

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	1,437	369	2,688	690	1	1
SPLY	1,239	315	2,017	513	1	1
MSF Average	1,793	323	3,103	572	8	9
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



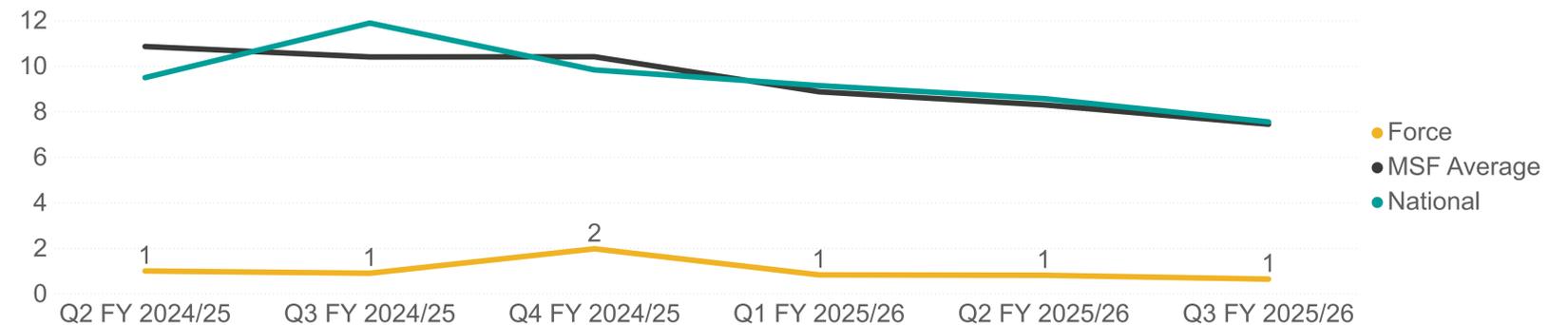
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

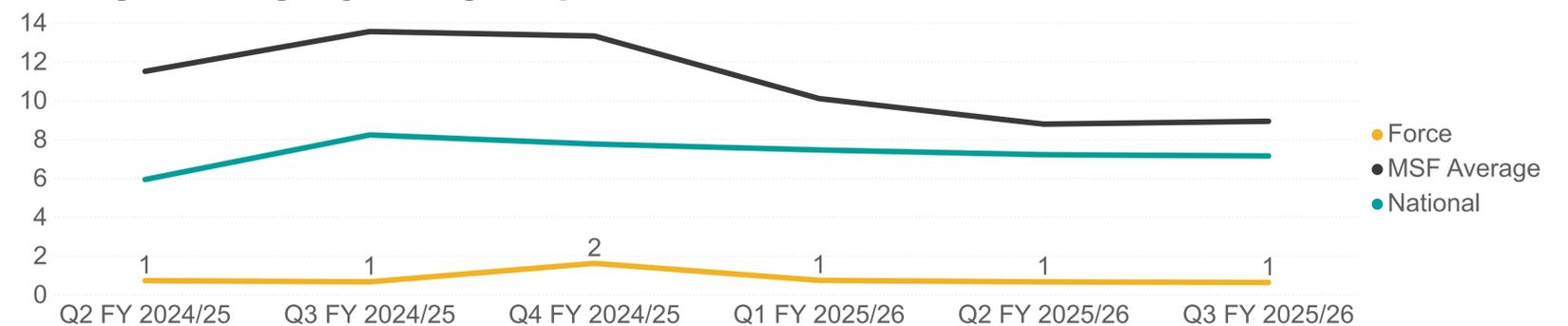
For information on what has been complained about, see pages 2 to 5

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

Average working days to contact complainants



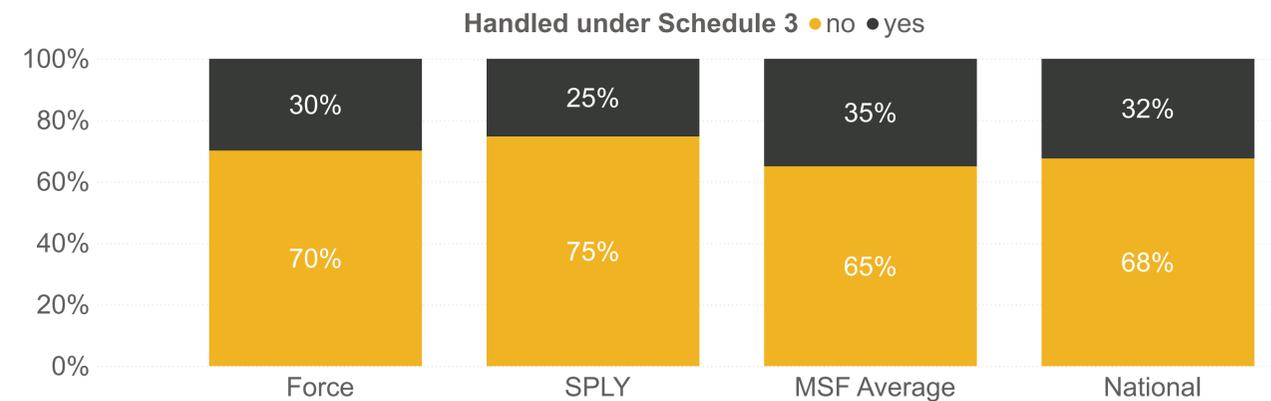
Average working days to log complaints



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	63	128	71	9,733
Complainant wishes the complaint be recorded	94	77	191	4,534
Dissatisfaction after initial handling	71	101	70	4,525
Nature of the allegation(s) in the complaint	200	7	296	7,664
Total	428	313	627	26,456

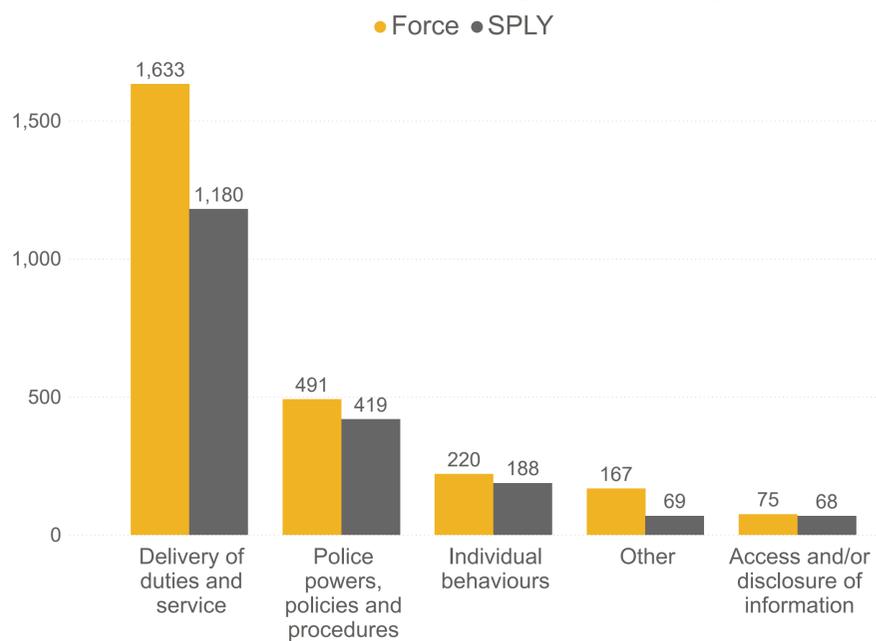


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

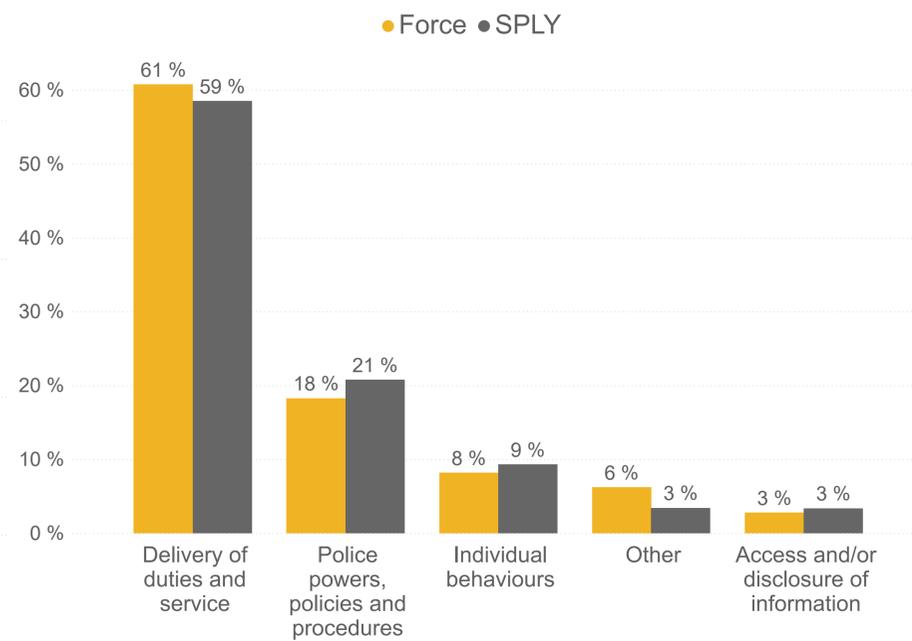
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,633	491	35	75	22	28	8	220	4	5	167	2,688
SPLY	1,180	419	43	68	21	12	8	188	4	5	69	2,017
MSF Average	1,637	701	107	78	36	81	25	379	5	12	41	3,103
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

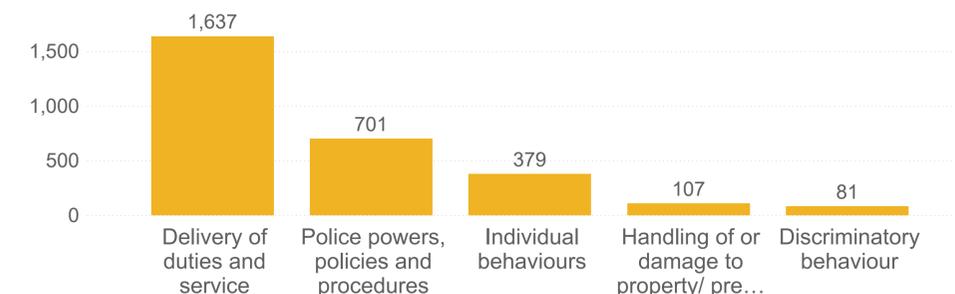
Force (year-to-date and same period last year)



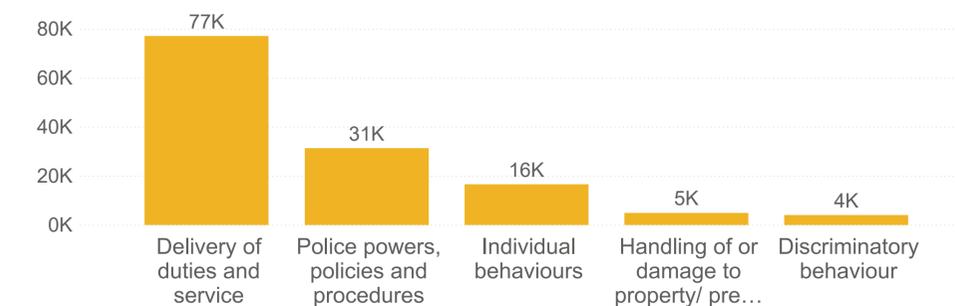
Force (% of allegations logged)



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	762	47%	280	24%	661	40%	32,818	43%
General level of service	633	39%	741	63%	445	27%	22,975	30%
Decisions	136	8%	109	9%	330	20%	12,459	16%
Information	102	6%	50	4%	201	12%	8,754	11%
Total	1,633	100%	1,180	100%	1,637	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	%
Impolite language / tone	102	46%	63	34%	108	28%	4,354	26%
Unprofessional attitude and disrespect	52	24%	65	35%	102	27%	4,635	28%
Impolite and intolerant actions	37	17%	26	14%	67	18%	2,485	15%
Lack of fairness and impartiality	19	9%	26	14%	44	12%	2,408	15%
Overbearing or harassing behaviours	10	5%	8	4%	59	16%	2,606	16%
Total	220	100%	188	100%	379	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	%
Searches of premises and seizure of property	113	23%	86	21%	110	16%	4,081	13%
Use of force	104	21%	92	22%	176	25%	7,232	23%
Power to arrest and detain	85	17%	72	17%	117	17%	5,452	17%
Detention in police custody	62	13%	70	17%	105	15%	4,049	13%
Other policies and procedures	44	9%	32	8%	61	9%	3,750	12%
Bail, identification and interview procedures	39	8%	23	5%	31	4%	1,897	6%
Evidential procedures	22	4%	18	4%	65	9%	2,841	9%
Stops, and stop and search	18	4%	25	6%	23	3%	1,490	5%
Out of court disposals	4	1%	1	0%	14	2%	504	2%
Total	491	100%	419	100%	701	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.

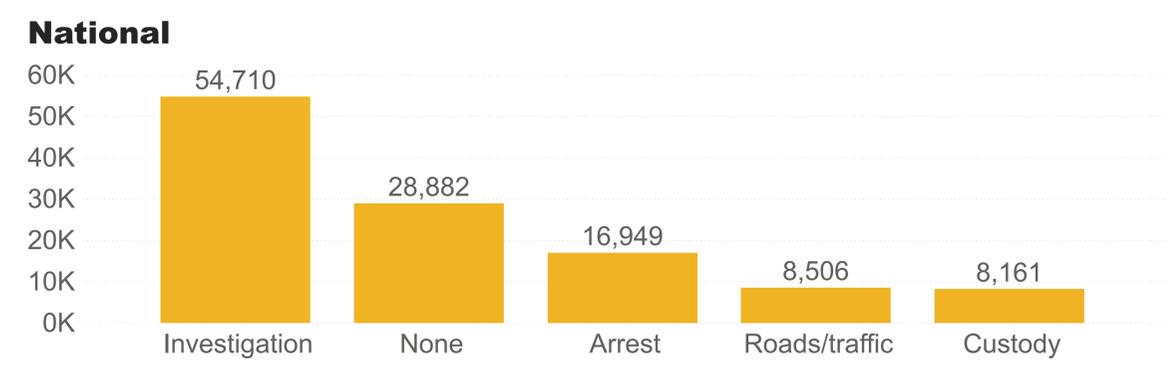
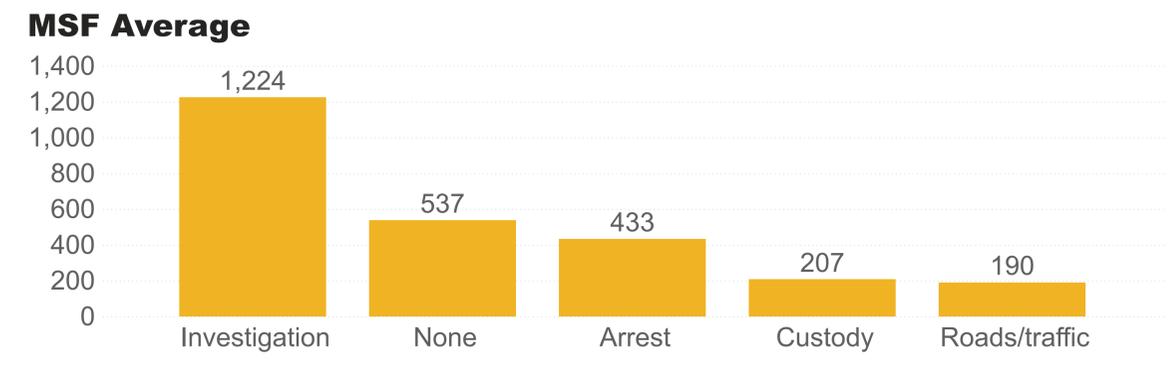
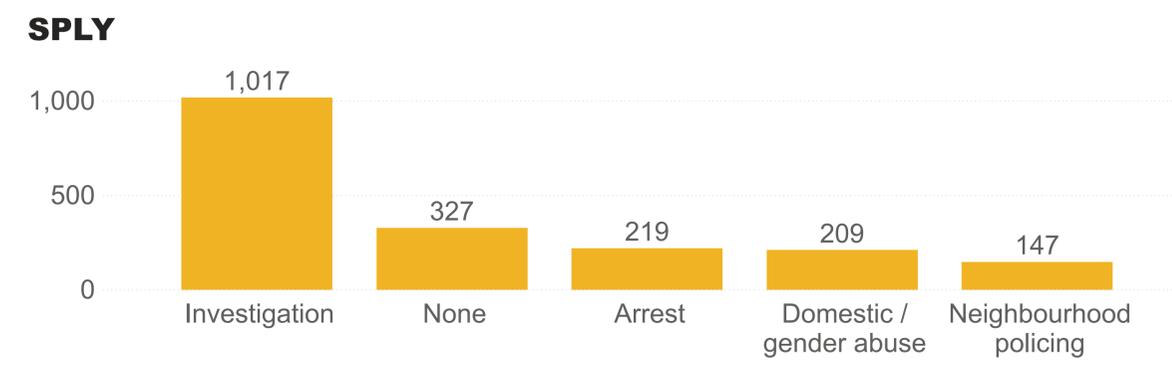
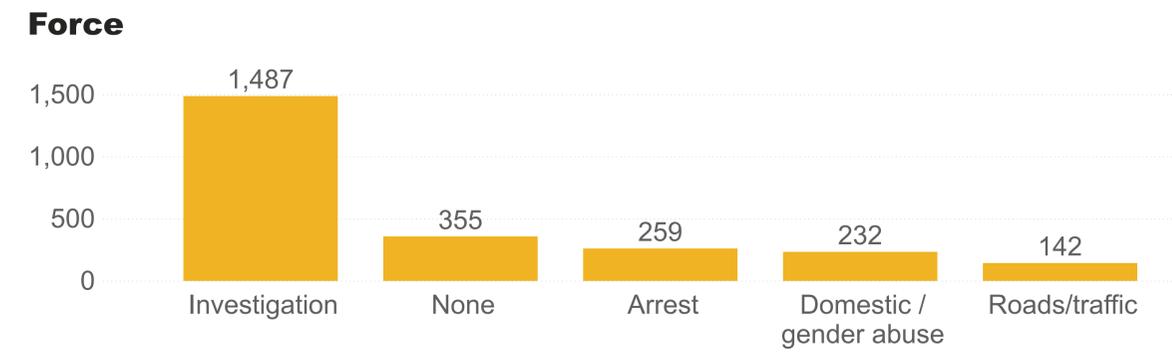
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	14	50%	7	58%	34	42%	1,857	47%
Other	7	25%	1	8%	8	10%	328	8%
Disability	4	14%	1	8%	18	22%	843	22%
Sexual orientation	2	7%			3	3%	108	3%
Sex	1	4%	1	8%	14	18%	568	15%
None					0	0%		
Age			2	17%	1	1%	45	1%
Gender reassignment					2	2%	46	1%
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Religion or belief					2	2%	117	3%
Total	28	100%	12	100%	81	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	1,487	55%	1,017	50%	1,224	39%	54,710	39%
None	355	13%	327	16%	537	17%	28,882	20%
Arrest	259	10%	219	11%	433	14%	16,949	12%
Domestic / gender abuse	232	9%	209	10%	176	6%	7,796	5%
Roads/traffic	142	5%	97	5%	190	6%	8,506	6%
Mental health	133	5%	76	4%	108	3%	3,894	3%
Call Handling	117	4%	86	4%	131	4%	6,093	4%
Custody	115	4%	110	5%	207	7%	8,161	6%
Neighbourhood policing	95	4%	147	7%	144	5%	6,425	5%
Child protection / CSA / CSE	63	2%	21	1%	71	2%	2,638	2%
Drugs / alcohol	36	1%	42	2%	49	2%	1,490	1%
Premises search	36	1%	38	2%	85	3%	3,663	3%
Death	35	1%	41	2%	29	1%	1,200	1%
Missing persons	32	1%	22	1%	24	1%	915	1%
Stop and/or search	27	1%	26	1%	38	1%	2,997	2%
VAWG - dissatisfaction handling	24	1%	25	1%	139	4%	6,090	4%
Social media	20	1%	9	0%	22	1%	689	0%
Public order incident	17	1%	36	2%	21	1%	1,017	1%
Firearms	12	0%	8	0%	19	1%	634	0%
Fraud	9	0%	8	0%	15	0%	994	1%
Police dogs or horses	8	0%	5	0%	3	0%	80	0%
Restraint equipment	7	0%	5	0%	27	1%	1,324	1%
	5	0%	7	0%	51	2%	1,579	1%
Hate Crime	4	0%	12	1%	20	1%	621	0%
Serious injury	4	0%	2	0%	9	0%	291	0%
Taser	4	0%	2	0%	5	0%	150	0%
VAWG - police perpetrated	2	0%	1	0%	12	0%	622	0%
Covert policing	1	0%	1	0%	2	0%	64	0%
PPDA	1	0%	1	0%	1	0%	116	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					4	0%	31	0%
VAWG - police victim			1	0%	2	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	1,103	68%	12	43%	95	43%	185	38%
Arrest	81	5%	4	14%	17	8%	146	30%
Domestic / gender abuse	161	10%	4	14%	26	12%	26	5%
None	124	8%	1	4%	22	10%	20	4%
Mental health	73	4%	3	11%	15	7%	40	8%
Roads/traffic	65	4%	4	14%	29	13%	27	5%
Call Handling	98	6%			16	7%	3	1%
Custody	29	2%			7	3%	75	15%
Neighbourhood policing	72	4%	2	7%	11	5%	8	2%
Child protection / CSA / CSE	33	2%			16	7%	9	2%
Drugs / alcohol	15	1%			3	1%	17	3%
Death	29	2%					5	1%
Premises search	7	0%			2	1%	25	5%
Missing persons	8	0%			8	4%	13	3%
Stop and/or search	9	1%	1	4%	4	2%	13	3%
VAWG - dissatisfaction handling	17	1%			1	0%	6	1%
Social media	15	1%			1	0%	1	0%
Public order incident	9	1%			2	1%	5	1%
Firearms	5	0%					5	1%
Fraud	9	1%						
Police dogs or horses	3	0%					5	1%
Restraint equipment							7	1%
	2	0%	1	4%			1	0%
Hate Crime	1	0%	3	11%				
Taser	1	0%					3	1%
Serious injury	2	0%					1	0%
Covert policing							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.

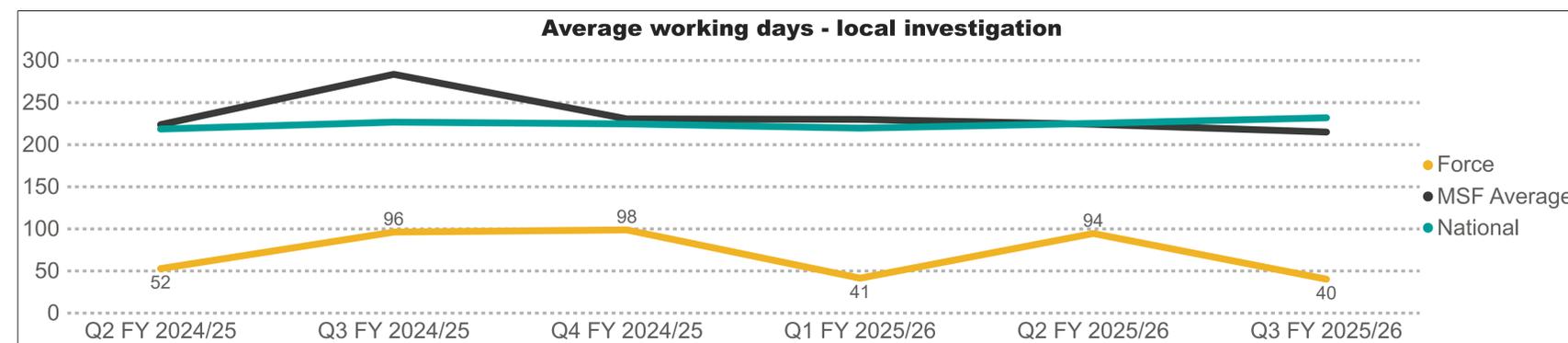
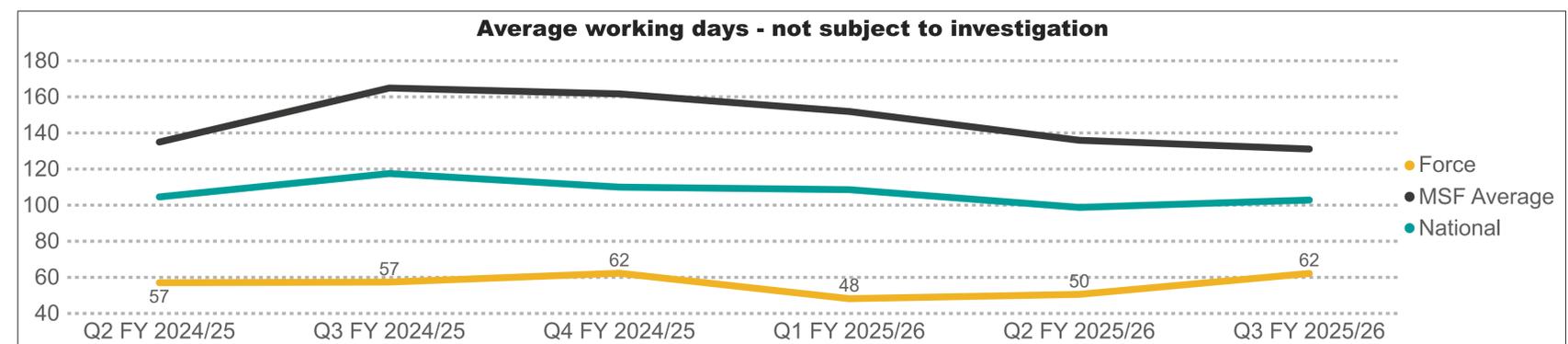
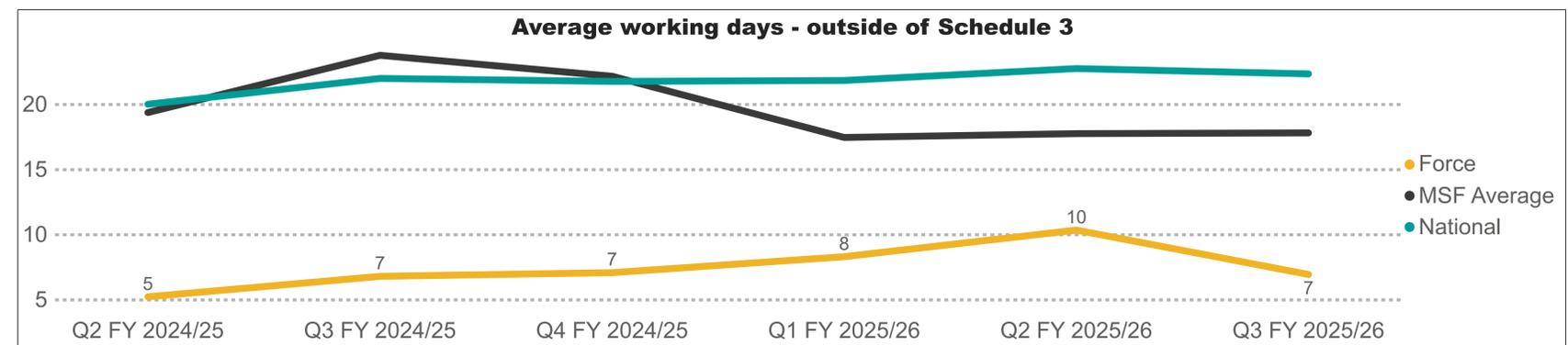
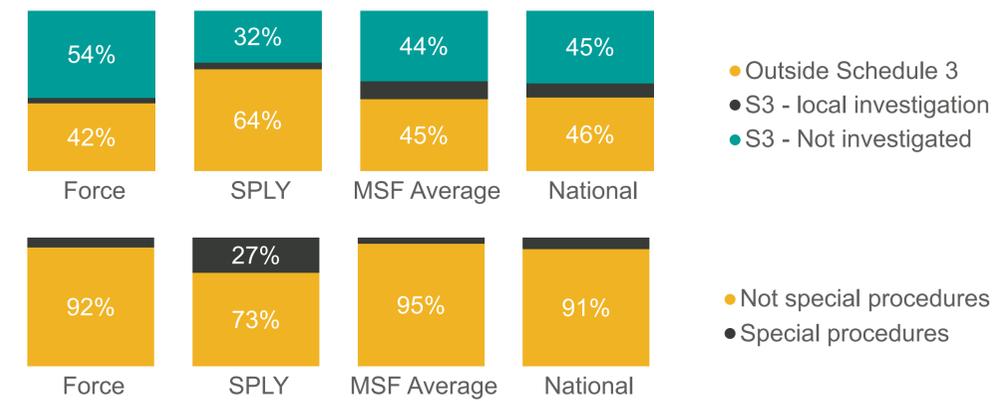
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	1,121	1,436	92	2,649
SPLY	1,249	632	84	1,965
MSF Average	1,328	1,301	334	2,964
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	85	7	92
SPLY	61	23	84
MSF Average	318	16	334
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	9
SPLY	7
MSF Average	18
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	54
SPLY	69
MSF Average	138
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	56
SPLY	106
MSF Average	223
National	225

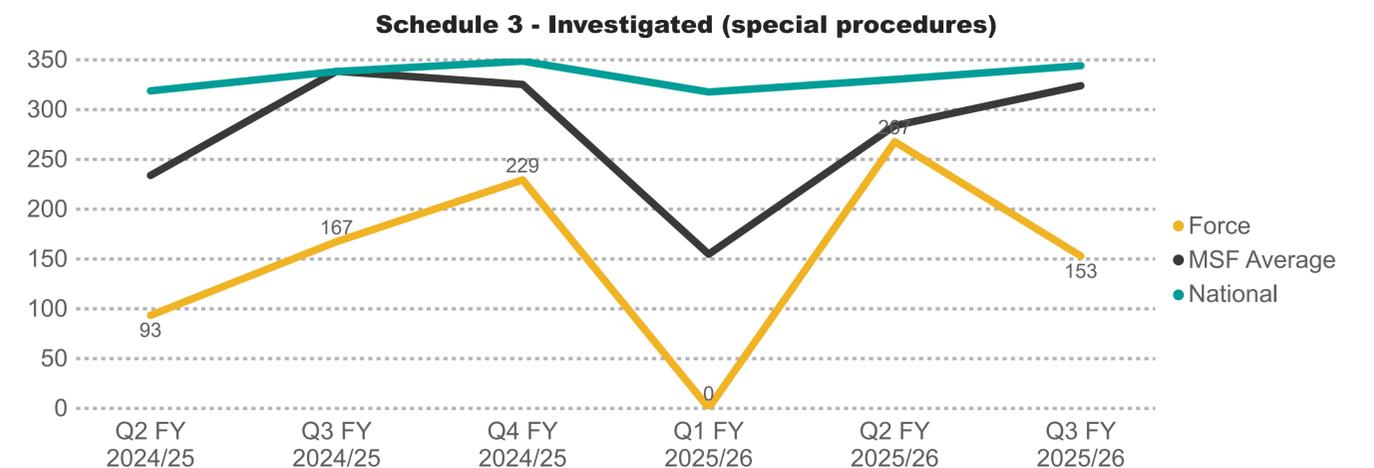
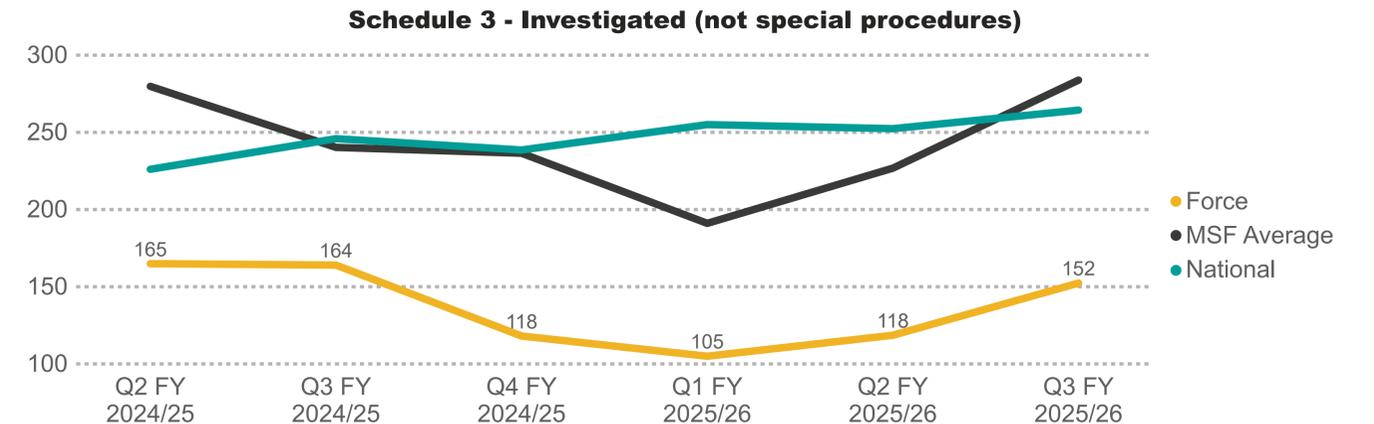
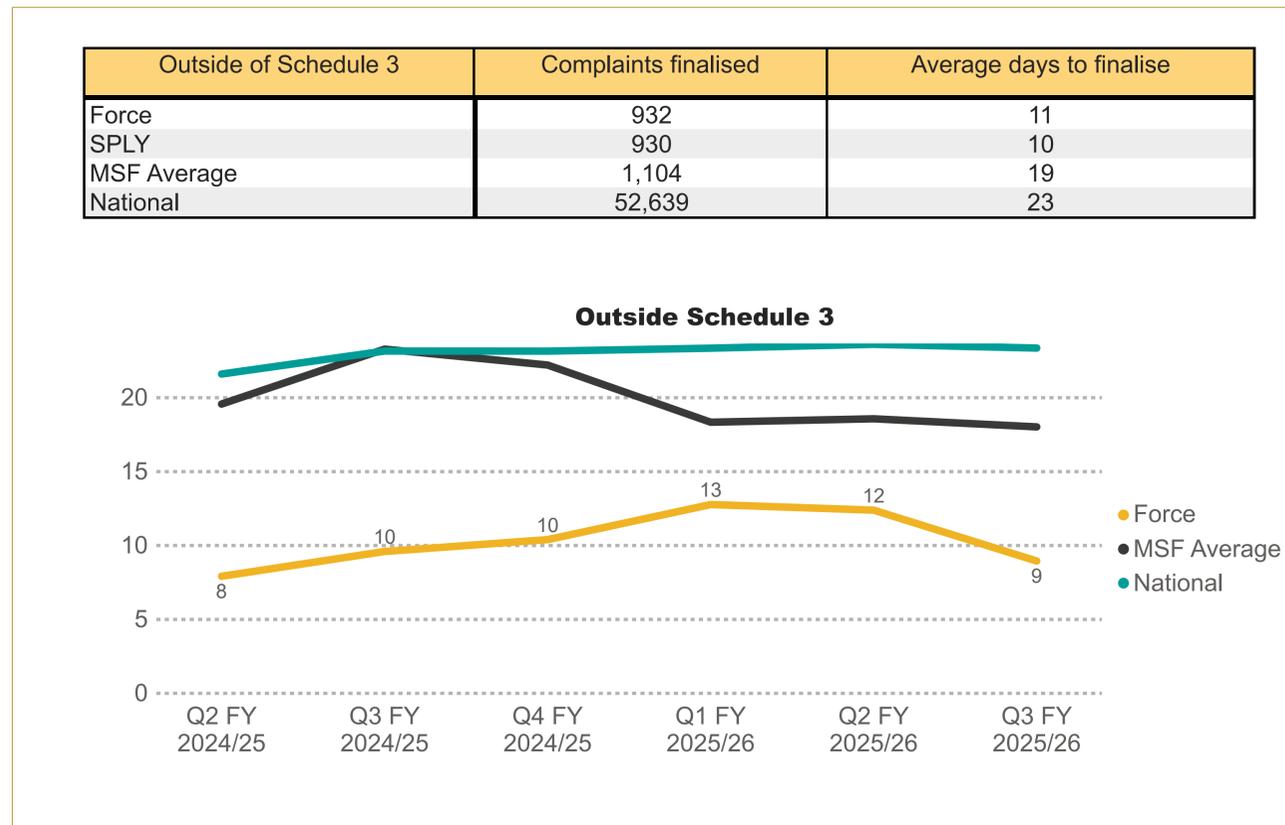
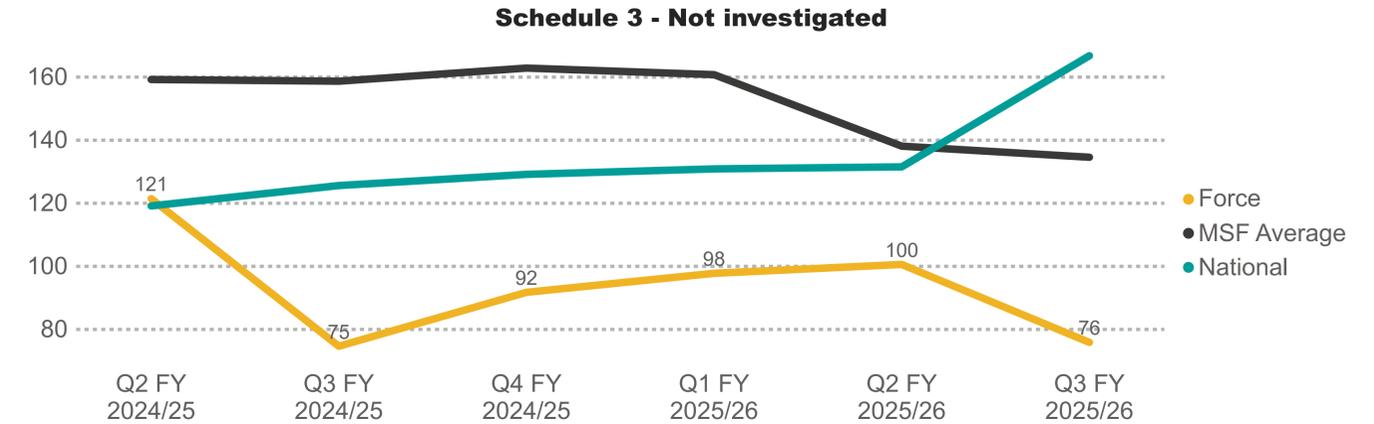


Complaint timeliness

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	445	90	29	129	5	221
SPLY	222	88	10	184	10	220
MSF Average	536	142	105	257	7	330
National	23,280	144	3,732	257	452	329



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%.

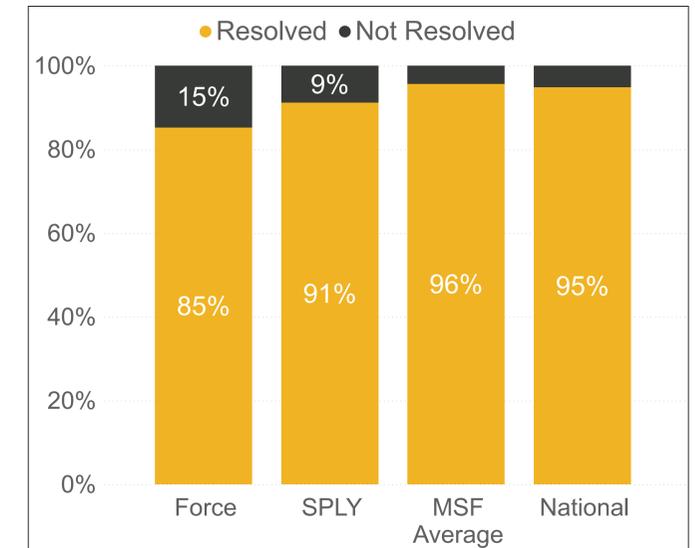
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

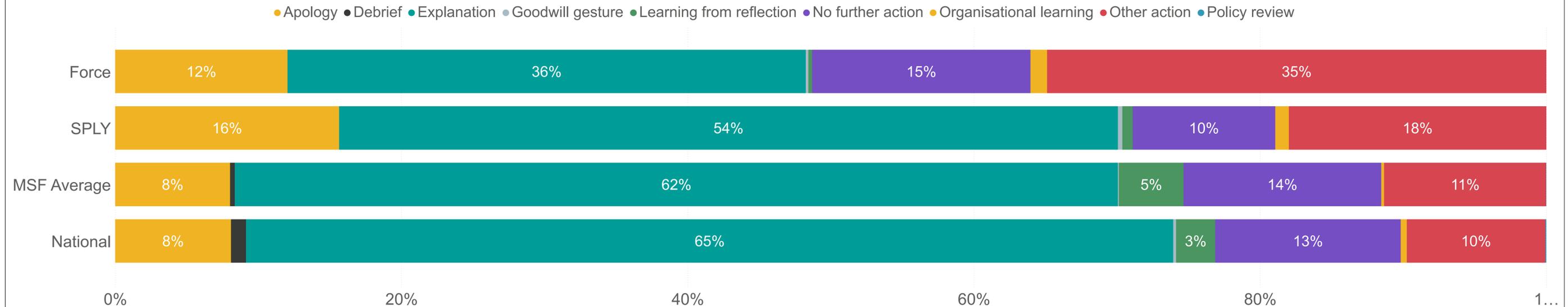
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	956	1,139	1,271	58,993
Not Resolved	165	110	57	3,204
Total	1,121	1,249	1,328	62,197

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	406	36%	678	54%	813	62%	40,094	65%
Other action	391	35%	224	18%	149	11%	5,993	10%
No further action	171	15%	124	10%	182	14%	8,024	13%
Apology	135	12%	195	16%	106	8%	5,009	8%
Organisational learning	13	1%	12	1%	3	0%	260	0%
Learning from reflection	3	0%	9	1%	59	5%	1,691	3%
Goodwill gesture	2	0%	4	0%	1	0%	124	0%
Debrief					4	0%	656	1%
Policy review					0	0%	39	0%
Total	1,121	100%	1,246	100%	1,317	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:

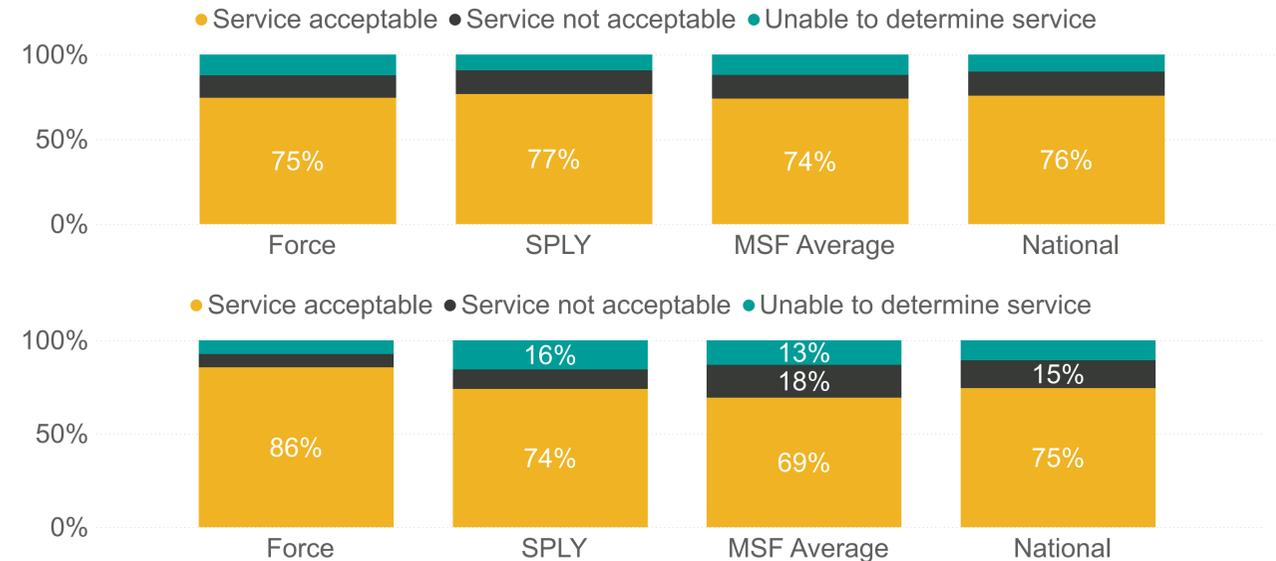
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	980	439	867	41,834
Service not acceptable	174	80	163	7,727
Unable to determine service	160	52	141	5,525

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	71	43	207	7,659
Service not acceptable	6	6	53	1,531
Unable to determine service	6	9	39	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	8	6	229
No case to answer	2	11	8	601
Not able to determine if the service provided was acceptable			1	23
The service provided was acceptable		2	2	196
The service provided was not acceptable		1	2	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	20	7	46	1,947
Regulation 41 applies			21	347
No further action	103	58	87	4,615

Actions on Schedule 3 allegations

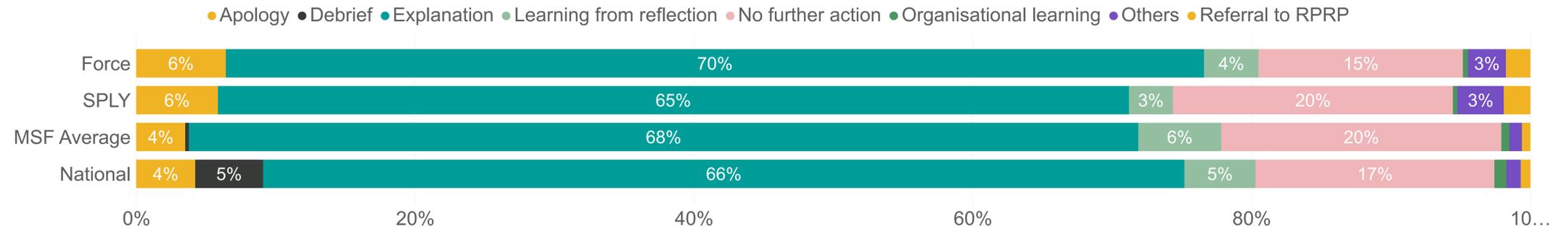
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

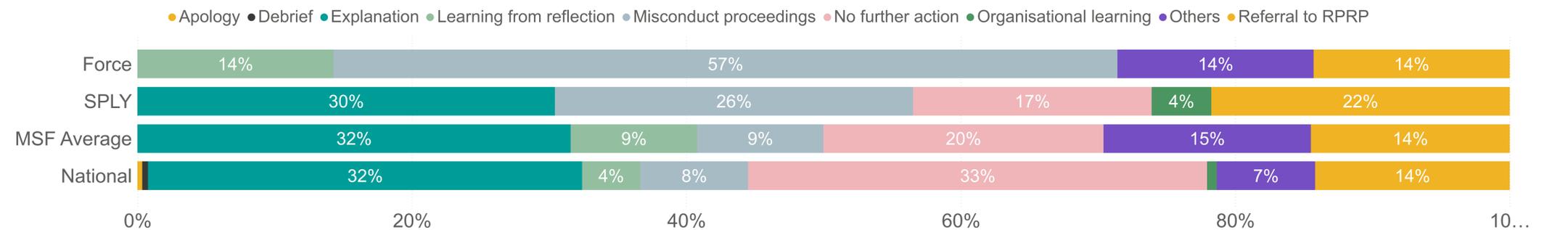
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,065	70%	474	66%	1,106	68%	47,661	65%
No further action	224	15%	133	19%	316	19%	13,233	18%
Apology	95	6%	39	5%	57	3%	2,837	4%
Learning from reflection	61	4%	22	3%	110	7%	3,925	5%
Others	40	3%	22	3%	16	1%	865	1%
Referral to RPRP	27	2%	17	2%	18	1%	927	1%
Organisational learning	7	0%	3	0%	10	1%	646	1%
Misconduct proceedings	4	0%	6	1%	2	0%	91	0%
Debrief					4	0%	3,037	4%
Total	1,523	100%	716	100%	1,639	100%	73,222	100%

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

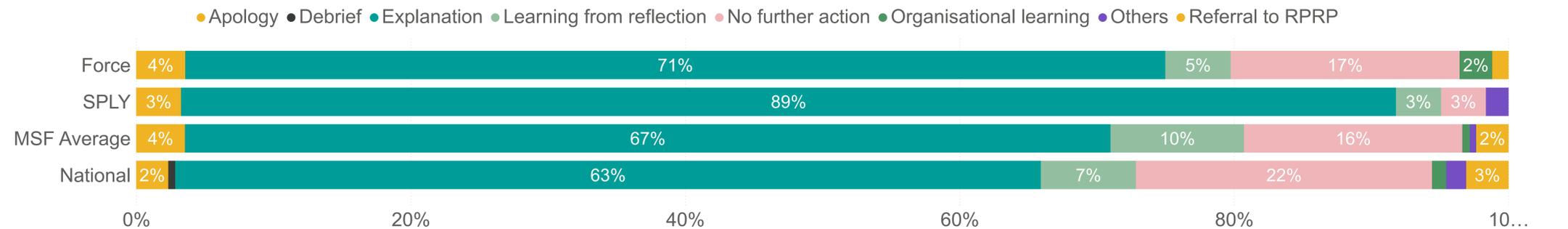
Not investigated



Investigated (subject to special procedures)



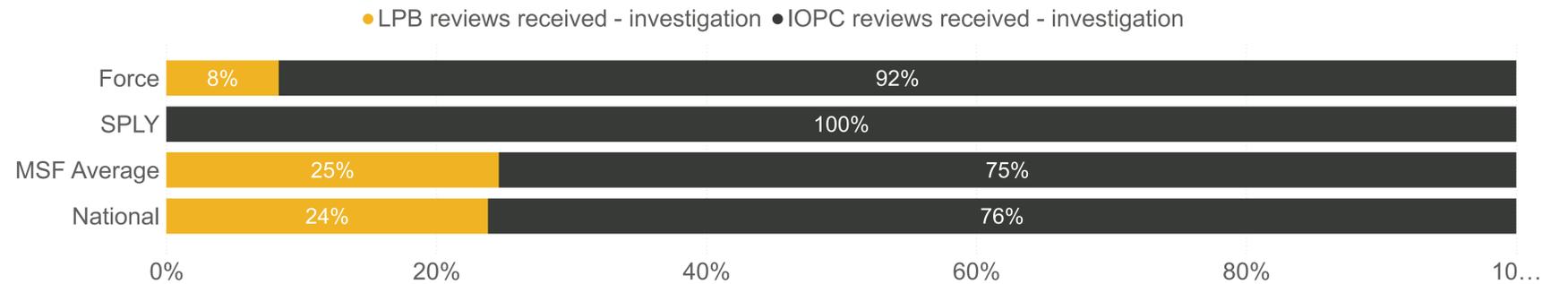
Investigated (not subject to special procedures)



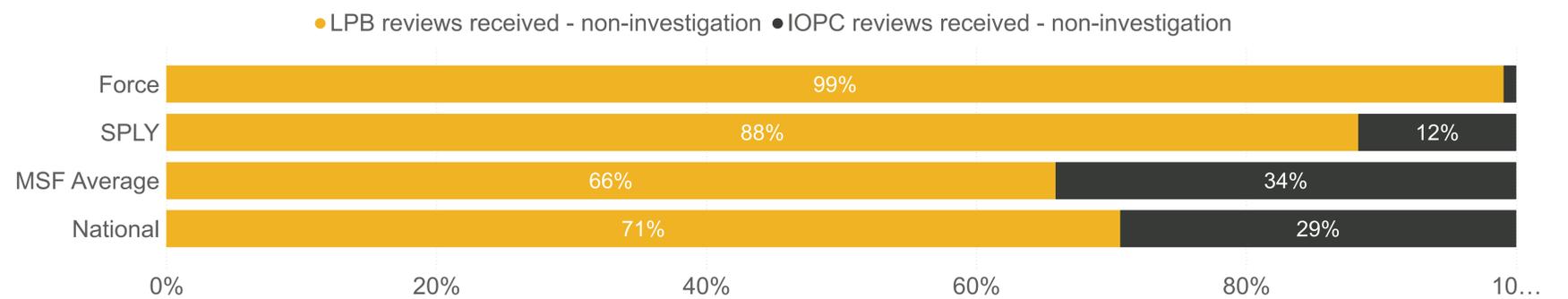
Reviews received

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	1	108
SPLY	0	68
MSF Average	6	66
National	220	3,562



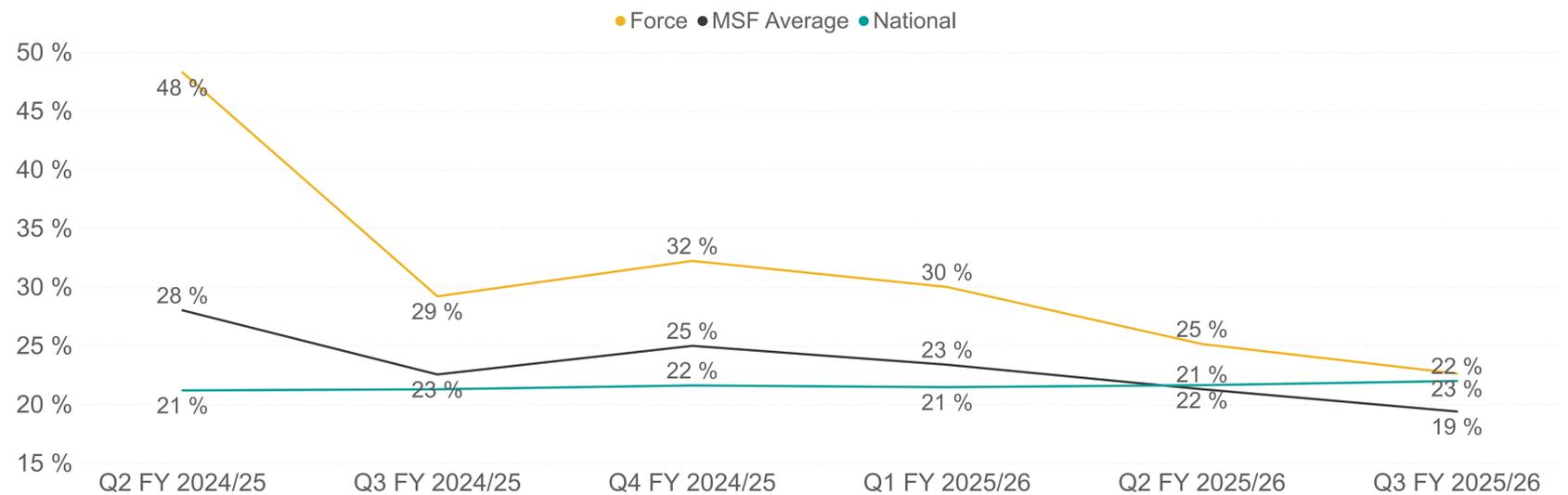
IOPC Reviews	Investigation	Non-investigation
Force	11	1
SPLY	6	9
MSF Average	19	34
National	703	1478



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	121	479
SPLY	83	242
MSF Average	125	648
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

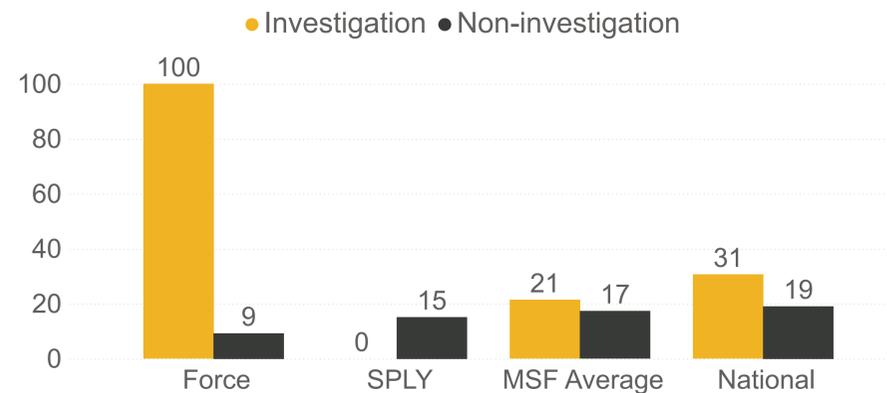
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

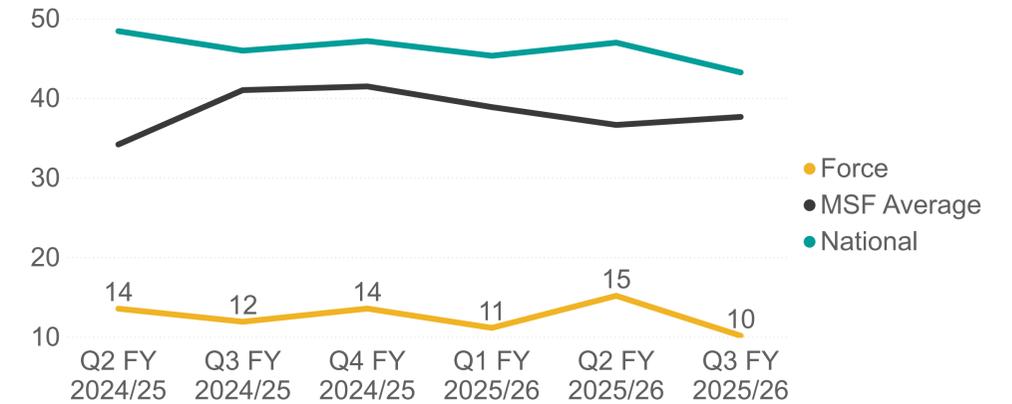
Review type	Complete with outcome	Upheld
Investigation		
Force	1	1
SPLY	0	0
MSF Average	6	2
National	225	69
Non-investigation		
Force	108	10
SPLY	66	10
MSF Average	63	12
National	3149	601

Review type	Average duration
Investigation	
Force	9
SPLY	0
MSF Average	19
National	57
Non-investigation	
Force	12
SPLY	13
MSF Average	37
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)

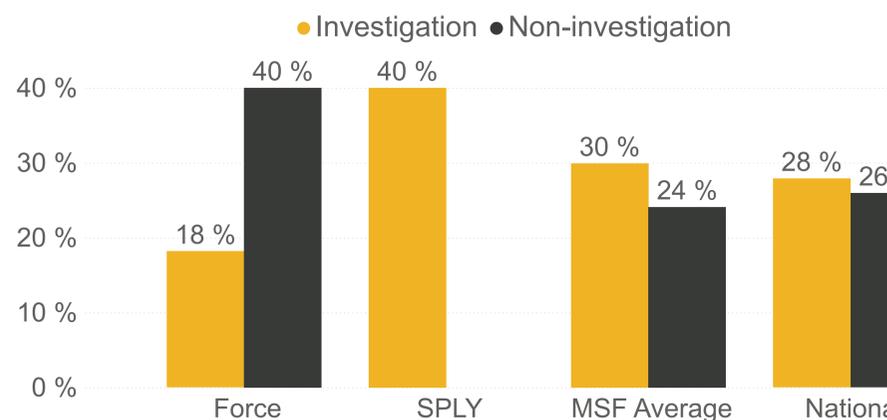
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

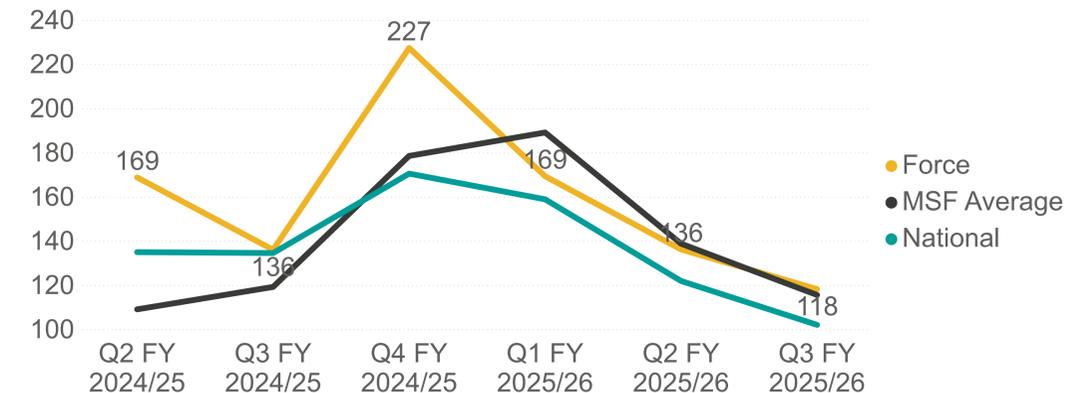
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	11	2	5	2
SPLY	5	2	5	
MSF Average	22	5	43	13
National	871	243	1,576	418

Measure	Average duration
Force	144
SPLY	139
MSF Average	140
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

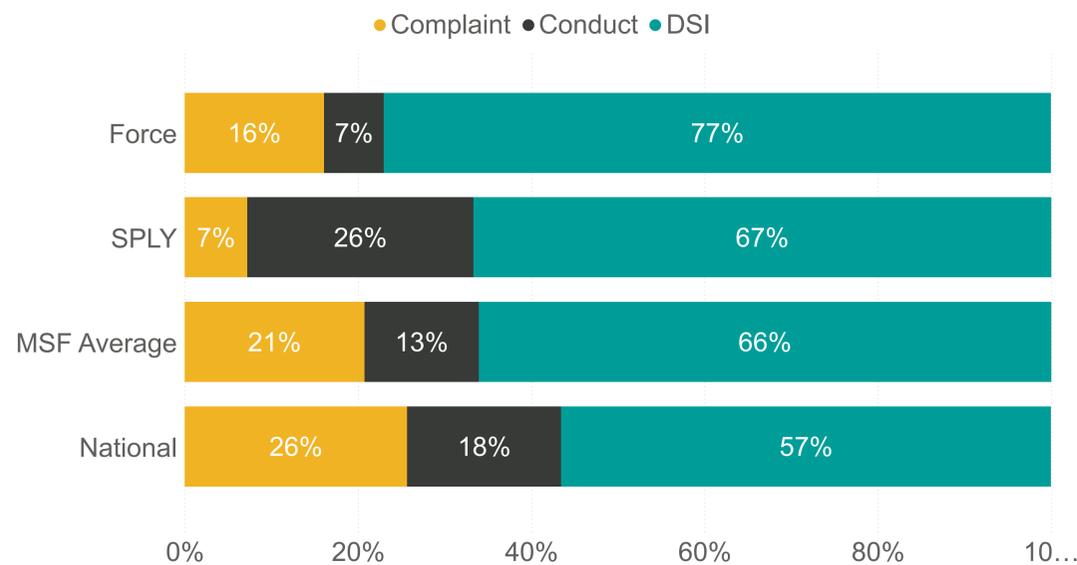
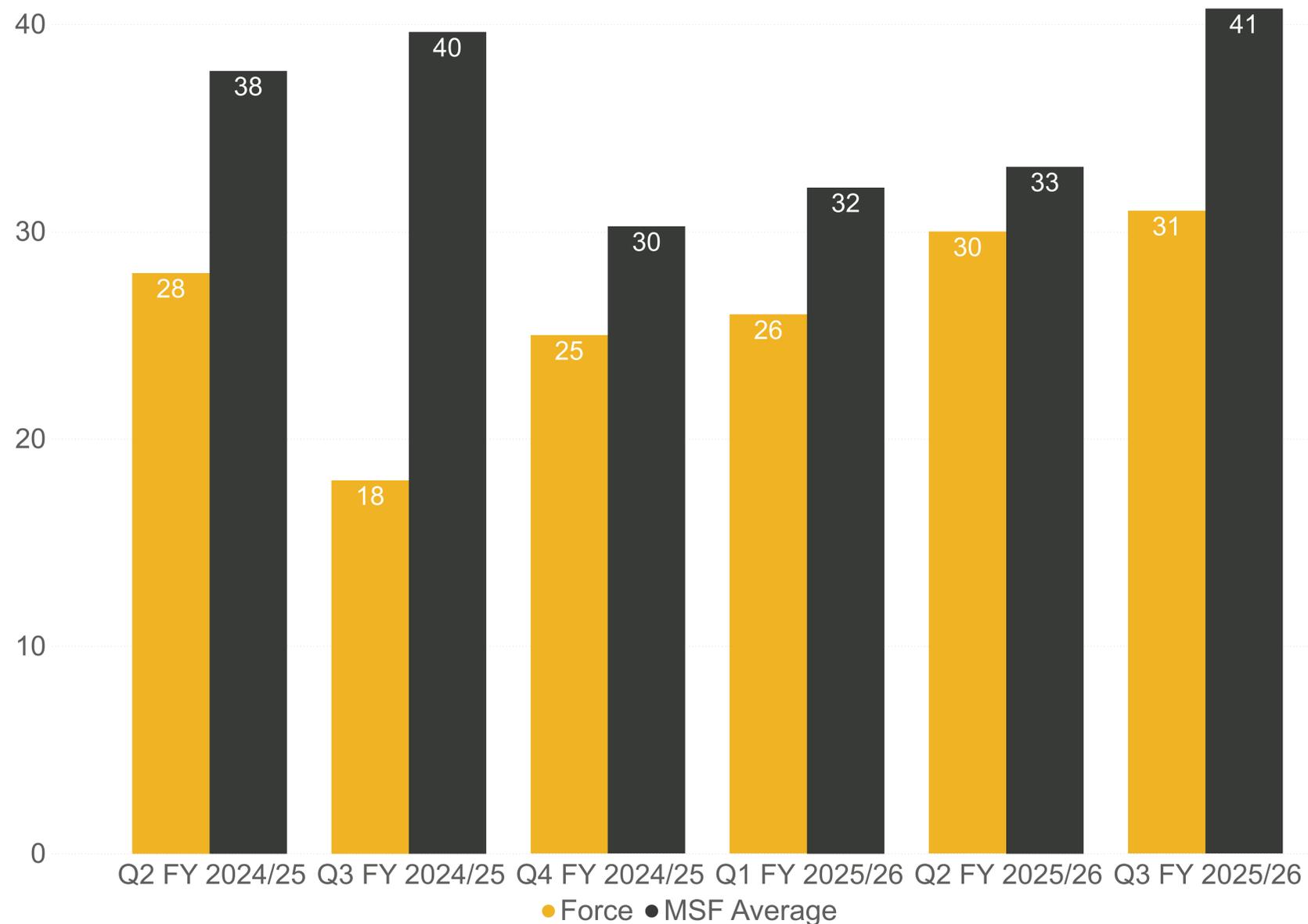
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	87	69	106	5,244
Number referrals completed	86	65	105	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation			8	328
Decision: Invalid	1		1	74
Decision: Local Investigation	37	34	46	2,638
Decision: Return to Force	48	31	50	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	14	5	22	1,347
Conduct	6	18	14	933
DSI	67	46	70	2,964
Total	87	69	106	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 \(February 2020\)](#).