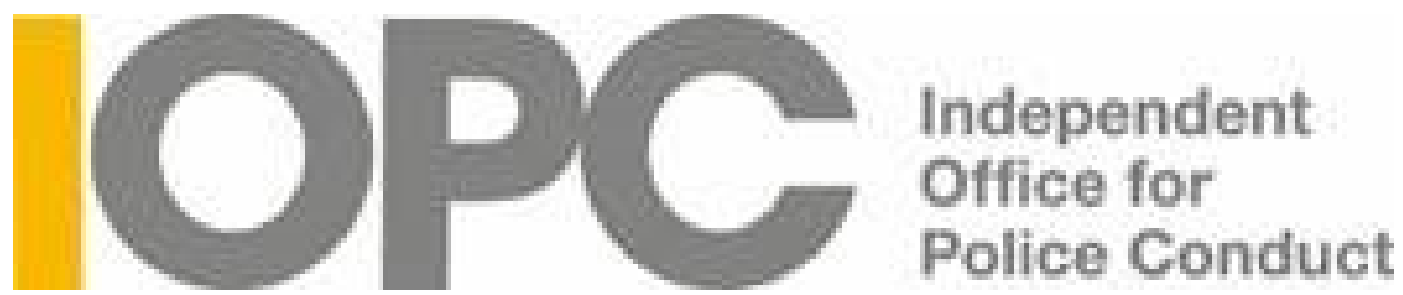


Interim Police Complaints Information Bulletin: Kent



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

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable)

Please note: Data for one force was not available in time to be published in this bulletin. This should be considered when using national figures for comparison.

Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.

Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March

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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

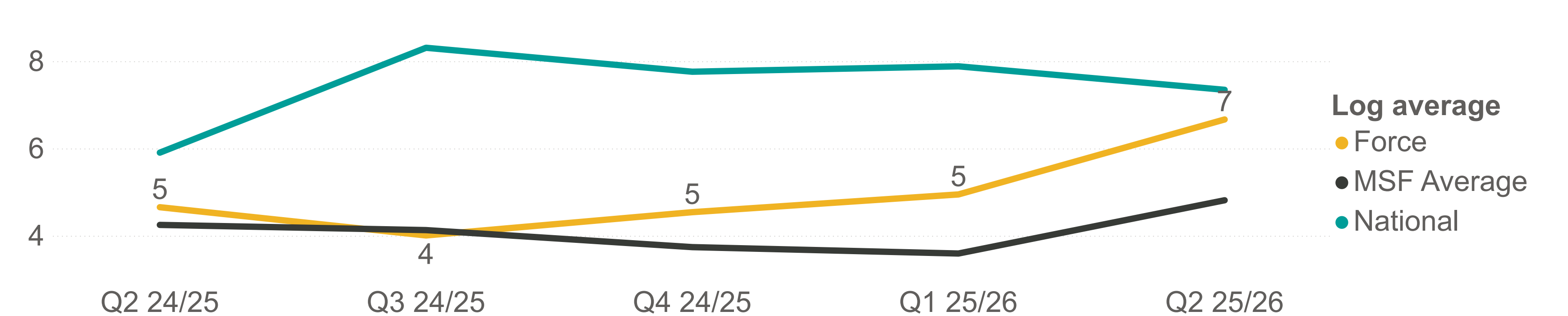
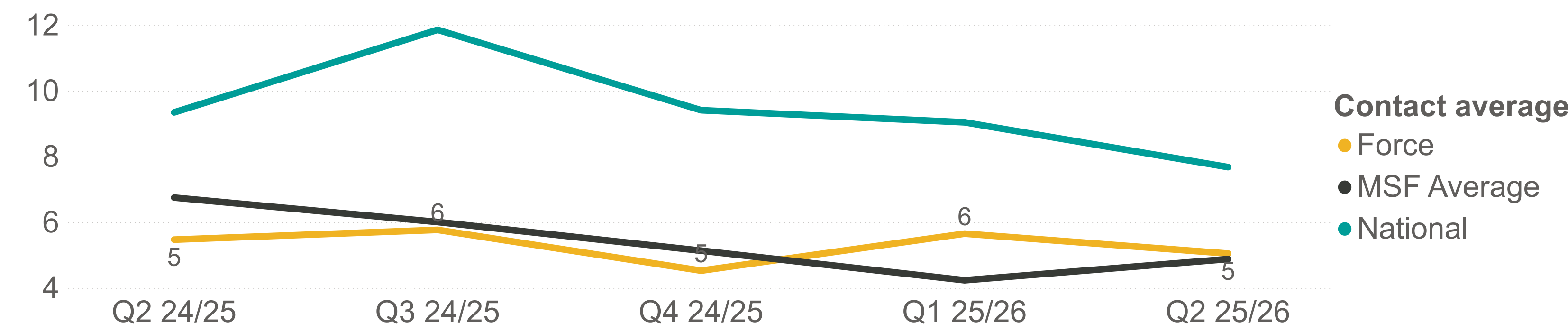
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

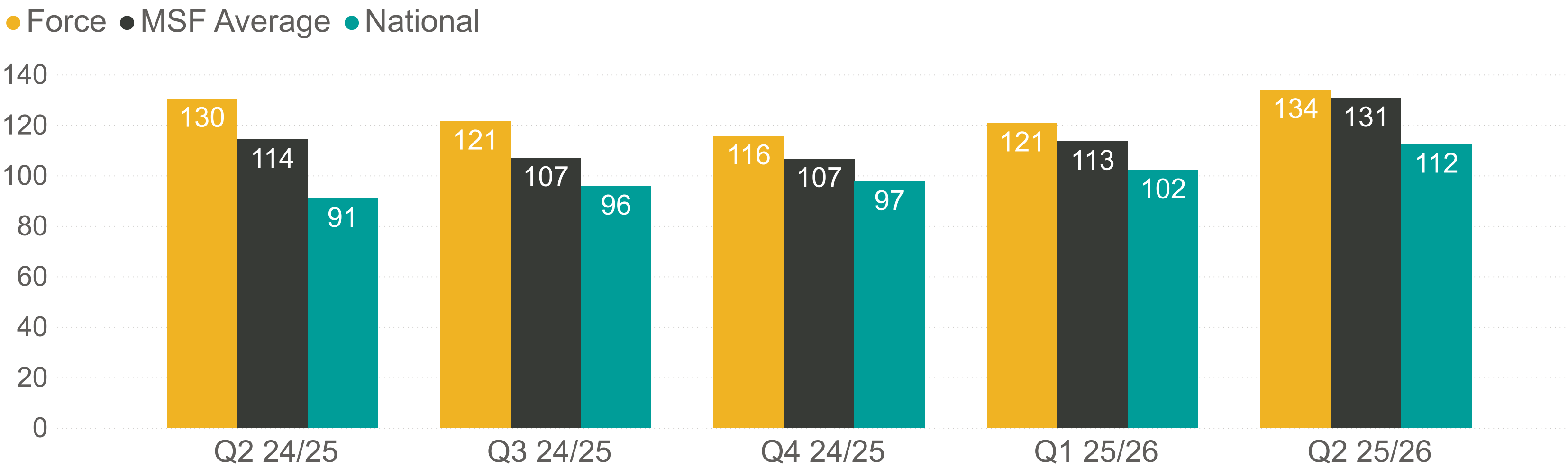
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

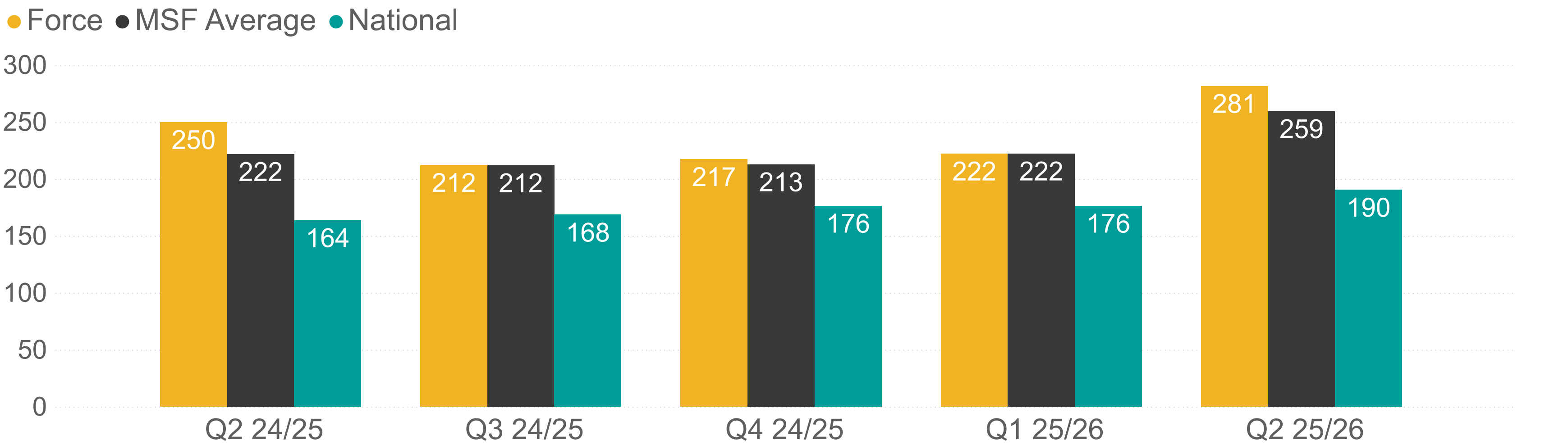
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,776	255	3,512	504	5	6
SPLY	1,821	260	3,450	493	6	6
MSF Average	1,182	244	2,365	481	5	4
National	54,025	214	92,398	367	8	8



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons some figures in the above charts are not shown

Section A1.2: Reason for complaints to be logged under Schedule 3

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see [here](#):

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	47	488	120	6,147
Complainant wishes the complaint be recorded	1	6	50	2,922
Dissatisfaction after initial handling	77	120	80	2,753
Nature of the allegation(s) in the complaint	521	104	175	5,061
Total	646	718	424	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	7 %	68 %	30 %	36 %
Complainant wishes the complaint be recorded	0 %	1 %	11 %	17 %
Dissatisfaction after initial handling	12 %	17 %	24 %	16 %
Nature of the allegation(s) in the complaint	81 %	14 %	35 %	30 %

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

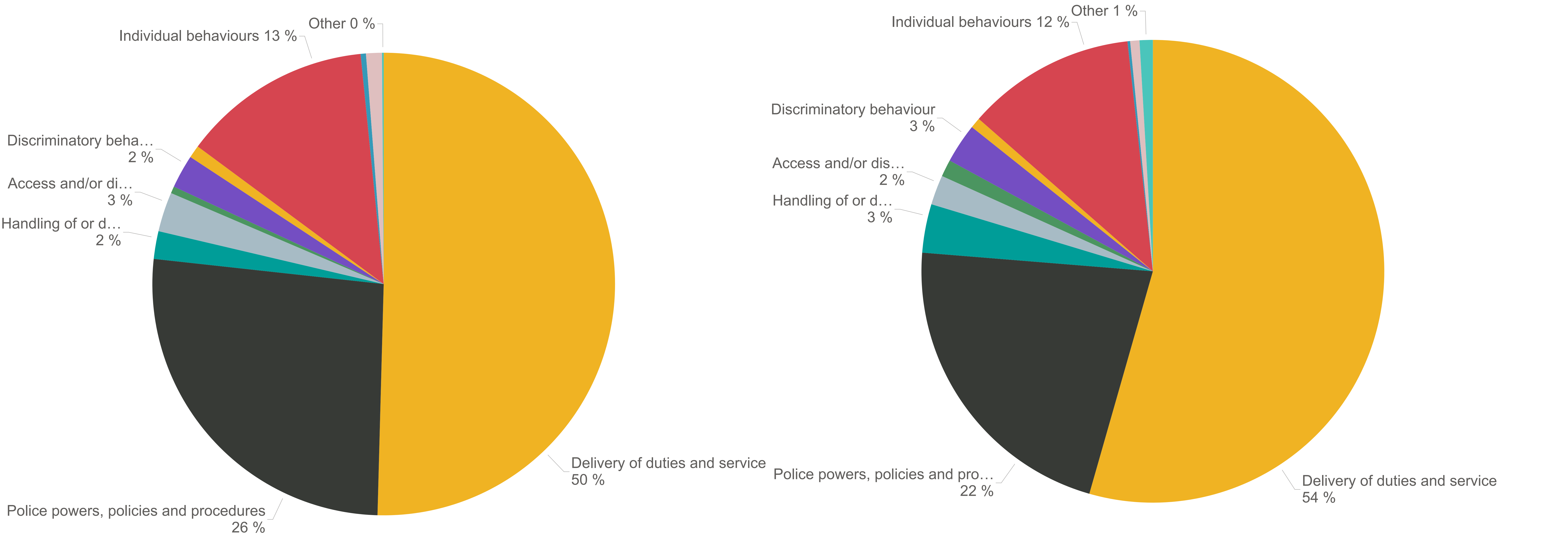
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

What has been complained about (YTD)

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,771	924	68	97	17	82	31	466	13	39	4	3,512
SPLY	2,091	690	64	80	17	93	33	340	8	17	17	3,450
MSF Average	1,289	490	68	49	24	64	22	332	6	14	8	2,365
National	50,290	20,195	3,136	1,917	1,099	2,555	679	10,906	170	598	852	92,397

What has been complained about (force - year to date)

What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,771	50 %	2,091	61 %	1,289	55 %	50,289	54 %
	Decisions	716	40 %	347	17 %	261	20 %	8,005	16 %
	General level of service	481	27 %	1,277	61 %	248	22 %	14,998	30 %
	Police action following contact	422	24 %	315	15 %	574	43 %	21,478	43 %
	Information	152	9 %	152	7 %	206	16 %	5,808	12 %
Police powers, policies and procedures	Total	924	26 %	690	20 %	490	21 %	20,195	22 %
	Evidential procedures	210	23 %	124	18 %	55	10 %	1,828	9 %
	Searches of premises and seizure of property	132	14 %	106	15 %	63	12 %	2,650	13 %
	Use of force	126	14 %	131	19 %	110	23 %	4,720	23 %
	Power to arrest and detain	124	13 %	76	11 %	84	18 %	3,563	18 %
	Other policies and procedures	111	12 %	81	12 %	47	10 %	2,380	12 %
	Detention in police custody	108	12 %	91	13 %	70	14 %	2,555	13 %
	Bail, identification and interview procedures	74	8 %	47	7 %	37	7 %	1,229	6 %
	Stops, and stop and search	26	3 %	22	3 %	16	4 %	936	5 %
	Out of court disposals	13	1 %	12	2 %	9	2 %	334	2 %
Individual behaviours	Total	466	13 %	340	10 %	332	14 %	10,906	12 %
	Impolite and intolerant actions	124	27 %	55	16 %	45	13 %	1,625	15 %
	Unprofessional attitude and disrespect	113	24 %	107	31 %	82	26 %	3,042	28 %
	Impolite language / tone	89	19 %	83	24 %	81	25 %	2,938	27 %
	Lack of fairness and impartiality	84	18 %	59	17 %	66	19 %	1,613	15 %
	Overbearing or harassing behaviours	56	12 %	36	11 %	58	17 %	1,688	15 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %
Access and/or disclosure of information	Total	97	3 %	80	2 %	49	2 %	1,916	2 %
	Disclosure of information	70	72 %	60	75 %	38	78 %	1,319	69 %
	Handling of information	23	24 %	18	23 %	7	13 %	360	19 %
	Use of police systems	2	2 %	0	0 %	2	5 %	158	8 %
	Accessing and handling of information from other sources	2	2 %	2	3 %	2	3 %	79	4 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
Discriminatory behaviour	Total	82	2 %	93	3 %	64	3 %	2,555	3 %
	Race	42	51 %	33	35 %	30	47 %	1,230	48 %
	Sex	16	20 %	16	17 %	12	16 %	380	15 %
	Disability	15	18 %	15	16 %	15	25 %	540	21 %
	Sexual orientation	5	6 %	4	4 %	1	2 %	69	3 %
	Gender reassignment	2	2 %	1	1 %	1	2 %	33	1 %
	Other	2	2 %	22	24 %	4	6 %	201	8 %
	Age	0	0 %	1	1 %	1	1 %	25	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	0	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
	Religion or belief	0	0 %	1	1 %	1	2 %	76	3 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	1,894	54 %	1,164	34 %	1,049	46 %	35,875	39 %
Arrest	438	12 %	204	6 %	271	12 %	11,122	12 %
None	402	11 %	1,333	39 %	472	17 %	17,926	19 %
Call Handling	198	6 %	176	5 %	98	4 %	3,994	4 %
Custody	197	6 %	108	3 %	115	5 %	5,234	6 %
Roads/traffic	136	4 %	92	3 %	113	5 %	5,674	6 %
Premises search	123	4 %	52	2 %	49	2 %	2,313	3 %
Child protection / CSA / CSE	77	2 %	62	2 %	32	1 %	1,763	2 %
Domestic / gender abuse	72	2 %	74	2 %	86	4 %	5,308	6 %
Neighbourhood policing	72	2 %	47	1 %	81	4 %	4,427	5 %
Mental health	67	2 %	57	2 %	38	2 %	2,452	3 %
Stop and/or search	48	1 %	52	2 %	25	1 %	1,871	2 %
Restraint equipment	31	1 %	11	0 %	19	1 %	867	1 %
VAWG - police perpetrated	25	1 %	63	2 %	12	0 %	425	0 %
VAWG - dissatisfaction handling	21	1 %	78	2 %	64	3 %	3,994	4 %
Firearms	20	1 %	9	0 %	8	0 %	387	0 %
Missing persons	20	1 %	13	0 %	13	1 %	622	1 %
PPDA	20	1 %	23	1 %	3	0 %	58	0 %
Drugs / alcohol	9	0 %	10	0 %	16	1 %	1,000	1 %
Social media	8	0 %	6	0 %	8	0 %	479	1 %
Death	7	0 %	11	0 %	18	1 %	772	1 %
Hate Crime	5	0 %	3	0 %	9	0 %	415	0 %
Fraud	3	0 %	8	0 %	6	0 %	643	1 %
Taser	1	0 %	2	0 %	1	0 %	100	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	1	0 %	46	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	57	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Public order incident	0	0 %	4	0 %	21	1 %	659	1 %
Serious injury	0	0 %	1	0 %	2	0 %	193	0 %
Unknown	0	0 %	0	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	37	1 %	2	0 %	52	0 %

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

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

Section A1.6: National complaint factors on top five allegation categories

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Access and/or disclosure of information	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police perpetrated	0	0	0	1	0
VAWG - dissatisfaction handling	13	7	0	0	1
Taser	1	0	0	0	0
Stop and/or search	7	36	0	2	2
Social media	6	0	0	0	0
Roads/traffic	64	21	4	2	21
Restraint equipment	3	25	0	1	2
Premises search	20	72	0	1	16
None	215	48	35	6	65
Neighbourhood policing	38	11	0	4	17
Missing persons	8	6	0	1	5
Mental health	15	32	1	4	13
Investigation	1,132	381	54	54	217
Hate Crime	4	0	0	1	0
Fraud	3	0	0	0	0
Firearms	9	10	0	0	1
Drugs / alcohol	7	1	0	0	1
Domestic / gender abuse	35	15	1	4	5
Death	6	1	0	0	0
Custody	34	133	1	5	19
Child protection / CSA / CSE	47	6	4	1	13
Call Handling	137	14	3	2	41
Arrest	103	243	4	15	66
Total	1,755	921	96	80	455

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
▼				
Q2 24/25	18	14	2	33
Q3 24/25	6	6	0	12
Q4 24/25	10	9	0	19
Q1 25/26	0	21	0	21
Q2 25/26	21	4	0	25
Total	55	54	2	110

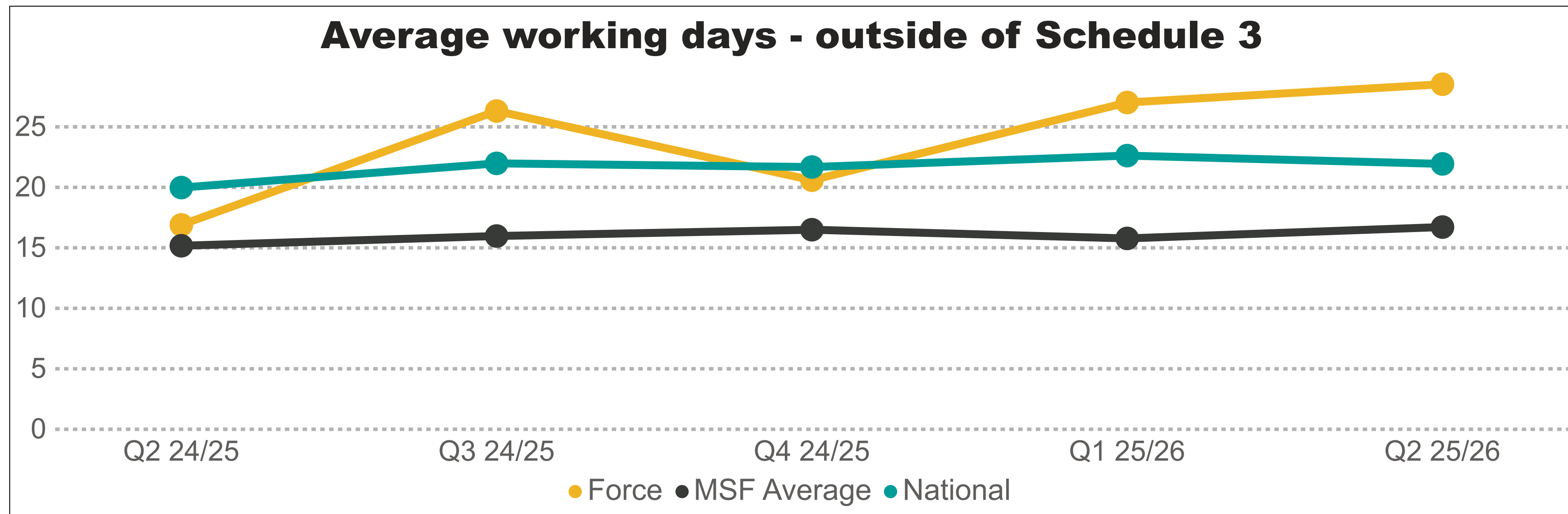
Section A2: Allegations timeliness

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

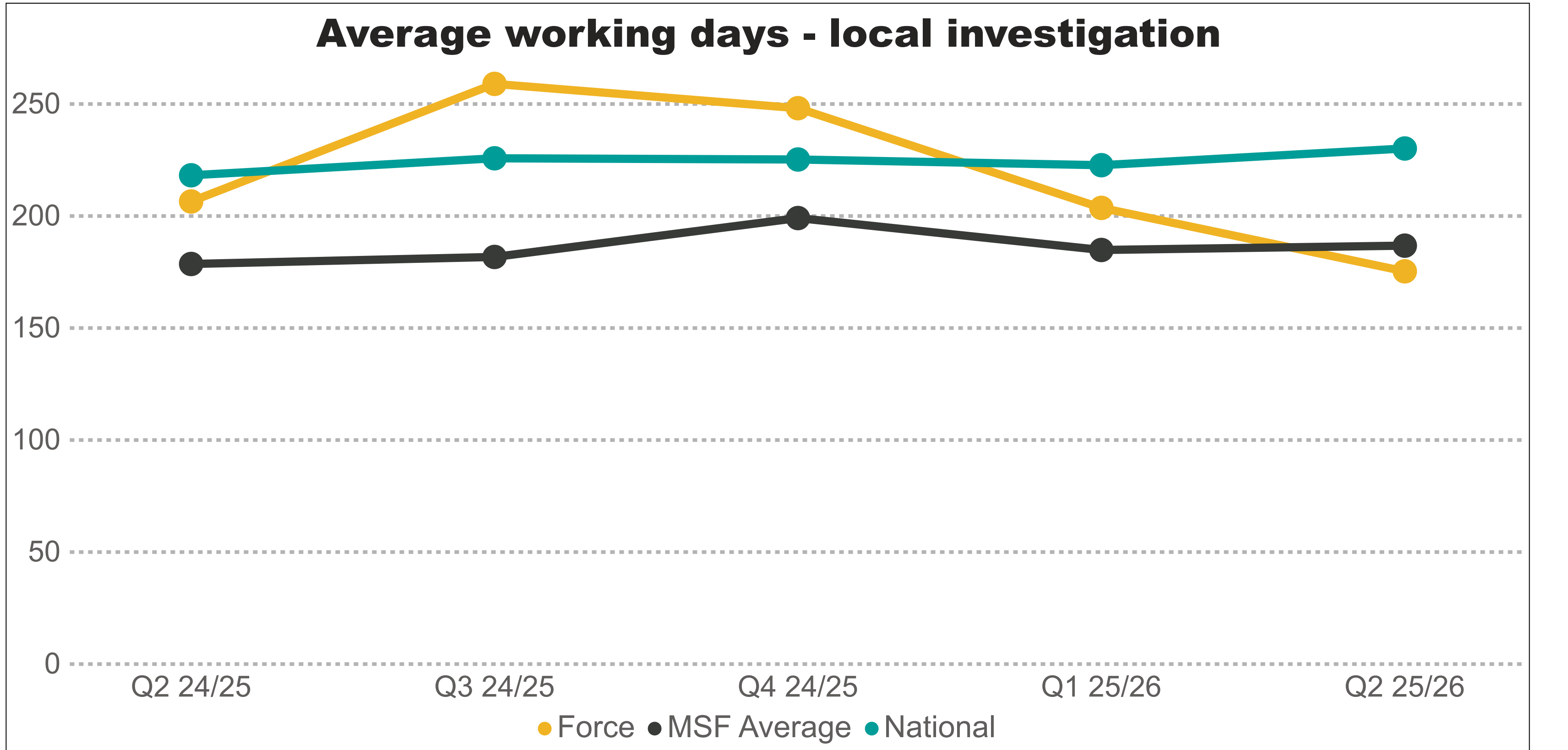
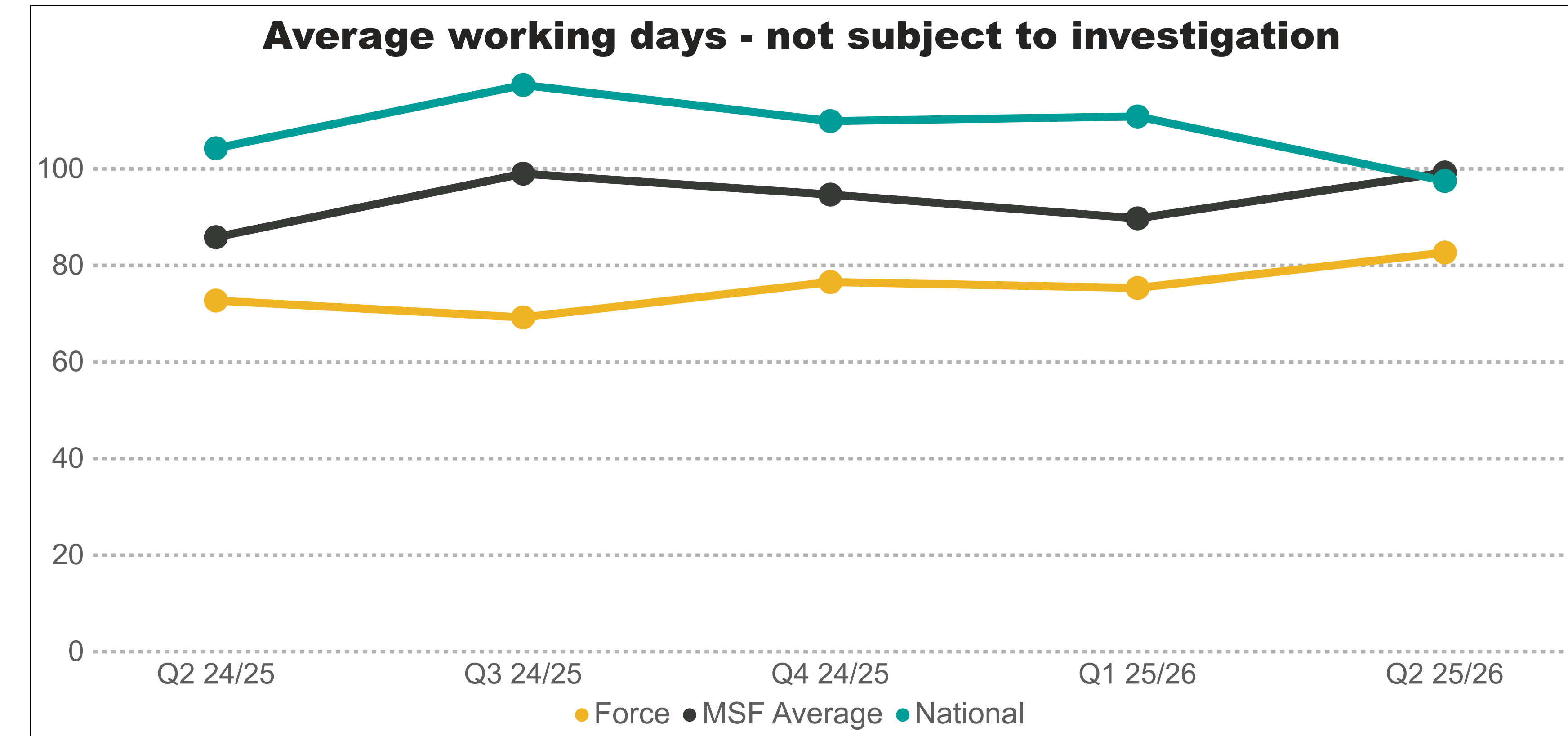
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Year to date	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
Allegations	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	989	28	1,788	80	276	190	1	194
SPLY	1,019	15	1,676	75	457	173	0	0
MSF Average	835	16	1,052	96	214	188	2	166
National	40,759	22	37,787	104	7,711	226	102	362



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	1	49



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

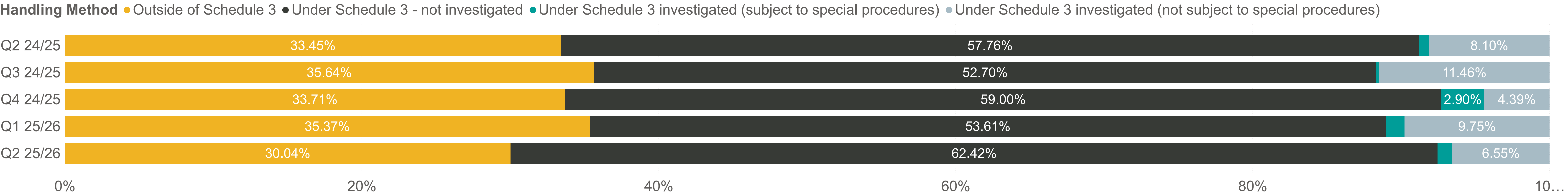
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National	National %
Under Schedule 3 investigated (not subject to special procedures)	243	8 %	197	9 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	34	1 %	19	1 %	756	1 %
Under Schedule 3 - not investigated	1,788	59 %	1052	46 %	37,787	44 %
Outside of Schedule 3	989	32 %	835	44 %	40,759	47 %
Total	3,054	100 %	2103	100 %	86,360	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %
▼																
No further action			0		208	12 %	2,670	7 %			10	1 %	4	2 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		193	11 %	3,444	9 %	1	3 %	18	2 %	45	19 %	712	10 %
Service provided - not acceptable			0		194	11 %	4,757	13 %			33	4 %	26	11 %	970	14 %
Service provided - acceptable			1	0 %	1144	64 %	25,819	68 %			126	17 %	163	67 %	4,785	68 %
Not Resolved	4	0 %	2,044	5 %			0				0				0	
Resolved	985	100 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		23	68 %	386	51 %			0	
Case to Answer			0				0		6	18 %	141	19 %			0	
Withdrawal			0		49	3 %	1,005	3 %	4	12 %	40	5 %	5	2 %	231	3 %

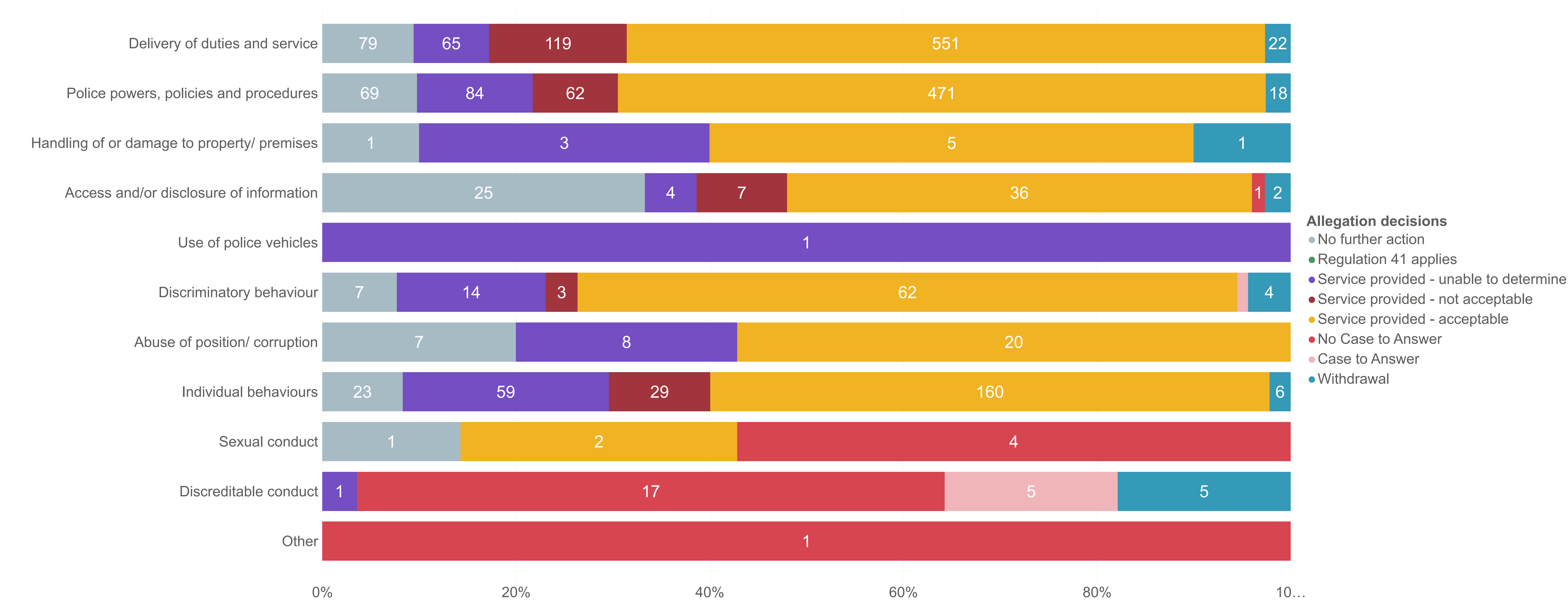
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	691	79	53	11	14	3	0	129	0	0	5	985
Not Resolved	2	1	0	0	0	0	0	1	0	0	0	4

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

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

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

. Actions following outside of Schedule 3 complaint cases ▲	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	39	4 %	29	3 %	11	1 %	176	0 %
Learning from reflection	282	29 %	247	24 %	55	6 %	1,043	3 %
Policy review	8	1 %	10	1 %	1	0 %	29	0 %
Goodwill gesture	2	0 %	3	0 %	1	0 %	92	0 %
Apology	77	8 %	122	12 %	46	5 %	3,141	8 %
Debrief	34	3 %	38	4 %	8	1 %	387	1 %
Explanation	426	43 %	493	48 %	589	72 %	26,358	65 %
No further action	82	8 %	64	6 %	88	11 %	5,286	13 %
Other action	32	3 %	13	1 %	34	4 %	4,052	10 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	21	1 %	24	1 %	11	1 %	346	1 %
Apology	209	10 %	84	4 %	49	3 %	1,647	4 %
Debrief	0	0 %	2	0 %	0	0 %	1,823	4 %
Explanation	1,347	65 %	1,592	75 %	886	70 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	322	16 %	240	11 %	209	16 %	8,724	19 %
Other action	28	1 %	54	3 %	25	2 %	379	1 %
Learning from reflection	89	4 %	102	5 %	67	6 %	2,446	5 %
Referral to RPRP	0	0 %	6	0 %	8	1 %	602	1 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

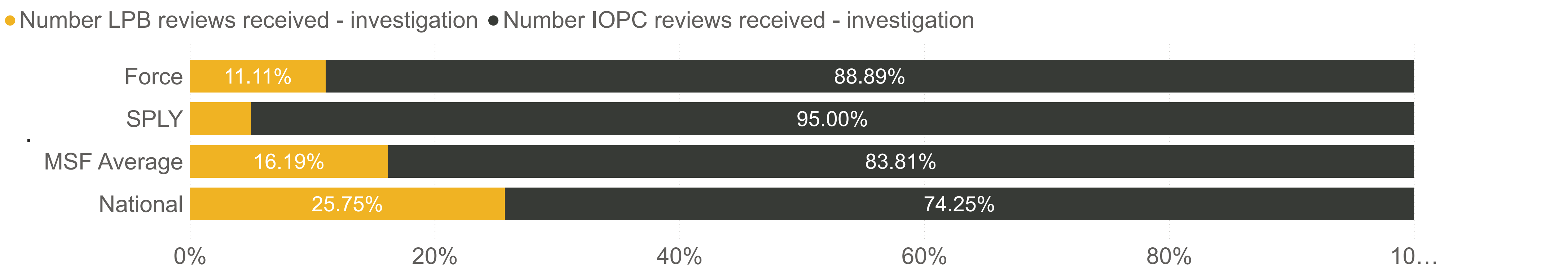
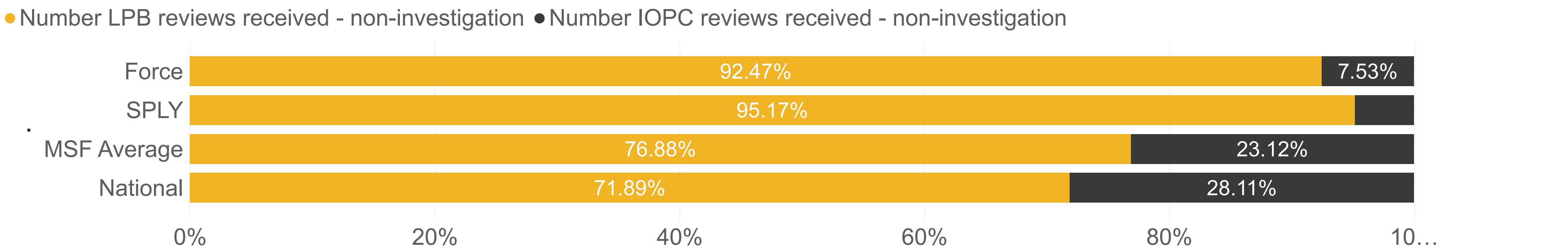
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	2	13 %	2	19 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	1 %	1	0 %
Other actions following a case to answer decision	5	15 %	0	0 %	2	7 %	45	6 %
Referral to RPRP	0	0 %	3	20 %	2	11 %	92	12 %

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

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

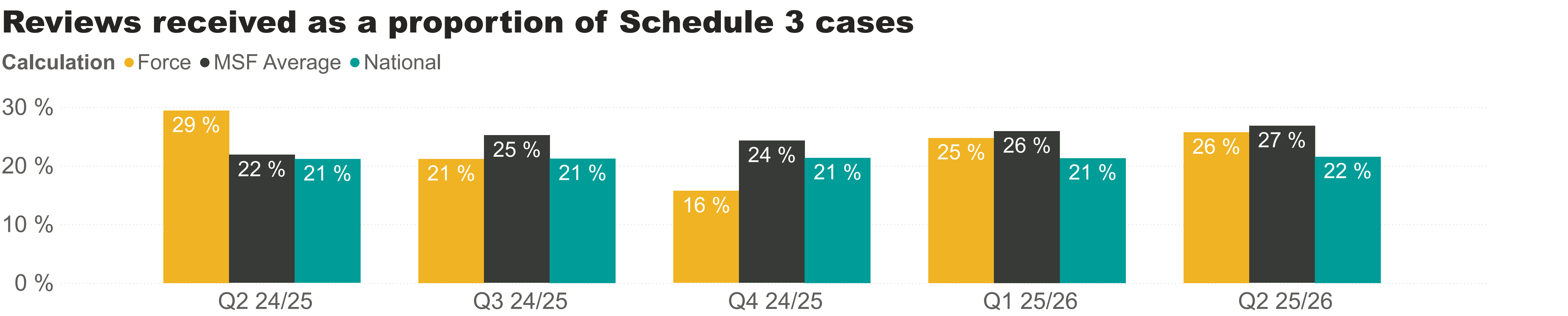
Non-investigation reviews received	LPB	IOPC
Force	135	11
SPLY	138	7
MSF Average	64	19
National	2,222	869

Investigation reviews received	LPB	IOPC
Force	2	16
SPLY	1	19
MSF Average	2	11
National	145	418



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	164	649
SPLY	165	726
MSF Average	96	406
National	3,654	17,058



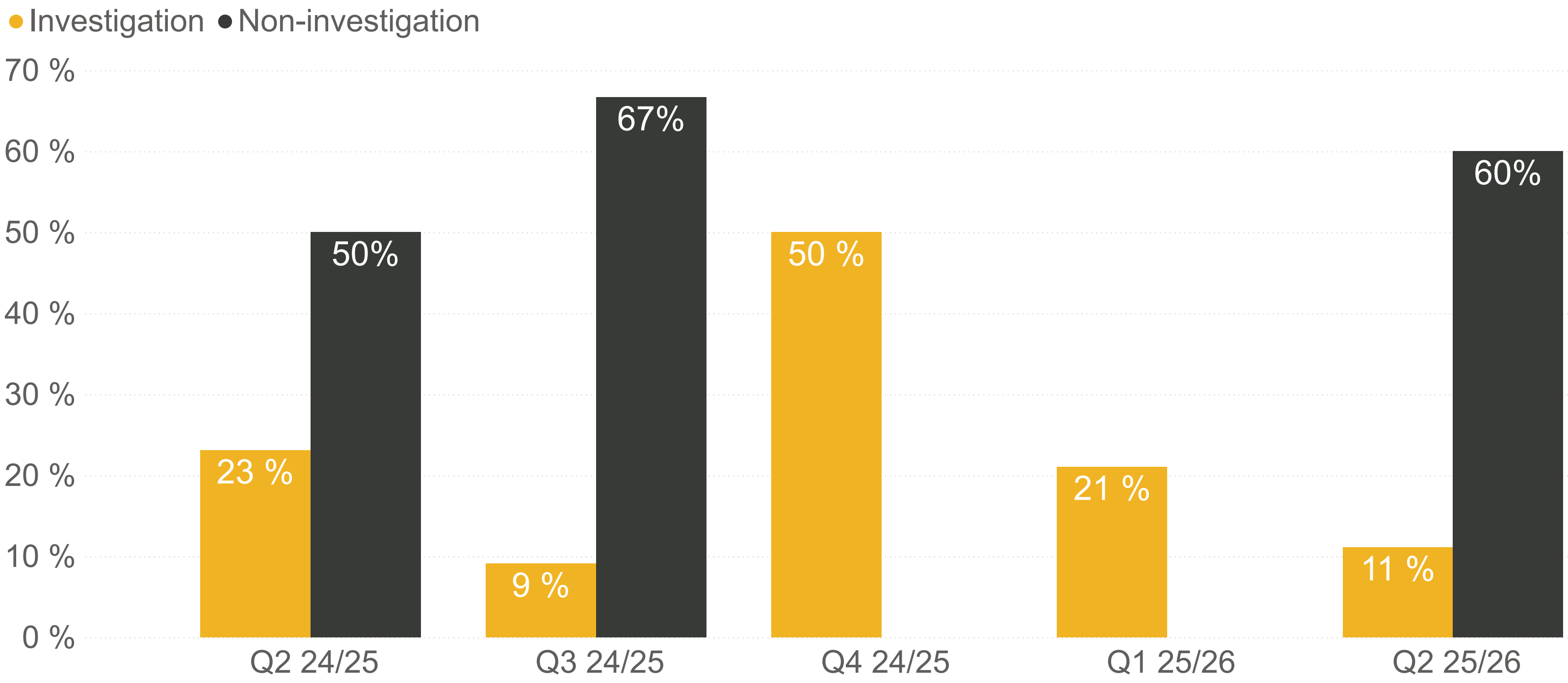
	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	27	31	60	46
Average number of working days to complete IOPC reviews	194	185	151	139

Section C2: Outcomes on reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

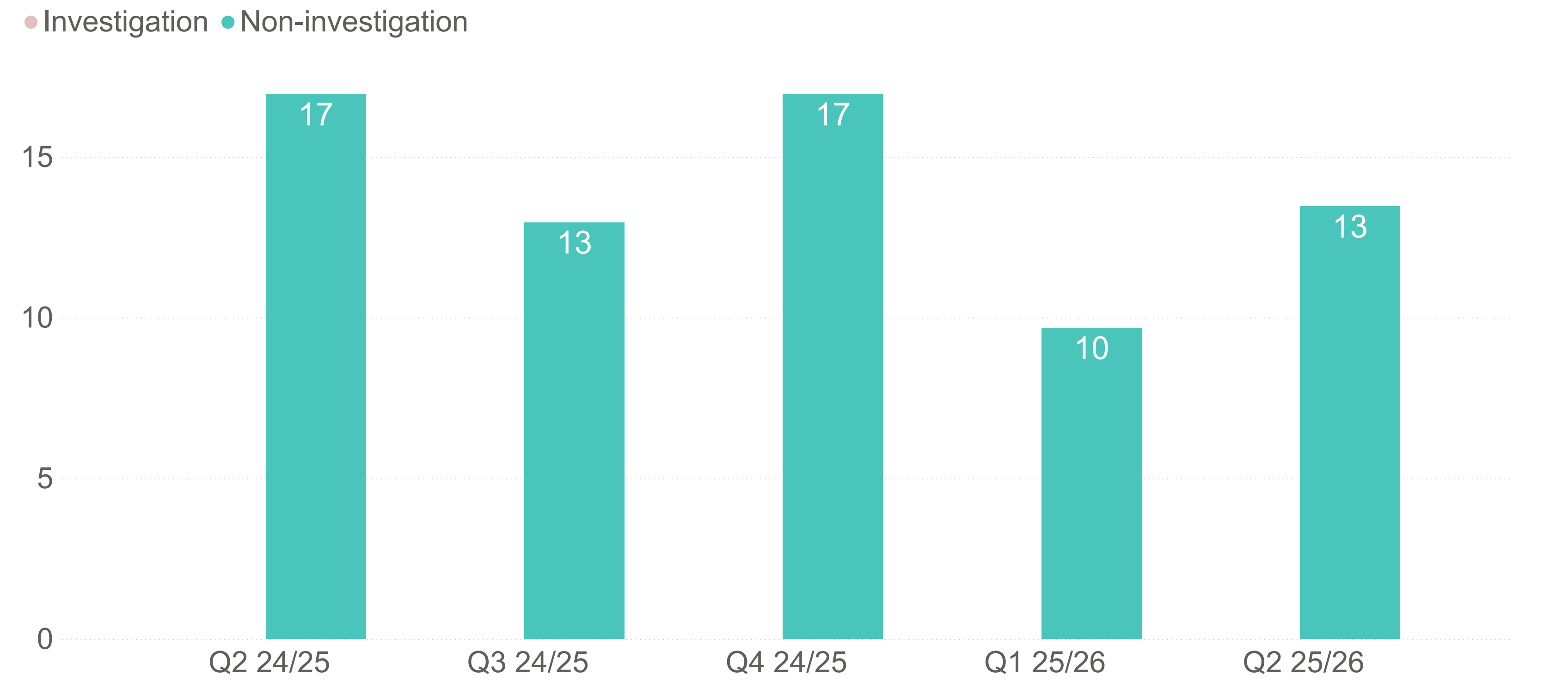
Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	28	5	2	
SPLY	27	8	1	
MSF Average	15	4	1	
National	595	160	147	47

% IOPC reviews upheld - Force



Non-investigation reviews (YTD) ▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	11	3	83	10
SPLY	8	3	110	16
MSF Average	17	5	53	9
National	949	244	1,971	392

% LPB Reviews upheld - Force



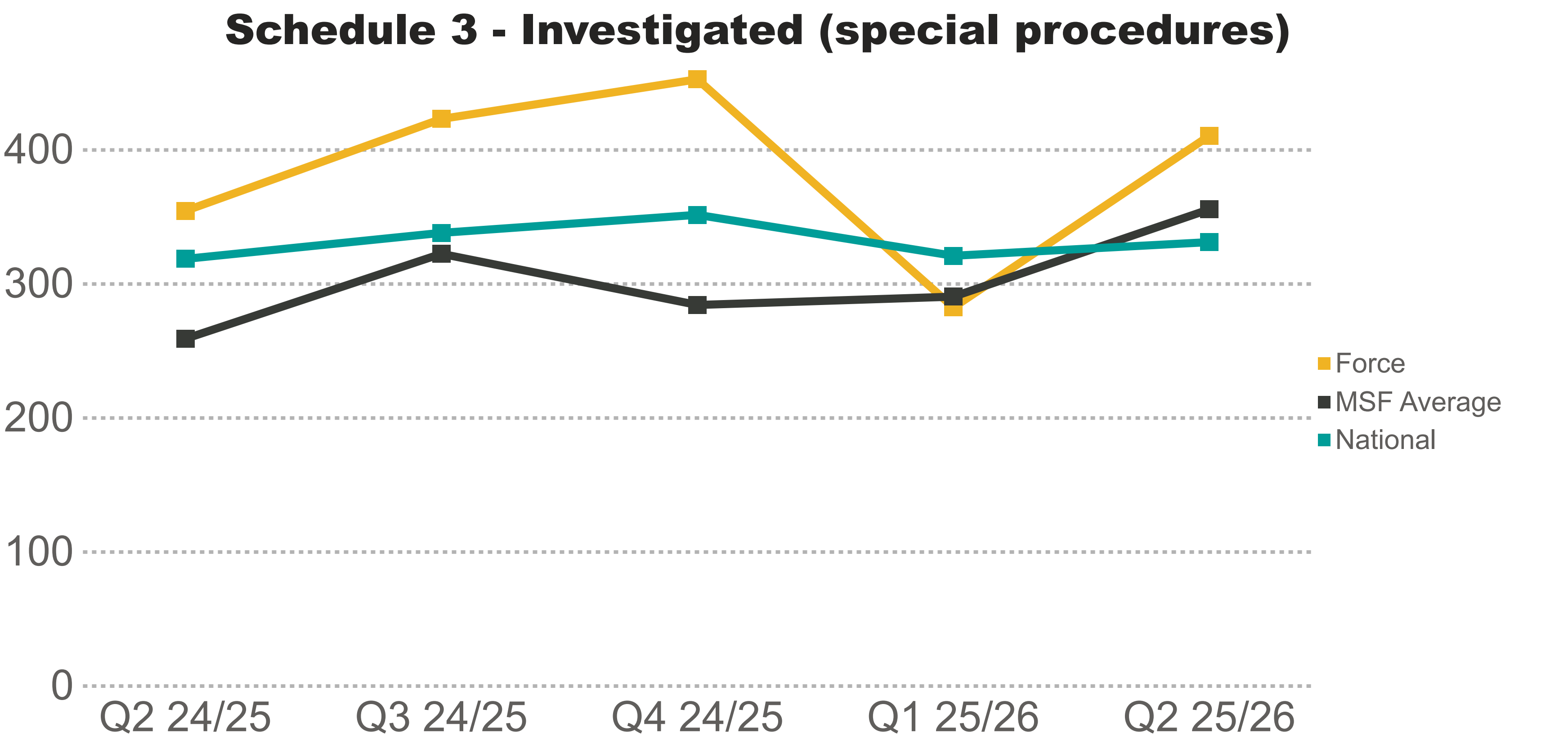
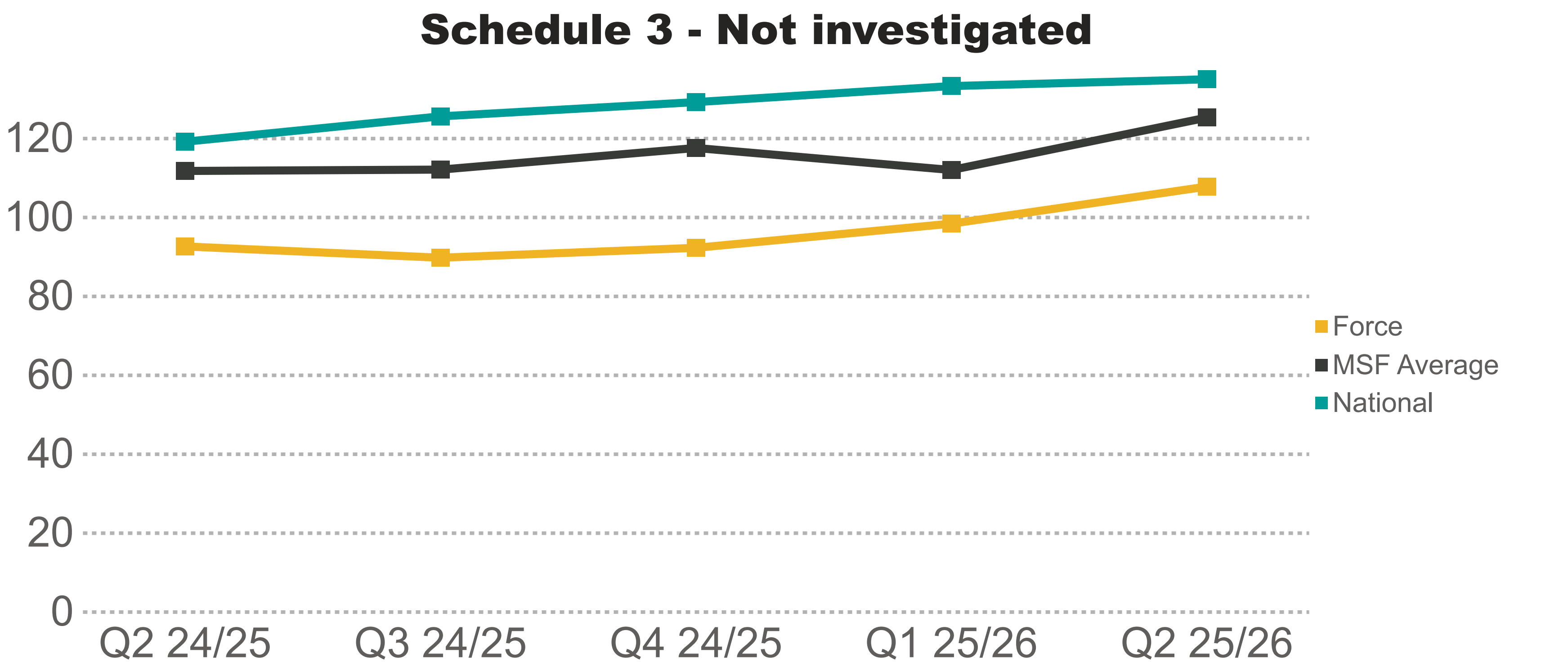
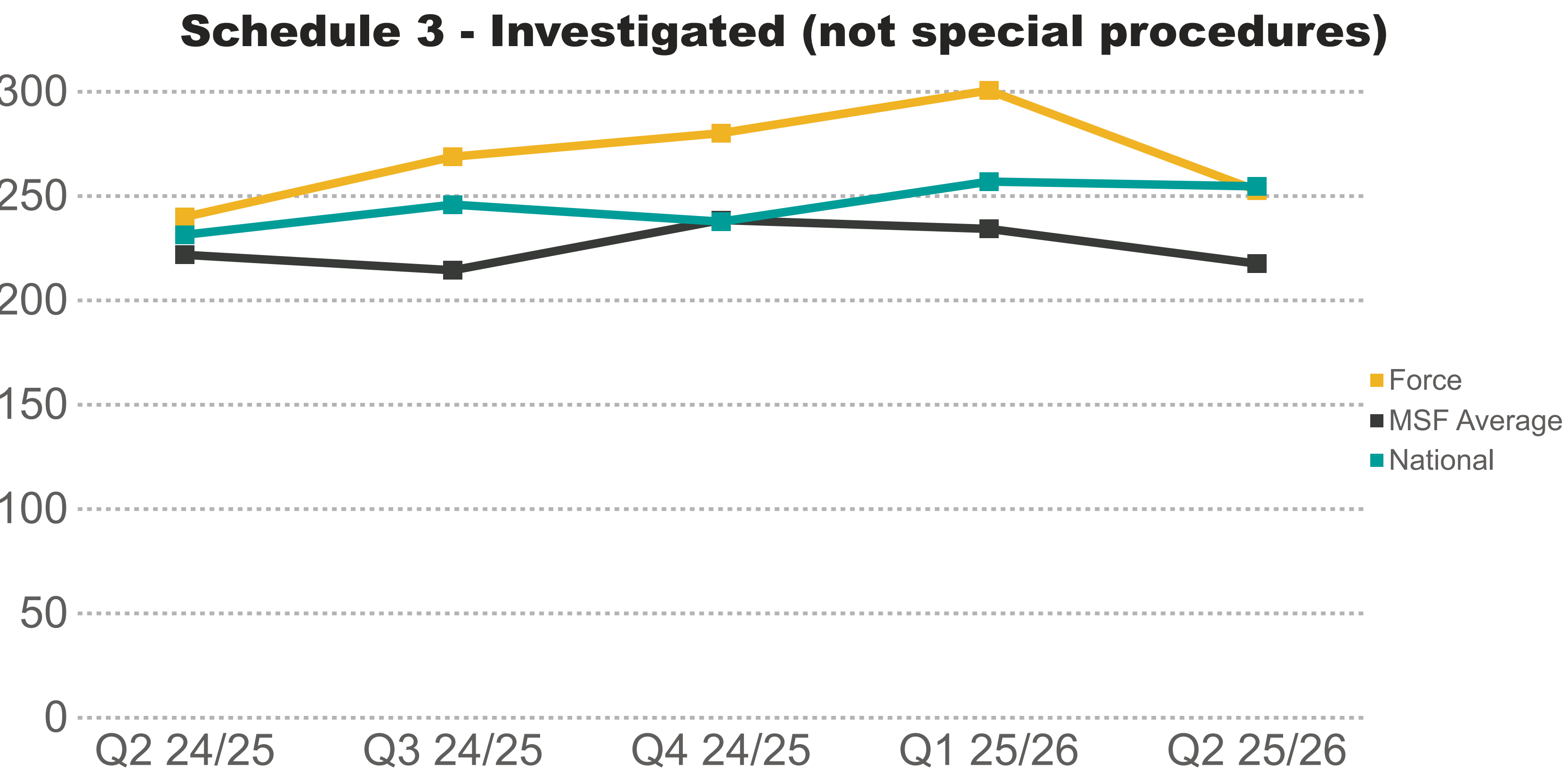
Section D1: Complaint cases finalised under Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	352	340	360	326
Under Schedule 3 investigated (not subject to special procedures)	278	211	230	256
Under Schedule 3 - not investigated	104	92	119	134
Total	125	116	138	155

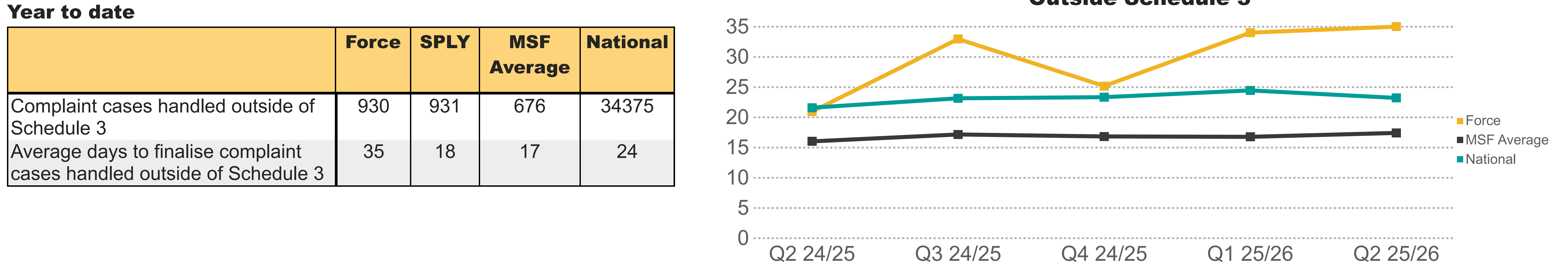
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	572	588	346	14,328
Under Schedule 3 investigated (not subject to special procedures)	66	129	53	2,409
Under Schedule 3 investigated (subject to special procedures)	11	9	7	321
Total	649	726	406	17,058



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

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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

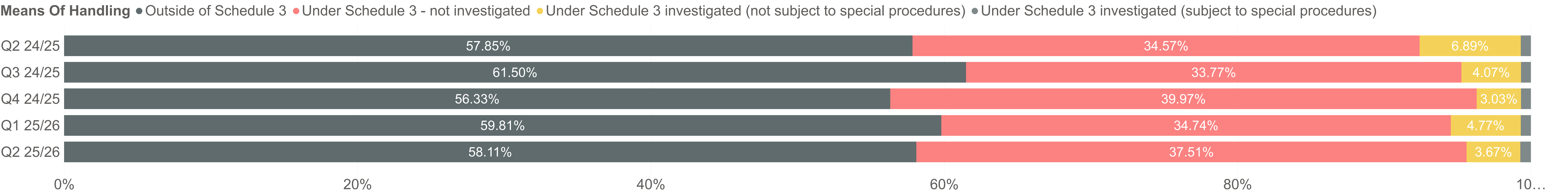


Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	930	59%	931	56%	676	62%	34,375	67%
Under Schedule 3 - not investigated	572	36%	588	35%	346	32%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	66	4%	129	8%	53	5%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	11	1%	9	1%	7	1%	321	1%
Total	1,579	100%	1,657	100%	1,082	100%	51,435	100%

Force: percent of complaint cases finalised by handling method



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

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

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

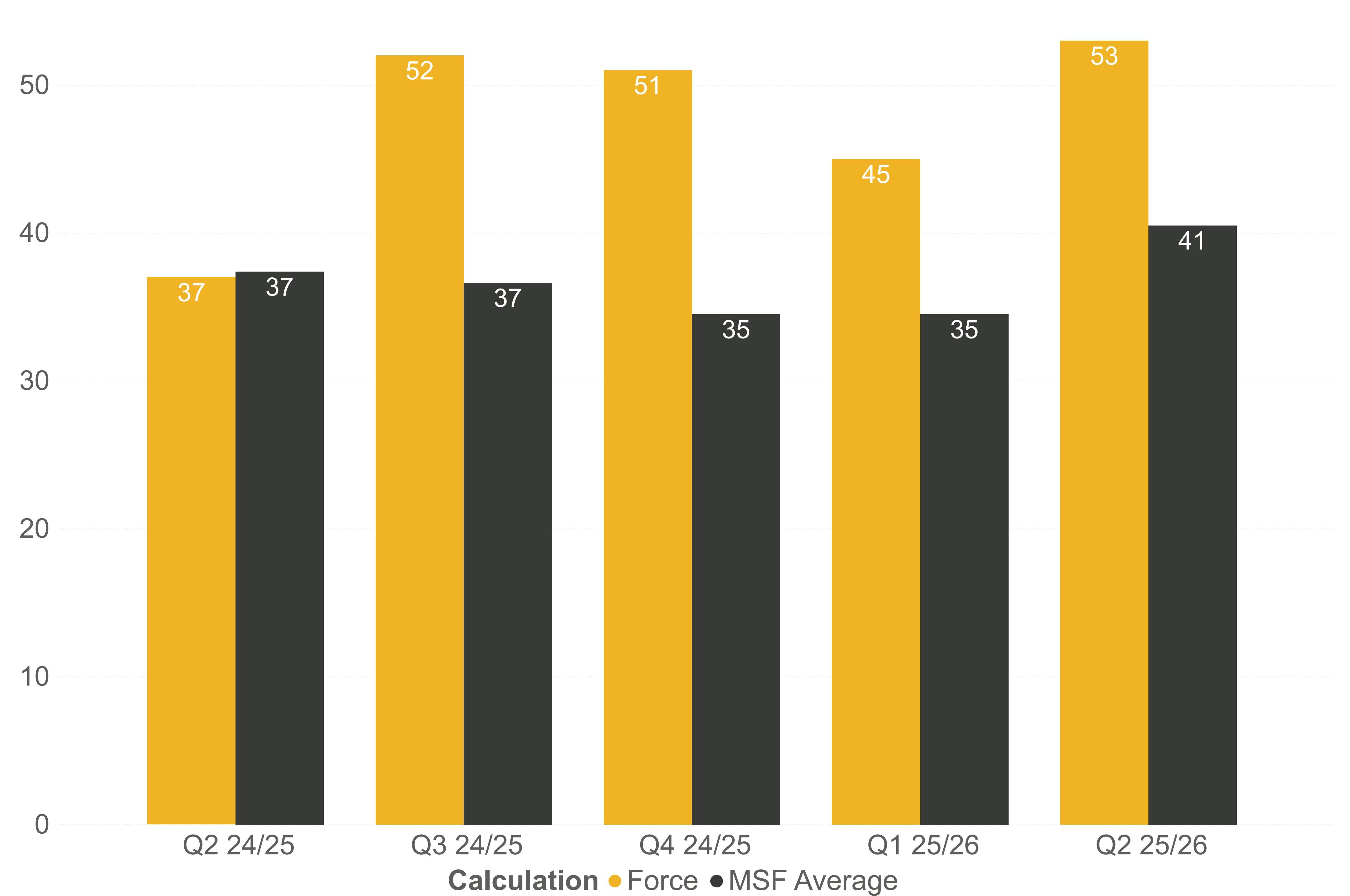
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	98	79	75	3,397
Number referrals completed	96	80	74	3,401
Decision: Independent Investigation	4	5	3	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	54	47	42	1,702
Decision: Return to Force	37	26	27	1,448
Decision: Invalid	1	2	2	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to ‘Action Fraud’. Action Fraud is the UK’s national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC’s [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC’s [Statutory Guidance on the police complaints system \(February 2020\)](#).