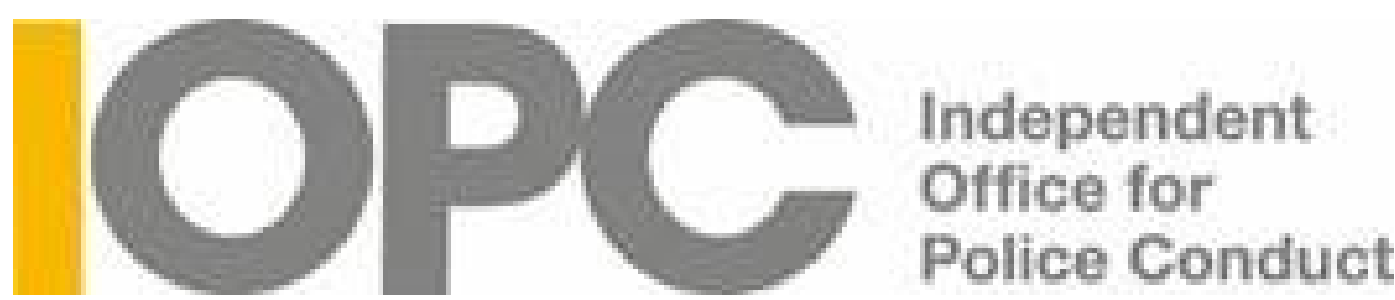


Interim Police Complaints Information Bulletin: Metropolitan



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

Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, West Yorkshire

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

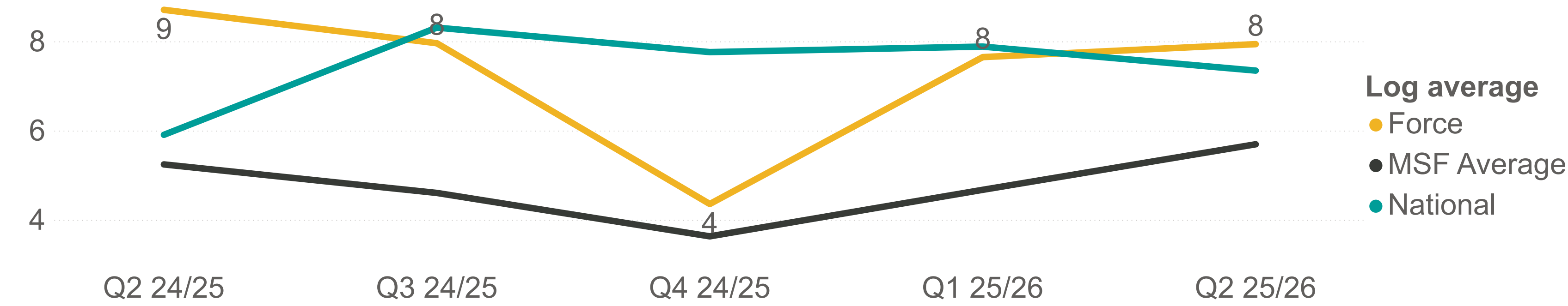
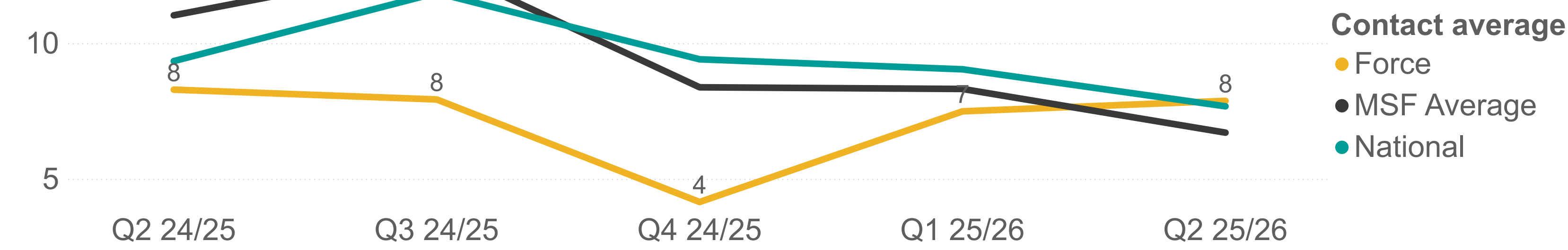
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

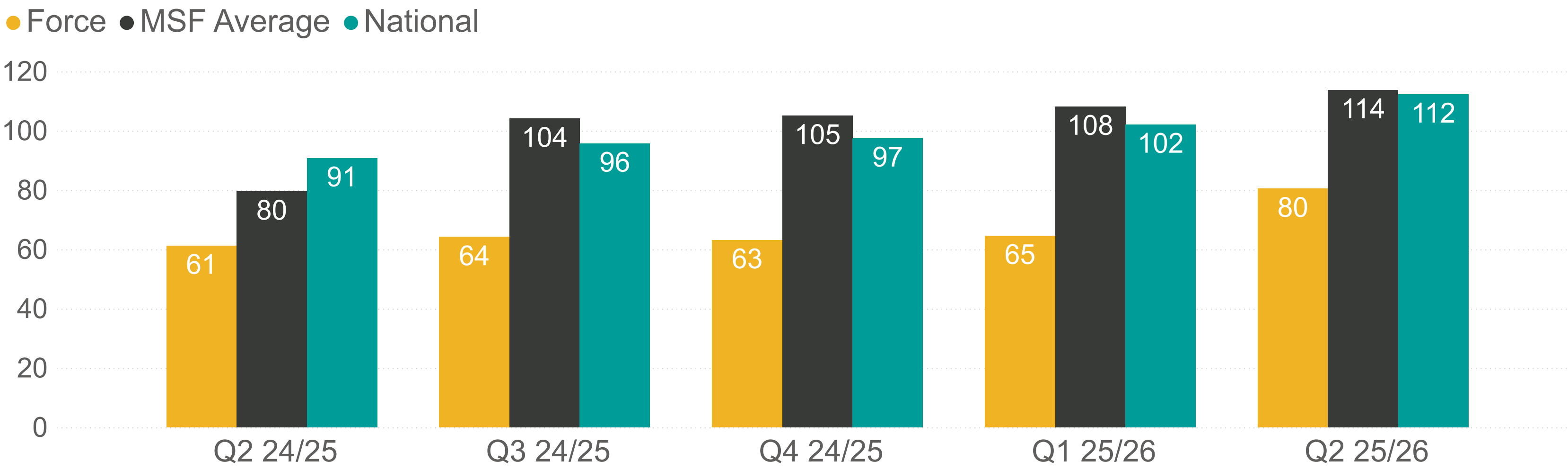
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

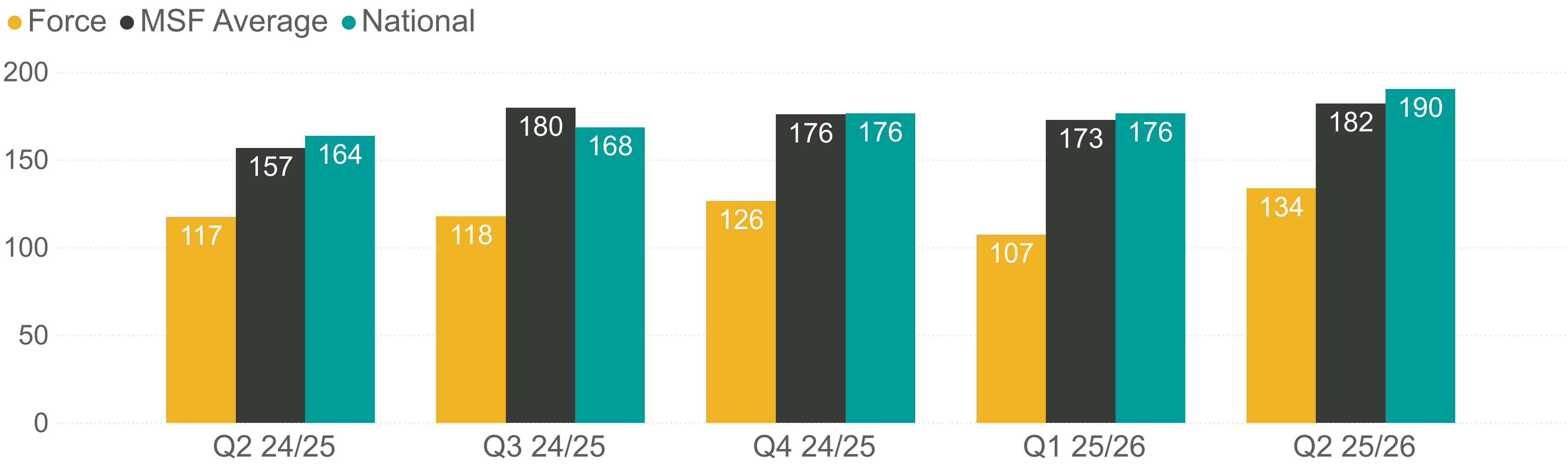
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	6,933	145	11,513	241	8	8
SPLY	5,834	120	11,314	232	7	7
MSF Average	4,005	222	6,521	355	8	5
National	54,025	214	92,398	367	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	1,901	1,306	682	6,147
Complainant wishes the complaint be recorded	220	273	121	2,922
Dissatisfaction after initial handling	190	111	147	2,753
Nature of the allegation(s) in the complaint	183	206	272	5,061
Total	2,494	1,896	1,222	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	76 %	69 %	41 %	36 %
Complainant wishes the complaint be recorded	9 %	14 %	10 %	17 %
Dissatisfaction after initial handling	8 %	6 %	15 %	16 %
Nature of the allegation(s) in the complaint	7 %	11 %	34 %	30 %

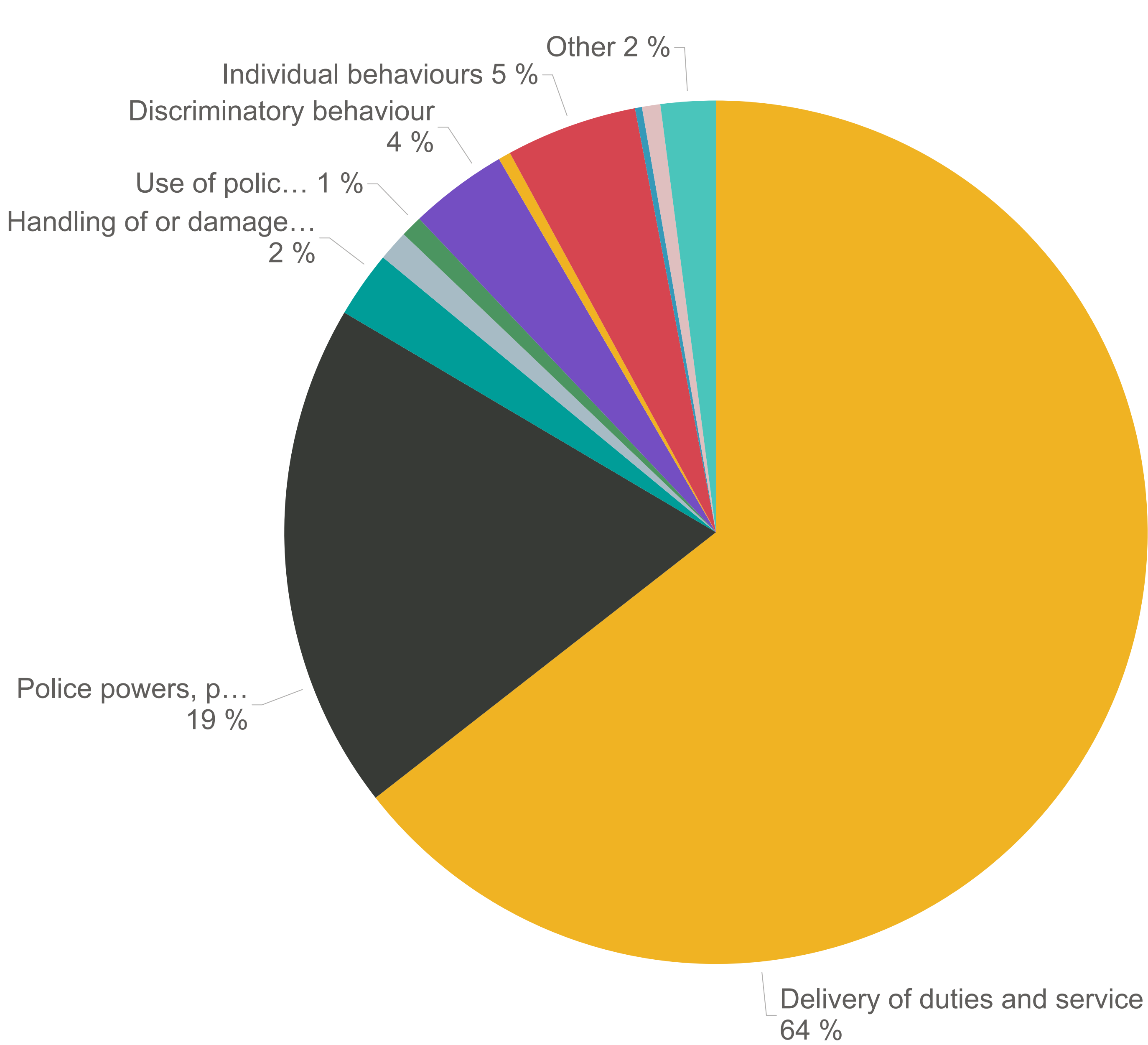
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

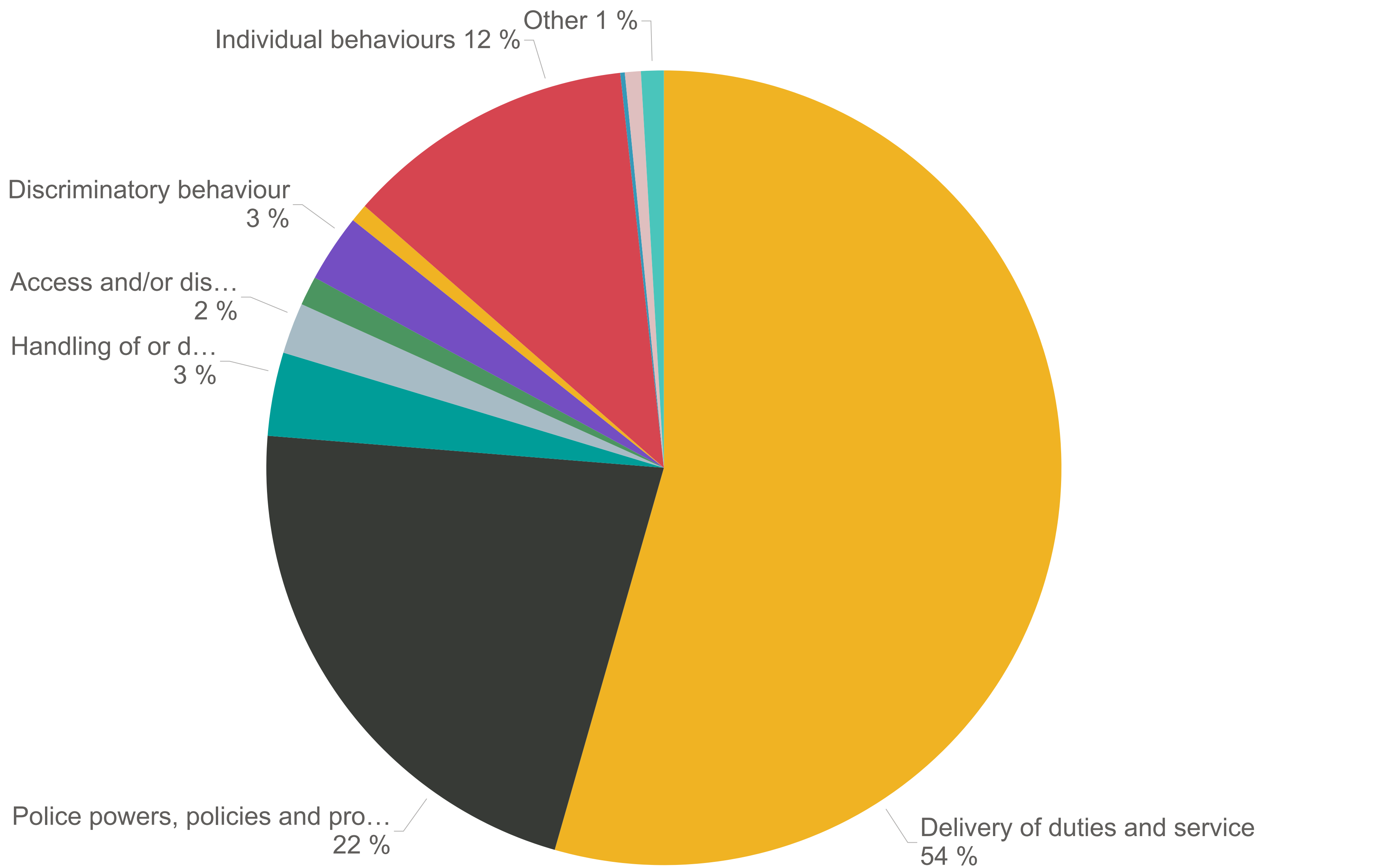
What has been complained about (YTD)

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	7,421	2,192	286	132	93	424	53	566	30	79	237	11,513
SPLY	7,606	2,017	218	163	88	328	48	530	31	76	209	11,314
MSF Average	3,774	1,350	227	99	59	233	32	606	13	55	74	6,521
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	7,421	64 %	7,606	67 %	3,774	57 %	50,289	54 %
	General level of service	4,905	66 %	4,905	64 %	1,500	33 %	14,998	30 %
	Police action following contact	1,707	23 %	1,801	24 %	1,494	42 %	21,478	43 %
	Decisions	625	8 %	646	8 %	472	15 %	8,005	16 %
	Information	184	2 %	254	3 %	309	9 %	5,808	12 %
Police powers, policies and procedures	Total	2,192	19 %	2,017	18 %	1,350	22 %	20,195	22 %
	Use of force	609	28 %	553	27 %	339	23 %	4,720	23 %
	Power to arrest and detain	396	18 %	377	19 %	240	19 %	3,563	18 %
	Other policies and procedures	356	16 %	187	9 %	174	14 %	2,380	12 %
	Evidential procedures	208	9 %	190	9 %	119	10 %	1,828	9 %
	Stops, and stop and search	195	9 %	180	9 %	83	5 %	936	5 %
	Searches of premises and seizure of property	185	8 %	181	9 %	160	12 %	2,650	13 %
	Detention in police custody	147	7 %	271	13 %	151	11 %	2,555	13 %
	Bail, identification and interview procedures	67	3 %	59	3 %	69	5 %	1,229	6 %
	Out of court disposals	29	1 %	19	1 %	16	1 %	334	2 %
Individual behaviours	Total	566	5 %	530	5 %	606	9 %	10,906	12 %
	Unprofessional attitude and disrespect	217	38 %	192	36 %	196	35 %	3,042	28 %
	Impolite language / tone	172	30 %	131	25 %	171	29 %	2,938	27 %
	Impolite and intolerant actions	73	13 %	71	13 %	115	17 %	1,625	15 %
	Lack of fairness and impartiality	52	9 %	45	8 %	61	11 %	1,613	15 %
	Overbearing or harassing behaviours	52	9 %	91	17 %	63	9 %	1,688	15 %
Discriminatory behaviour	Total	424	4 %	328	3 %	233	3 %	2,555	3 %
	Race	264	62 %	207	63 %	124	52 %	1,230	48 %
	Disability	50	12 %	32	10 %	48	20 %	540	21 %
	Sex	35	8 %	26	8 %	29	14 %	380	15 %
	Other	29	7 %	37	11 %	12	6 %	201	8 %
	Religion or belief	25	6 %	14	4 %	10	3 %	76	3 %
	Sexual orientation	12	3 %	3	1 %	7	3 %	69	3 %
	Age	5	1 %	7	2 %	2	1 %	25	1 %
	Gender reassignment	4	1 %	2	1 %	2	1 %	33	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	0	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	286	2 %	218	2 %	227	3 %	3,060	3 %
	Handling of or damage to property/ premises	286	100 %	218	100 %	227	100 %	3,060	98 %

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

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

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	3,867	34 %	4,435	39 %	2,332	37 %	35,875	39 %
None	3,744	33 %	2,883	25 %	1,519	19 %	17,926	19 %
Arrest	1,220	11 %	1,508	13 %	744	12 %	11,122	12 %
Custody	563	5 %	577	5 %	350	5 %	5,234	6 %
Call Handling	499	4 %	493	4 %	265	5 %	3,994	4 %
Roads/traffic	479	4 %	479	4 %	422	7 %	5,674	6 %
Stop and/or search	455	4 %	457	4 %	203	2 %	1,871	2 %
Neighbourhood policing	284	2 %	365	3 %	339	5 %	4,427	5 %
Premises search	200	2 %	214	2 %	165	3 %	2,313	3 %
VAWG - dissatisfaction handling	196	2 %	156	1 %	315	5 %	3,994	4 %
Mental health	185	2 %	187	2 %	201	3 %	2,452	3 %
Domestic / gender abuse	122	1 %	104	1 %	413	6 %	5,308	6 %
Restraint equipment	100	1 %	142	1 %	62	1 %	867	1 %
Public order incident	87	1 %	83	1 %	46	1 %	659	1 %
VAWG - police perpetrated	71	1 %	86	1 %	26	0 %	425	0 %
Missing persons	65	1 %	45	0 %	46	1 %	622	1 %
Child protection / CSA / CSE	62	1 %	65	1 %	76	1 %	1,763	2 %
Death	51	0 %	78	1 %	35	0 %	772	1 %
Drugs / alcohol	36	0 %	42	0 %	55	1 %	1,000	1 %
Firearms	28	0 %	29	0 %	18	0 %	387	0 %
Hate Crime	20	0 %	18	0 %	25	0 %	415	0 %
Serious injury	19	0 %	11	0 %	16	0 %	193	0 %
Social media	14	0 %	23	0 %	35	1 %	479	1 %
Taser	13	0 %	19	0 %	8	0 %	100	0 %
Covert policing	11	0 %	10	0 %	5	0 %	46	0 %
Fraud	9	0 %	15	0 %	22	1 %	643	1 %
Police dogs or horses	6	0 %	18	0 %	4	0 %	57	0 %
VAWG - police victim	5	0 %	3	0 %	2	0 %	52	0 %
PPDA	2	0 %	0	0 %	3	0 %	58	0 %
Unknown	1	0 %	0	0 %	0	0 %	6	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %

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

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

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police victim	2	1	0	0	1
VAWG - police perpetrated	10	30	0	3	4
VAWG - dissatisfaction handling	168	12	0	6	6
Taser	3	10	0	0	0
Stop and/or search	87	270	7	52	30
Social media	3	4	0	0	1
Serious injury	6	8	0	1	0
Roads/traffic	231	115	15	30	27
Restraint equipment	9	87	1	1	1
Public order incident	32	38	0	7	4
Premises search	59	97	31	4	6
Police dogs or horses	3	3	0	0	0
None	2,448	453	105	140	244
Neighbourhood policing	235	15	7	8	16
Missing persons	52	8	0	2	3
Mental health	102	47	6	14	11
Investigation	3,133	384	67	104	88
Hate Crime	13	1	0	5	1
Fraud	8	0	0	0	0
Firearms	8	11	1	2	4
Drugs / alcohol	14	11	1	2	2
Domestic / gender abuse	81	16	1	6	8
Death	36	3	5	3	1
Custody	246	227	13	11	49
Covert policing	3	4	0	1	1
Child protection / CSA / CSE	44	8	1	3	4
Call Handling	407	12	2	16	59
Arrest	445	618	38	52	32
Total	7,415	2,190	286	424	566

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	86	40	2	128
Q3 24/25	63	32	2	95
Q4 24/25	118	27	7	149
Q1 25/26	93	44	2	138
Q2 25/26	103	27	3	133
Total	463	170	16	643

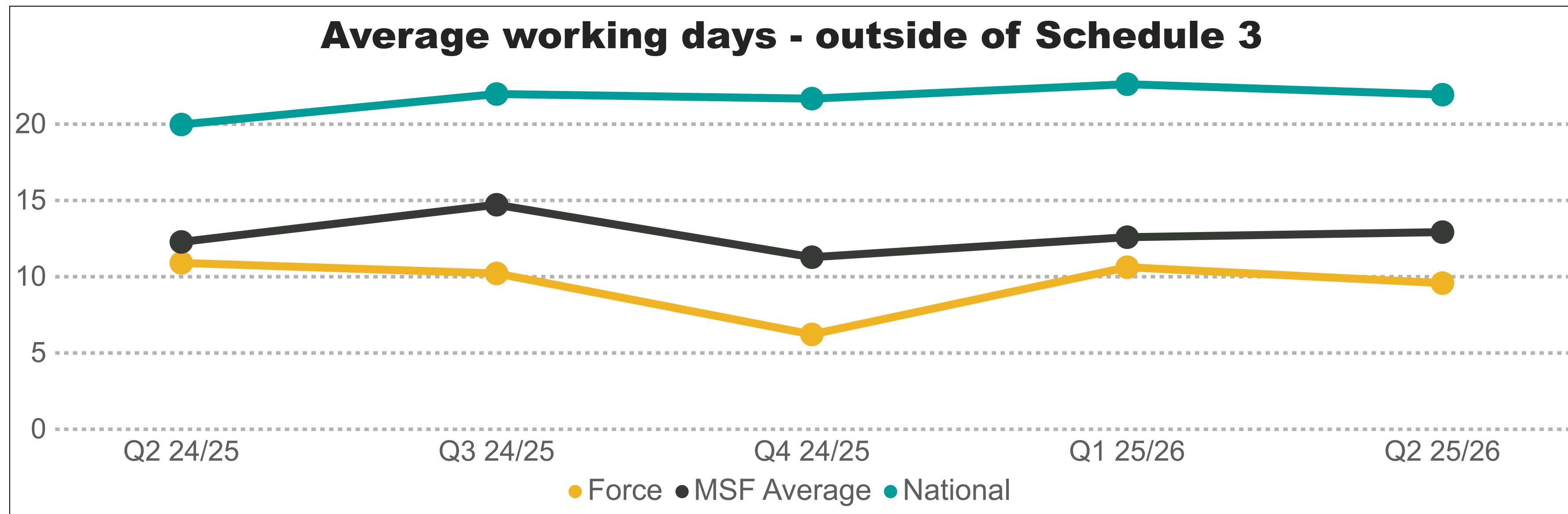
Section A2: Allegations timeliness

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.

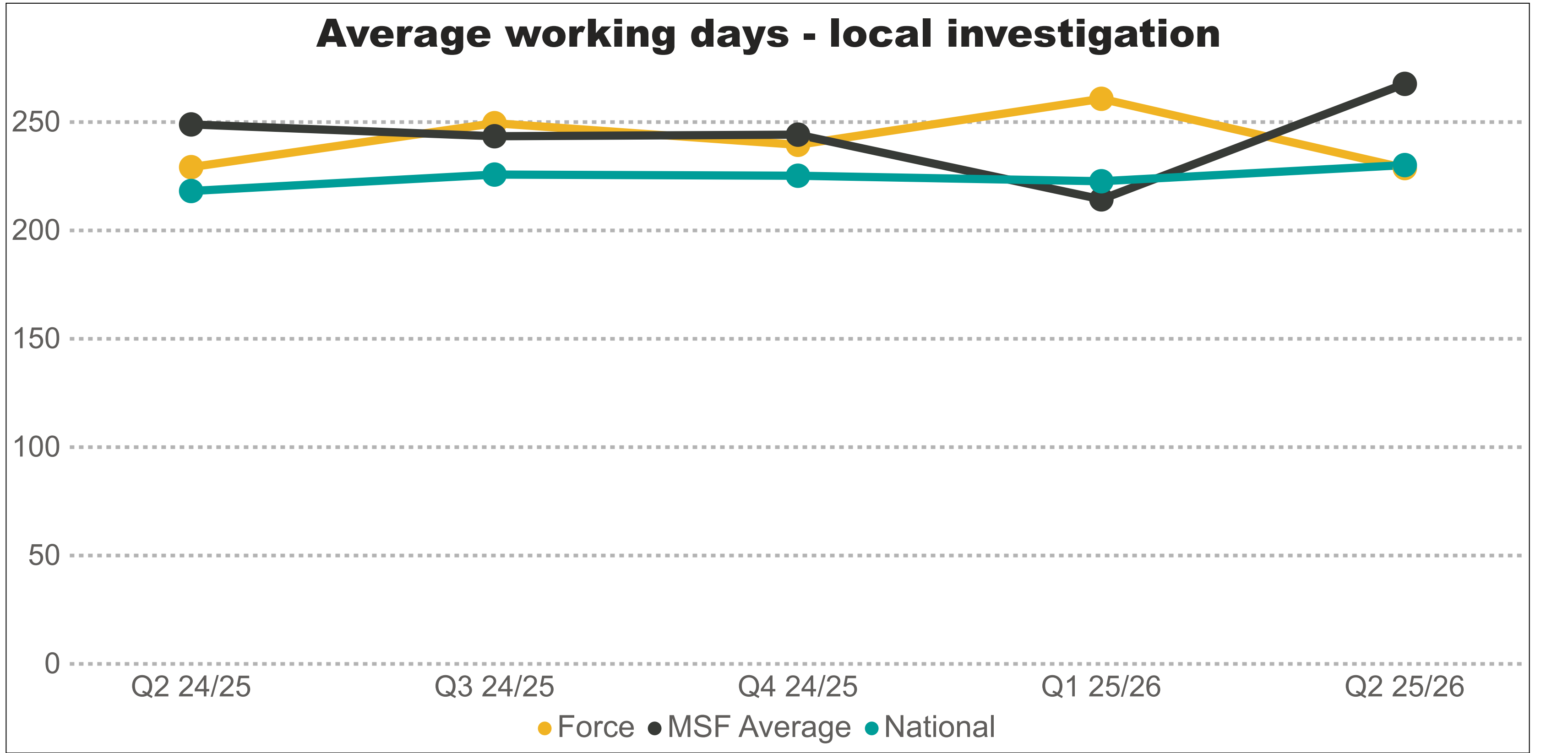
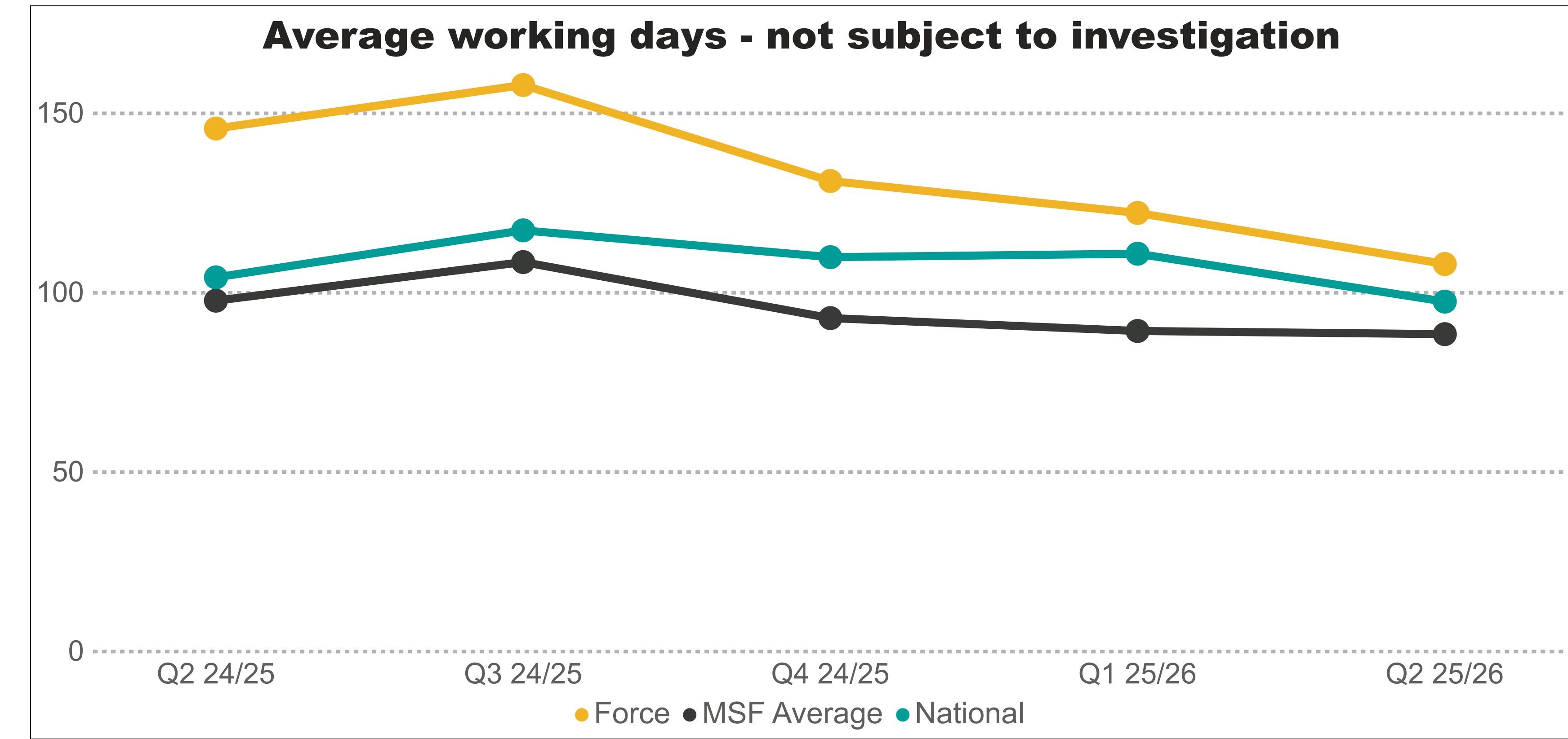
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	4,503	10	5,309	115	1,188	248	21	243
SPLY	4,011	10	5,476	146	2,391	242	66	207
MSF Average	3,140	13	2,805	89	480	245	13	286
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

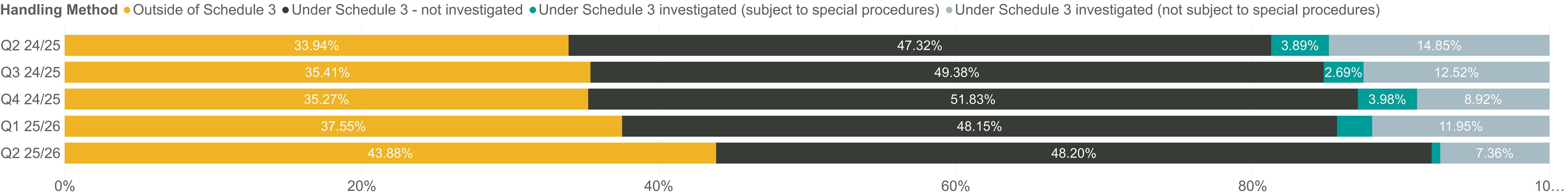
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	1,052	10 %	428	6 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	157	1 %	64	1 %	756	1 %
Under Schedule 3 - not investigated	5,309	48 %	2805	42 %	37,787	44 %
Outside of Schedule 3	4,503	41 %	3140	51 %	40,759	47 %
Total	11,021	100 %	6436	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		244	5 %	2,670	7 %			10	1 %	67	6 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		575	11 %	3,444	9 %	5	3 %	18	2 %	131	12 %	712	10 %
Service provided - not acceptable			0		577	11 %	4,757	13 %	4	3 %	33	4 %	105	10 %	970	14 %
Service provided - acceptable			1	0 %	3786	71 %	25,819	68 %	23	15 %	126	17 %	719	68 %	4,785	68 %
Not Resolved	275	6 %	2,044	5 %			0				0				0	
Resolved	4228	94 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		103	66 %	386	51 %			0	
Case to Answer			0				0		21	13 %	141	19 %			0	
Withdrawal			0		126	2 %	1,005	3 %	1	1 %	40	5 %	30	3 %	231	3 %

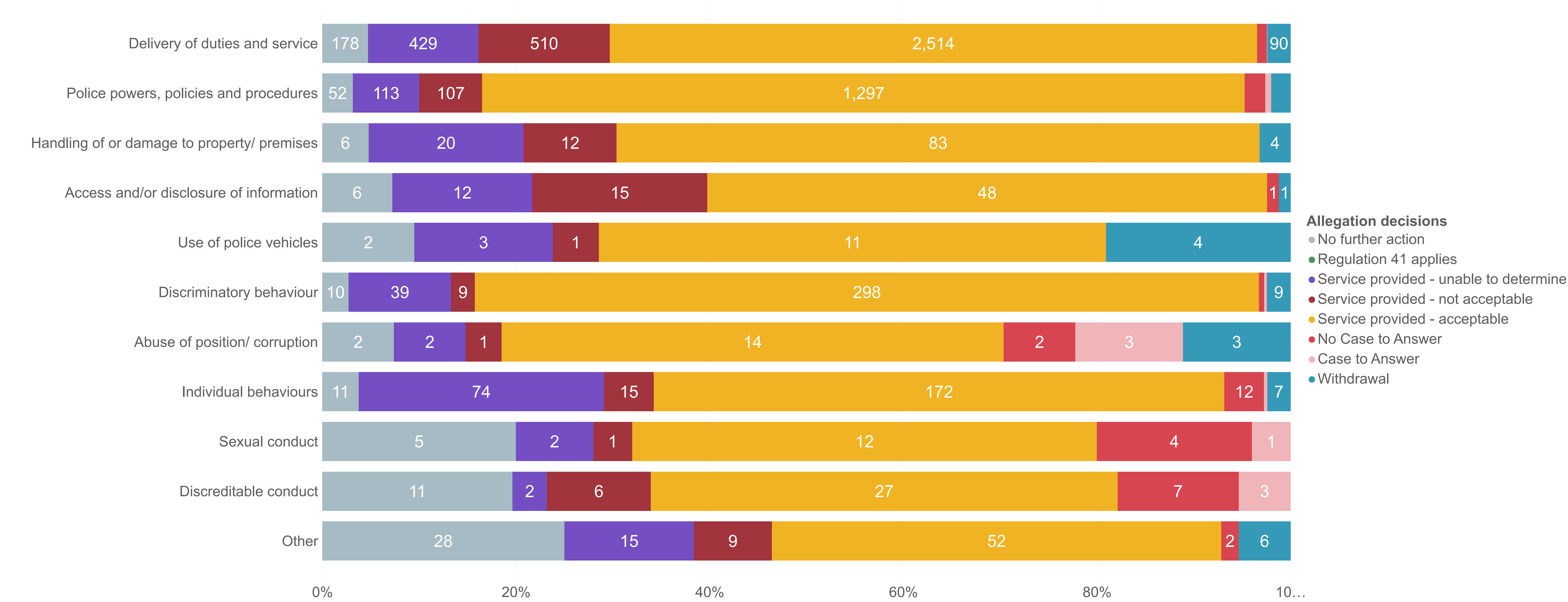
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	3,299	412	146	26	60	4	5	202	0	5	69	4,228
Not Resolved	178	40	7	4	6	4	0	21	0	1	14	275

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	1	0 %	1	0 %	2	0 %	176	0 %
Learning from reflection	8	0 %	17	0 %	7	0 %	1,043	3 %
Policy review	0	0 %	0	0 %	0	0 %	29	0 %
Goodwill gesture	37	1 %	9	0 %	10	0 %	92	0 %
Apology	868	19 %	570	14 %	282	7 %	3,141	8 %
Debrief	9	0 %	7	0 %	39	1 %	387	1 %
Explanation	2,655	59 %	2,463	61 %	2,016	66 %	26,358	65 %
No further action	543	12 %	549	14 %	294	9 %	5,286	13 %
Other action	369	8 %	363	9 %	483	16 %	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	46	1 %	72	1 %	18	1 %	346	1 %
Apology	198	3 %	204	3 %	108	2 %	1,647	4 %
Debrief	7	0 %	1	0 %	440	11 %	1,823	4 %
Explanation	3,940	60 %	4,363	55 %	1,934	63 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	0	0 %	9	0 %
No further action	1,743	27 %	2,386	30 %	578	16 %	8,724	19 %
Other action	39	1 %	28	0 %	21	1 %	379	1 %
Learning from reflection	324	5 %	510	6 %	133	5 %	2,446	5 %
Referral to RPRP	172	3 %	288	4 %	49	1 %	602	1 %

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

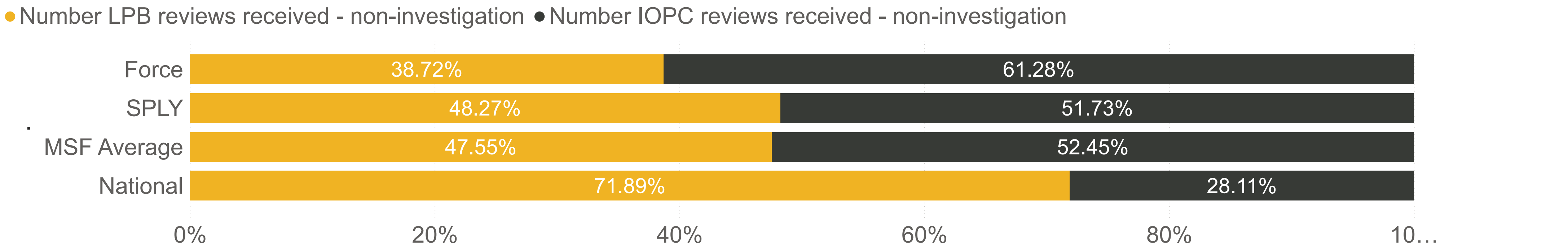
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

. 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	10	6 %	41	9 %	5	7 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	7	4 %	10	2 %	2	1 %	45	6 %
Referral to RPRP	25	16 %	81	17 %	7	5 %	92	12 %

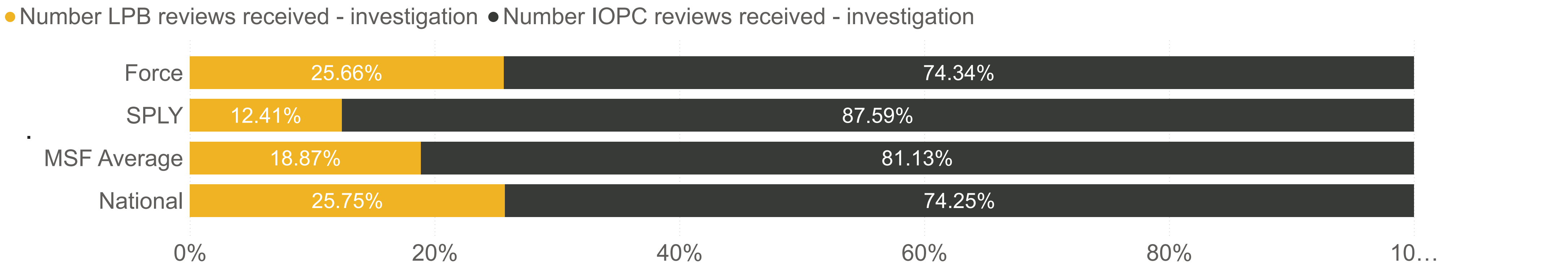
Section C1: Reviews received and timeliness (Year to date)

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	163	258
SPLY	167	179
MSF Average	102	112
National	2,222	869

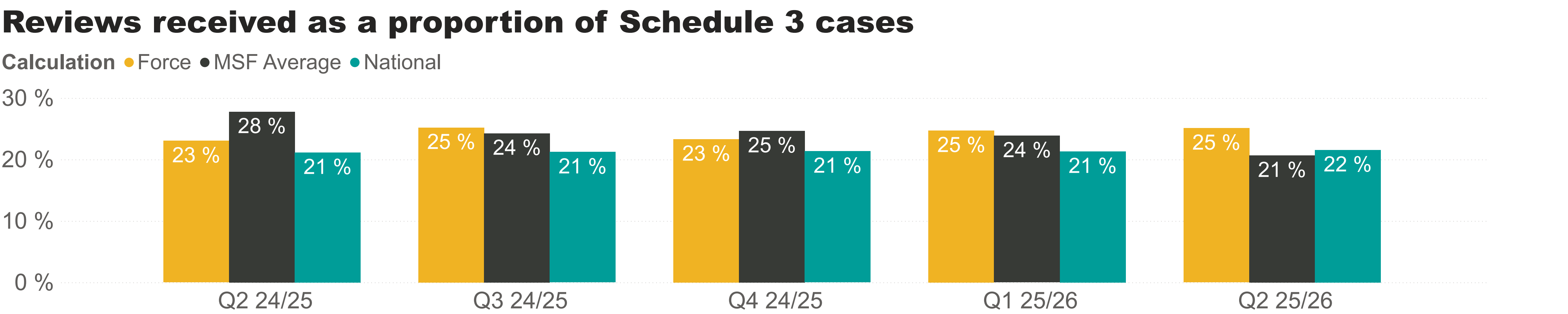


Investigation reviews received	LPB	IOPC
Force	29	84
SPLY	18	127
MSF Average	8	32
National	145	418



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	534	2,145
SPLY	491	2,236
MSF Average	254	1,120
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	94	154	51	46
Average number of working days to complete IOPC reviews	136	139	130	139

Section C2: Outcomes on reviews

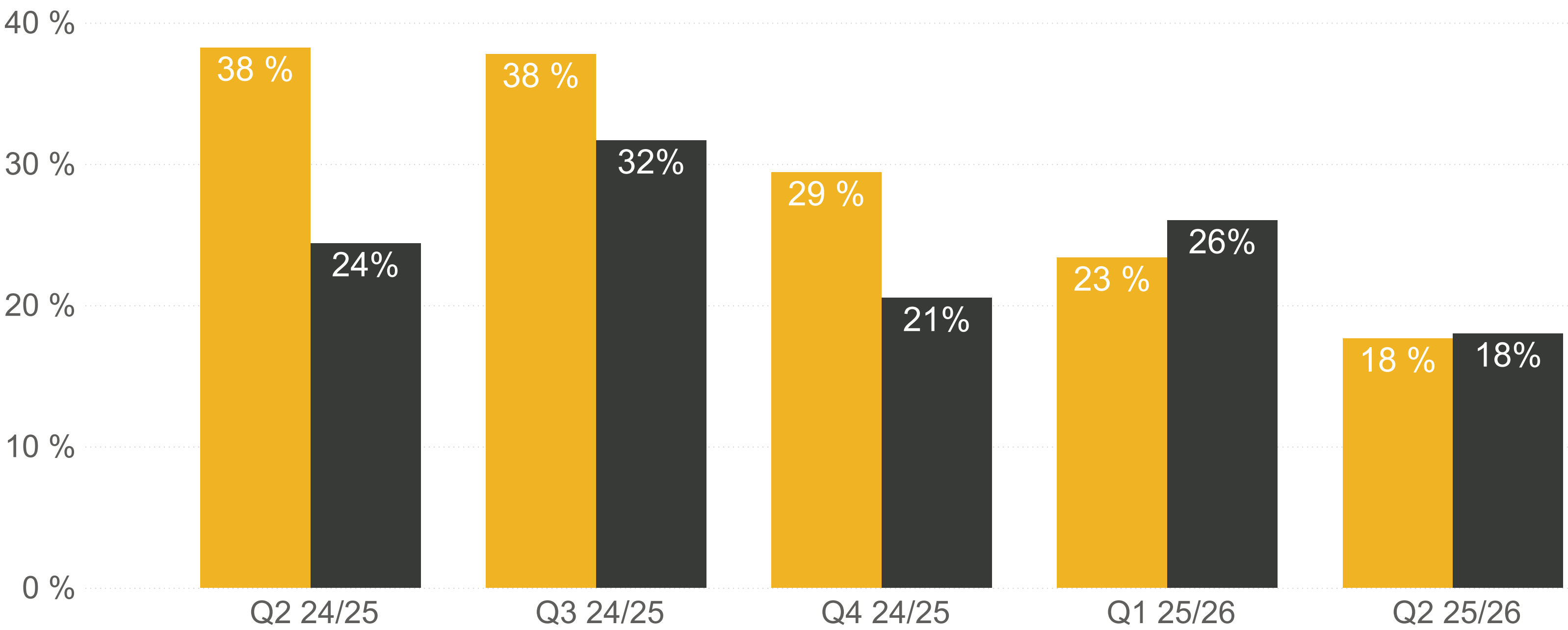
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	145	30	30	10
SPLY	133	46	12	5
MSF Average	51	14	8	10
National	595	160	147	47

Non-investigation reviews (YTD) ▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	273	59	182	74
SPLY	94	29	202	83
MSF Average	117	28	106	35
National	949	244	1,971	392

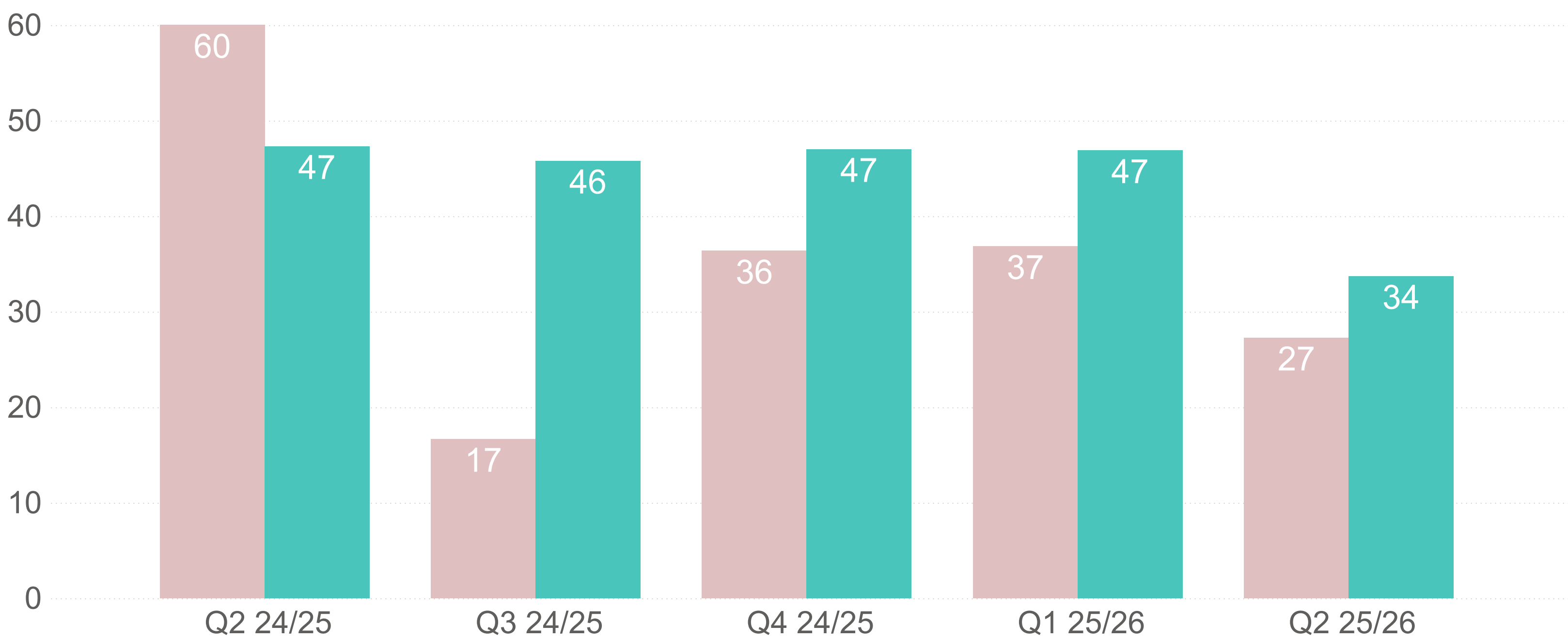
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



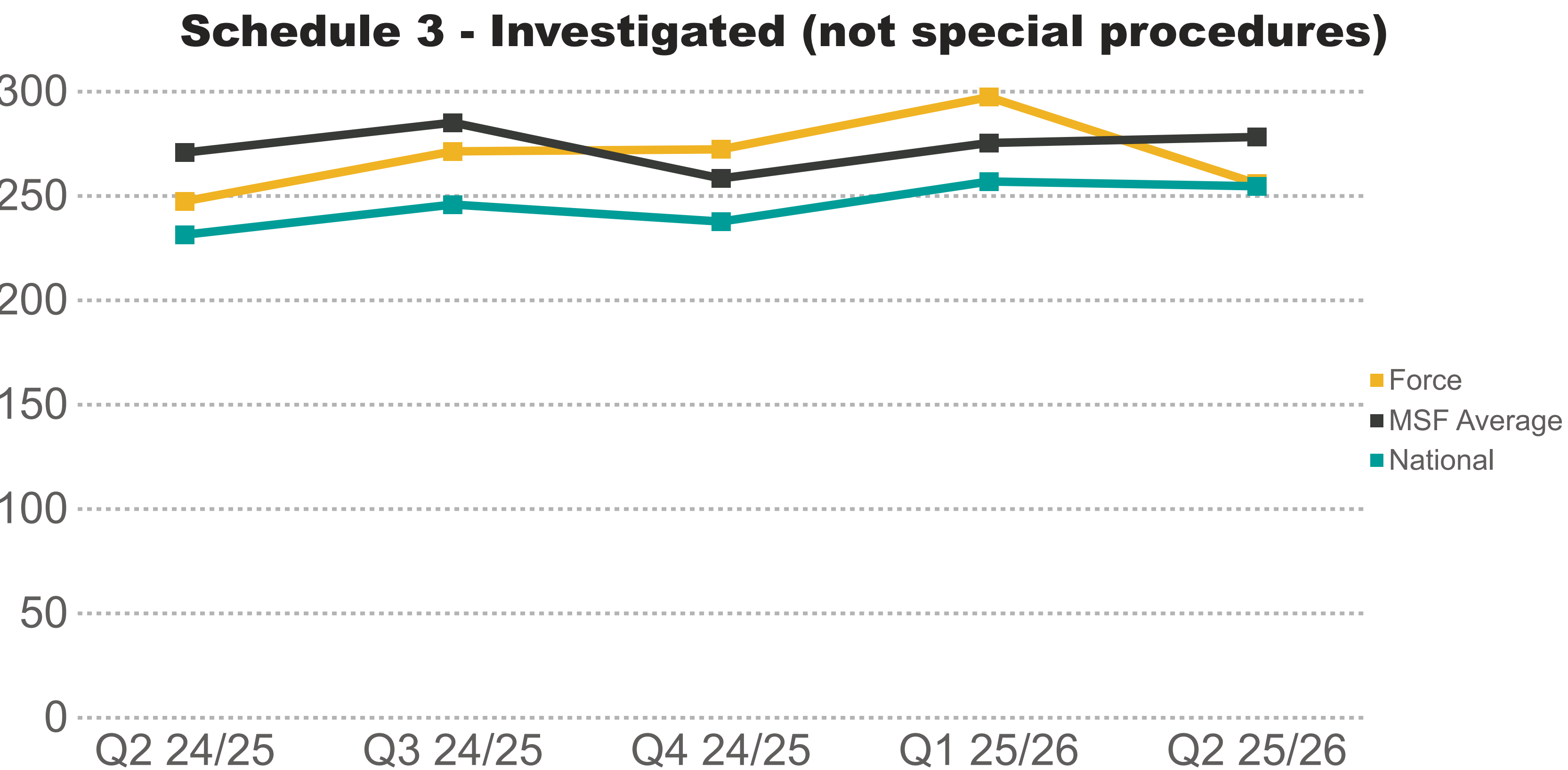
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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

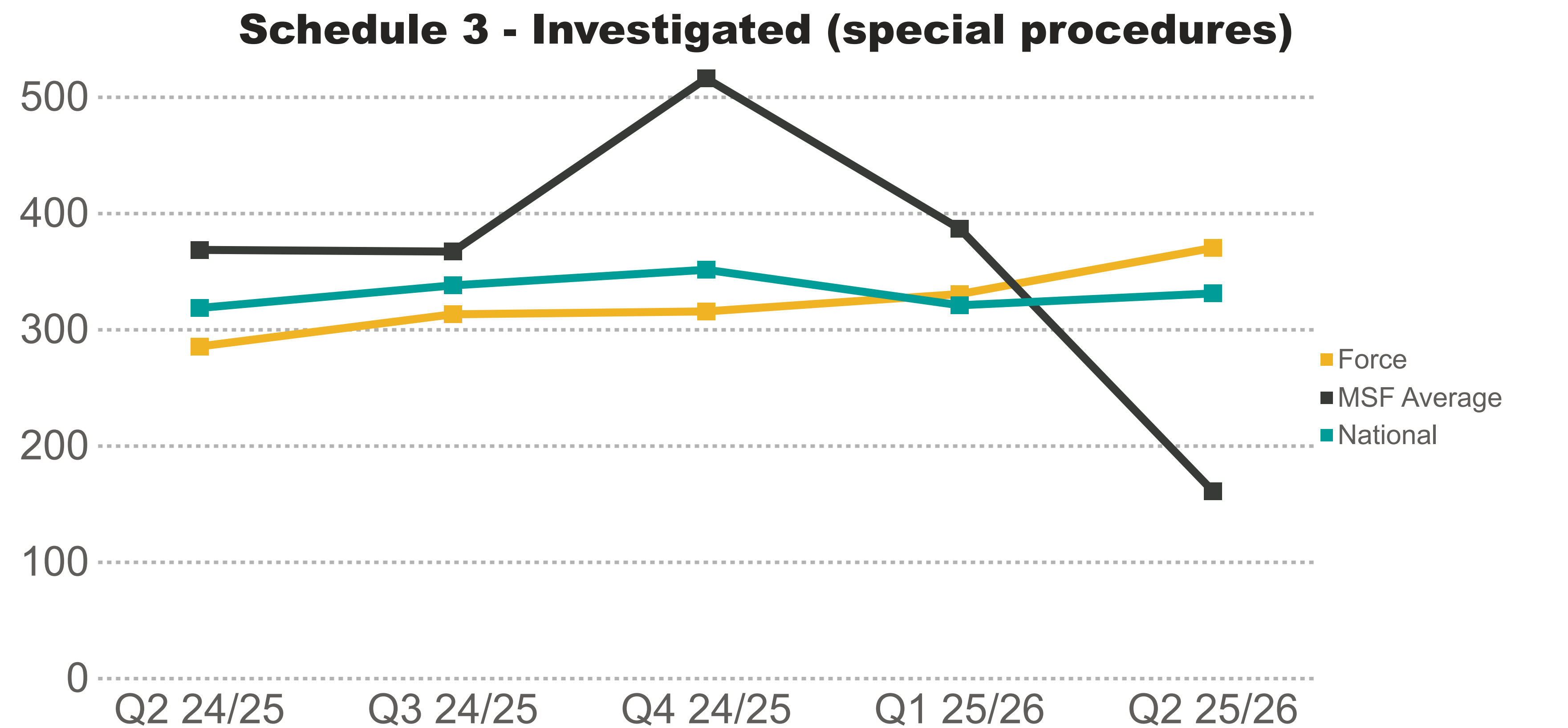
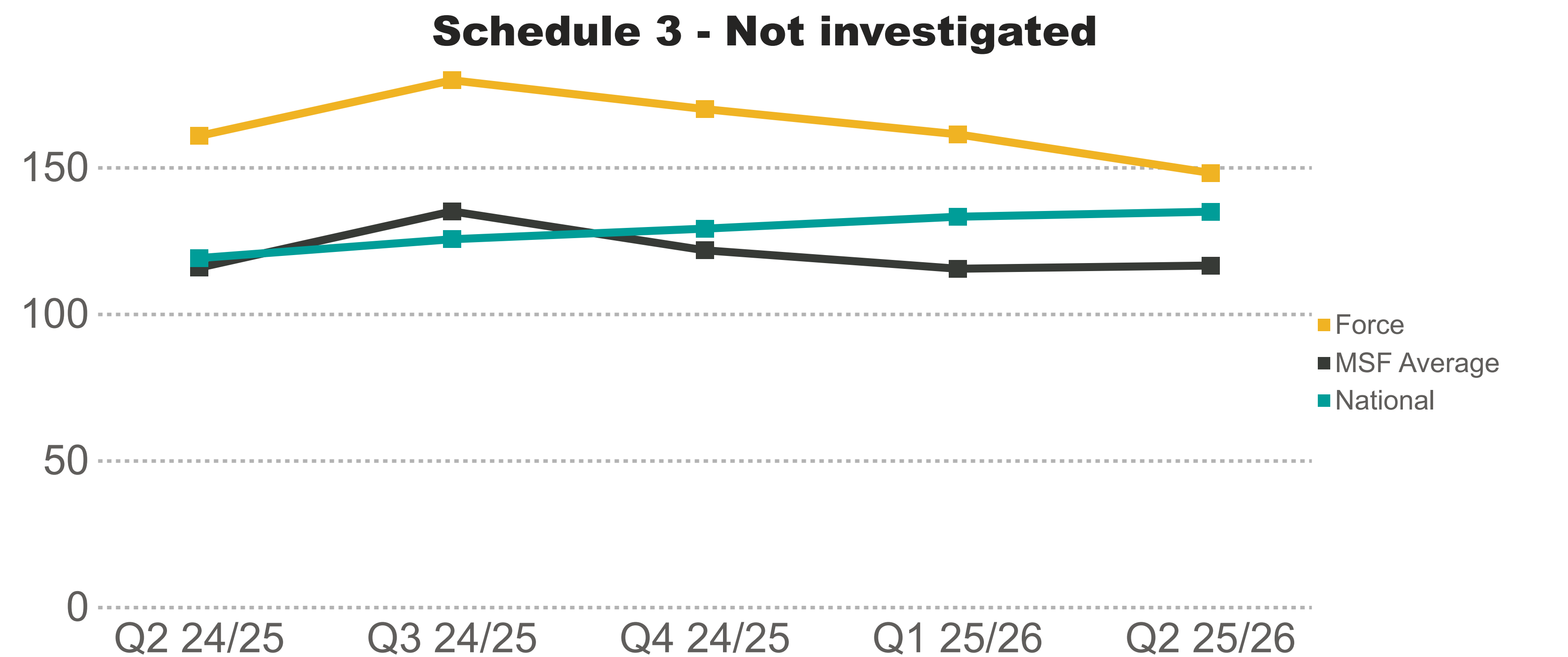
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with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

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	343	298	376	326
Under Schedule 3 investigated (not subject to special procedures)	280	268	277	256
Under Schedule 3 - not investigated	155	169	116	134
Total	182	200	141	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,733	1,566	950	14,328
Under Schedule 3 investigated (not subject to special procedures)	310	535	136	2,409
Under Schedule 3 investigated (subject to special procedures)	102	135	34	321
Total	2,145	2,236	1,120	17,058



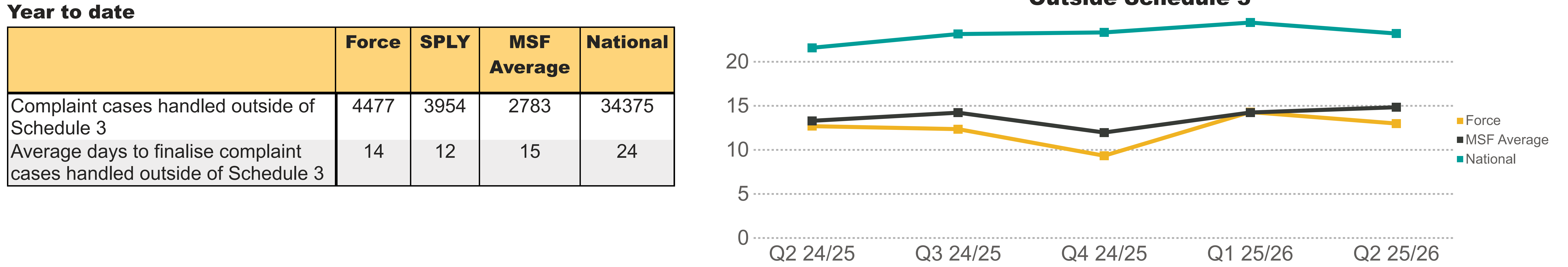
Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, West Yorkshire



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.

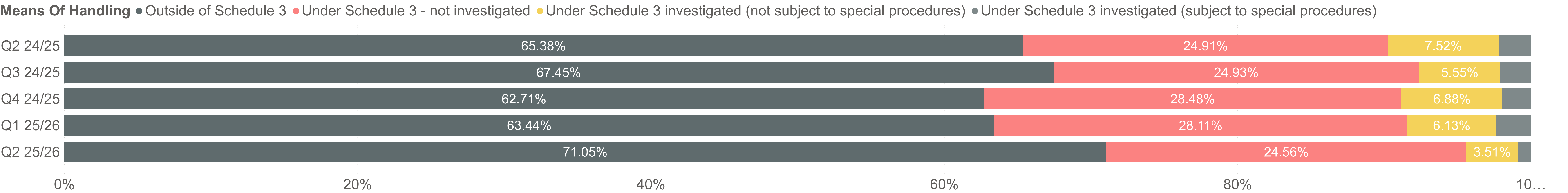


Section D3: How complaint cases handled

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.

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	4,477	68%	3,954	64%	2,783	71%	34,375	67%
Under Schedule 3 - not investigated	1,733	26%	1,566	25%	950	24%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	311	5%	535	9%	137	3%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	102	2%	135	2%	34	1%	321	1%
Total	6,623	100%	6,190	100%	3,903	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.

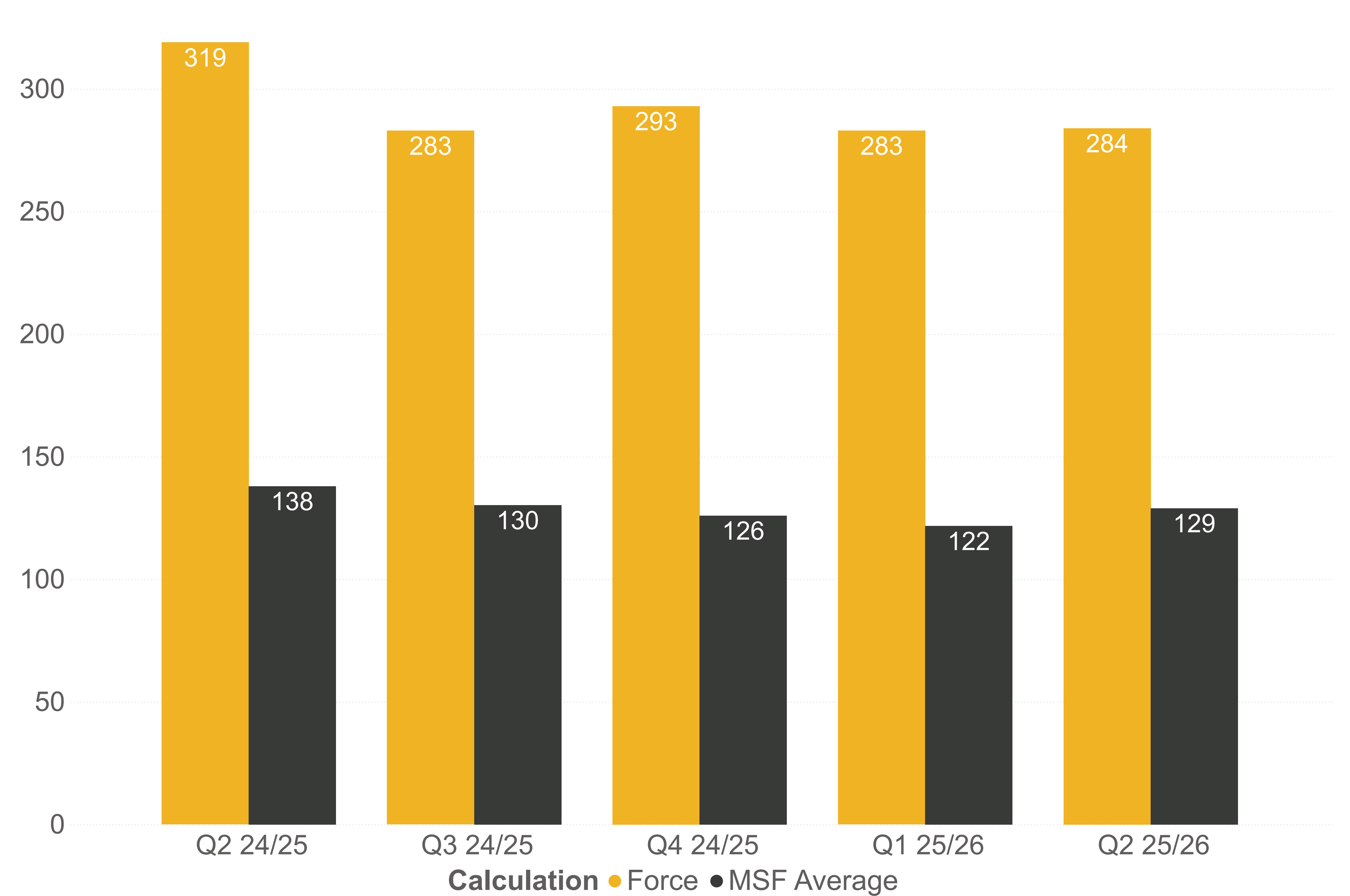
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	567	621	251	3,397
Number referrals completed	568	635	253	3,401
Decision: Independent Investigation	34	30	17	189
Decision: Directed Investigation	5	2	1	12
Decision: Local Investigation	328	404	136	1,702
Decision: Return to Force	195	189	95	1,448
Decision: Invalid	5	10	3	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, West Yorkshire

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 \(February 2020\)](#).