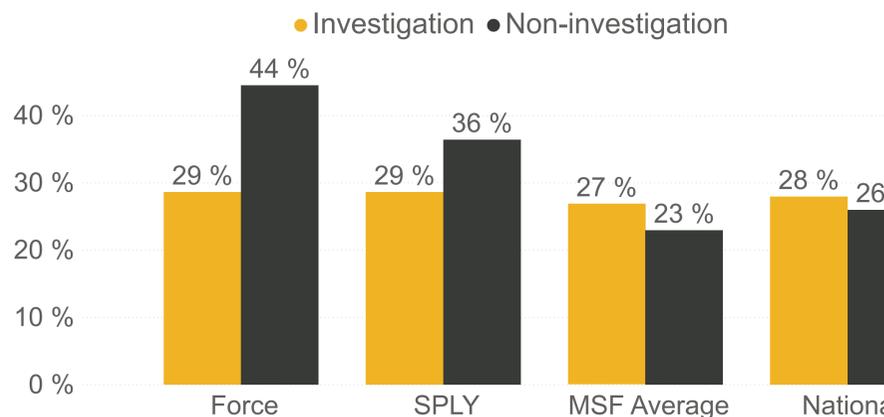
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	14	4	18	8
SPLY	14	4	11	4
MSF Average	26	7	29	7
National	871	243	1,576	418

Measure	Average duration
Force	137
SPLY	149
MSF Average	129
National	125

% IOPC reviews upheld

Average durations

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

Page 12

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.

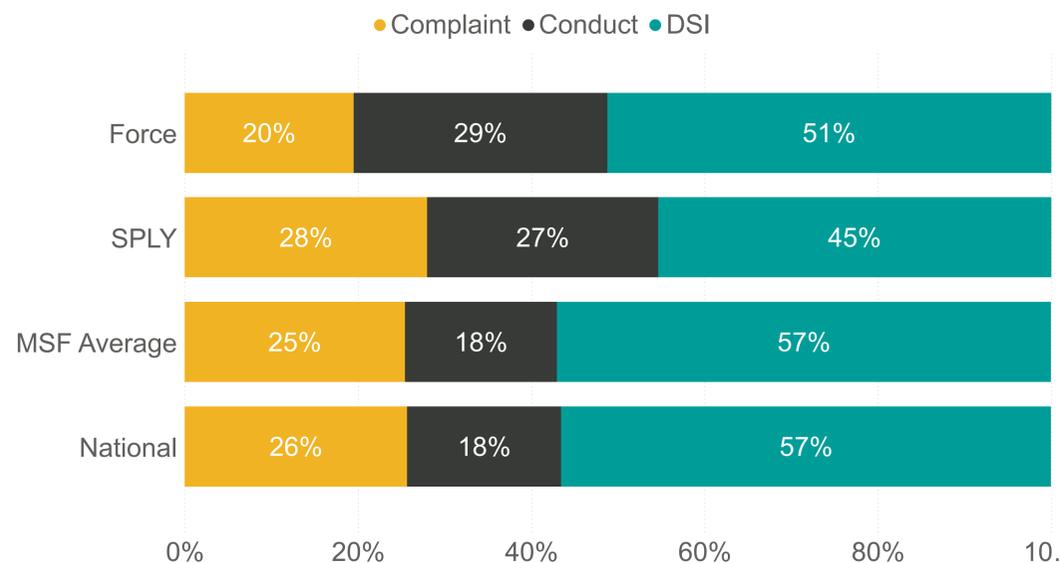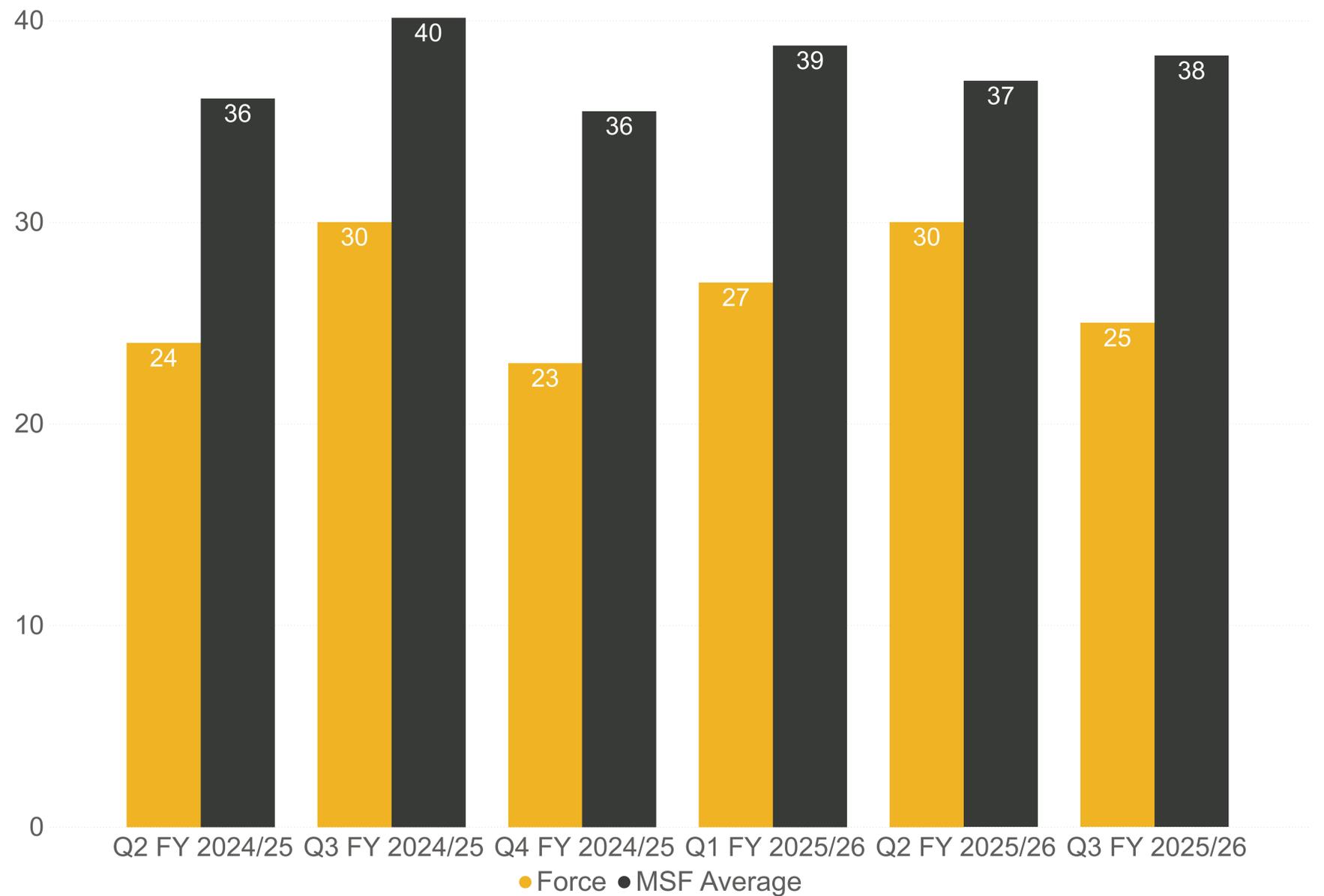A referral may be made invalid if the matter does not fall within the IOPC's remit

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	82	75	114	5,244
Number referrals completed	82	70	114	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation	3	4	5	328
Decision: Invalid	1	1	1	74
Decision: Local Investigation	43	36	60	2,638
Decision: Return to Force	35	29	48	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	16	21	29	1,347
Conduct	24	20	20	933
DSI	42	34	65	2,964
Total	**82**	**75**	**114**	**5,244**

● Complaint ● Conduct ● DSI

	Complaint	Conduct	DSI
Force	20%	29%	51%
SPLY	28%	27%	45%
MSF Average	25%	18%	57%
National	26%	18%	57%

Force and MSF Group referrals received

Quarter	Force	MSF Average
Q2 FY 2024/25	24	36
Q3 FY 2024/25	30	40
Q4 FY 2024/25	23	36
Q1 FY 2025/26	27	39
Q2 FY 2025/26	30	37
Q3 FY 2025/26	25	38

● Force ● MSF Average

Most Similar Force (MSF) Group: Avon & Somerset Constabulary, Essex Police, Hampshire Constabulary, Hertfordshire Constabulary, Leicestershire Police, Staffordshire Police, Sussex Police, Thames Valley Police

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).