

Interim Police Complaints Information Bulletin: Norfolk



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

Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

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

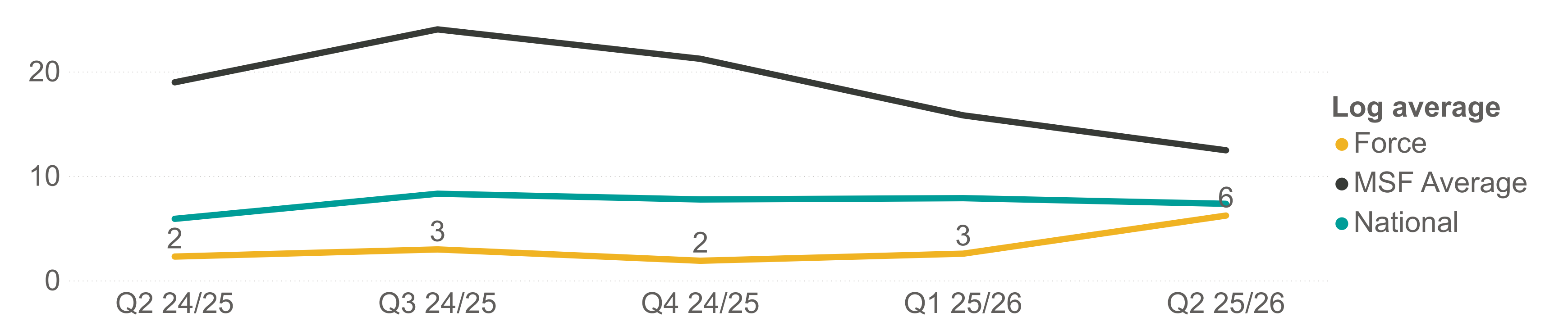
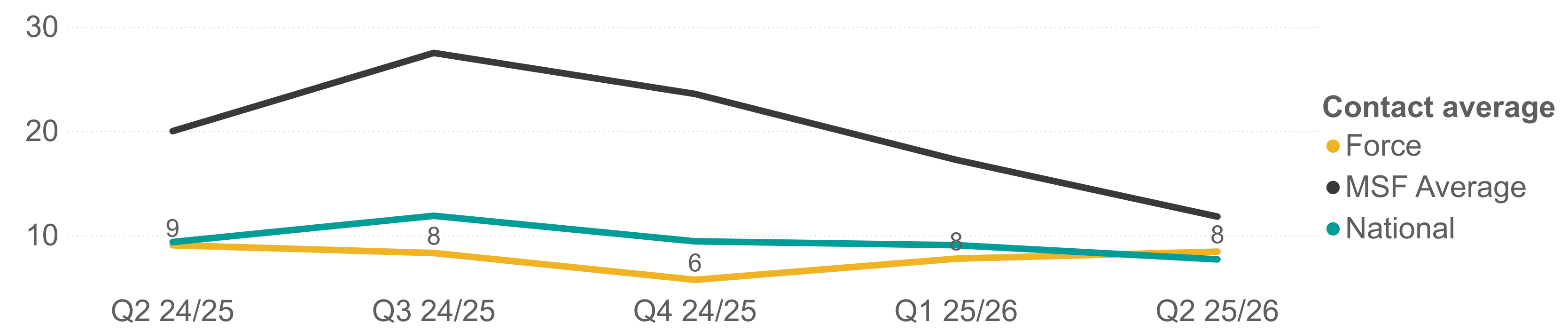
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

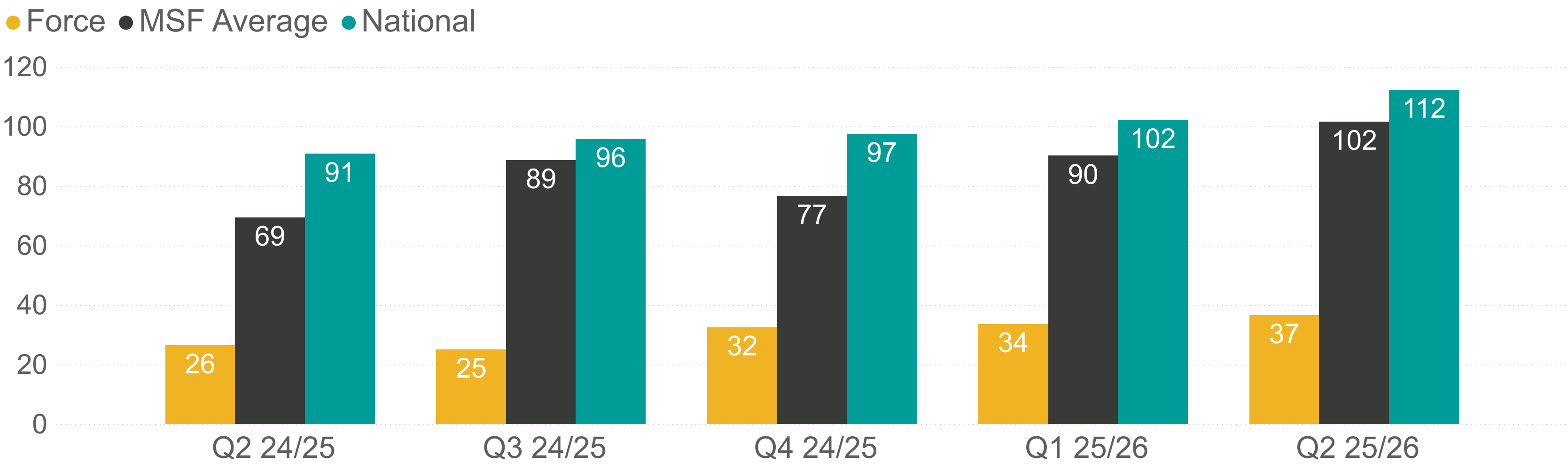
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

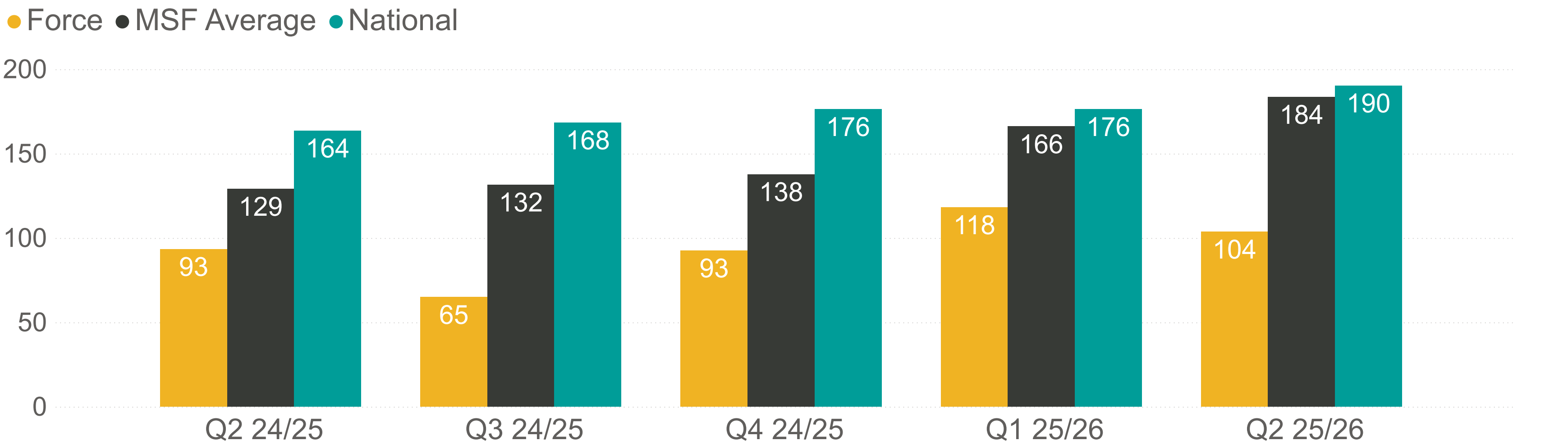
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	238	70	753	222	8	4
SPLY	185	53	639	184	8	2
MSF Average	688	192	1,236	350	14	14
National	54,025	214	92,398	367	8	8



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	75	63	91	6,147
Complainant wishes the complaint be recorded	34	25	54	2,922
Dissatisfaction after initial handling	21	15	54	2,753
Nature of the allegation(s) in the complaint	53	44	38	5,061
Total	183	147	236	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	41 %	43 %	33 %	36 %
Complainant wishes the complaint be recorded	19 %	17 %	28 %	17 %
Dissatisfaction after initial handling	11 %	10 %	18 %	16 %
Nature of the allegation(s) in the complaint	29 %	30 %	20 %	30 %

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

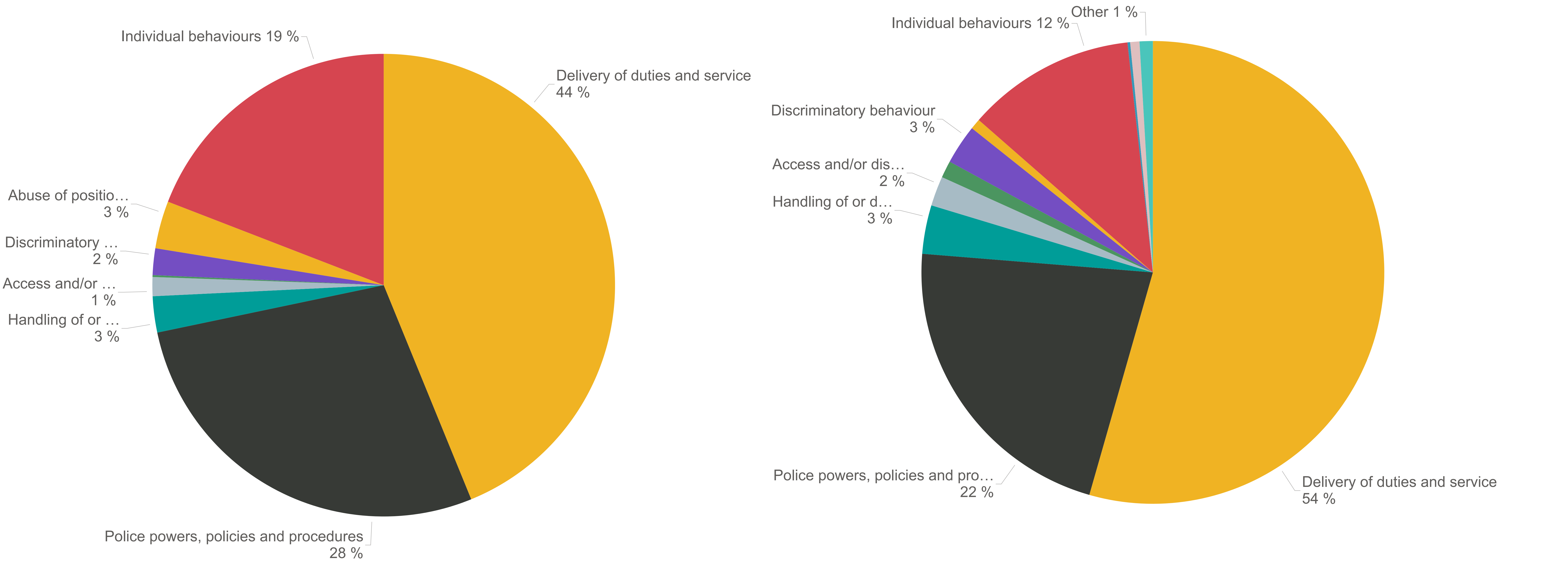
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	330	210	19	10	1	14	25	144	0	0	0	753
SPLY	265	197	21	4	0	29	8	112	3	0	0	639
MSF Average	679	274	35	25	19	21	13	145	2	7	16	1,236
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	330	44 %	265	41 %	679	51 %	50,289	54 %
	Police action following contact	126	38 %	109	41 %	267	41 %	21,478	43 %
	Information	86	26 %	77	29 %	87	18 %	5,808	12 %
	General level of service	67	20 %	61	23 %	227	24 %	14,998	30 %
	Decisions	51	15 %	18	7 %	98	17 %	8,005	16 %
Police powers, policies and procedures	Total	210	28 %	197	31 %	274	24 %	20,195	22 %
	Use of force	65	31 %	59	30 %	59	22 %	4,720	23 %
	Power to arrest and detain	44	21 %	31	16 %	51	18 %	3,563	18 %
	Detention in police custody	37	18 %	49	25 %	41	16 %	2,555	13 %
	Searches of premises and seizure of property	19	9 %	18	9 %	28	11 %	2,650	13 %
	Bail, identification and interview procedures	18	9 %	16	8 %	17	7 %	1,229	6 %
	Other policies and procedures	13	6 %	9	5 %	41	13 %	2,380	12 %
	Evidential procedures	11	5 %	8	4 %	22	8 %	1,828	9 %
	Stops, and stop and search	3	1 %	4	2 %	13	4 %	936	5 %
	Out of court disposals	0	0 %	3	2 %	2	1 %	334	2 %
Individual behaviours	Total	144	19 %	112	18 %	145	13 %	10,906	12 %
	Lack of fairness and impartiality	35	24 %	17	15 %	29	20 %	1,613	15 %
	Impolite language / tone	34	24 %	35	31 %	43	29 %	2,938	27 %
	Unprofessional attitude and disrespect	30	21 %	19	17 %	35	26 %	3,042	28 %
	Overbearing or harassing behaviours	30	21 %	32	29 %	23	15 %	1,688	15 %
	Impolite and intolerant actions	15	10 %	9	8 %	16	11 %	1,625	15 %
Abuse of position/ corruption	Total	25	3 %	8	1 %	13	1 %	679	1 %
	Obstruction of justice	22	88 %	6	75 %	8	53 %	311	46 %
	Abuse of position for other purpose	2	8 %	2	25 %	3	26 %	204	30 %
	Abuse of position for sexual purpose	1	4 %	0	0 %	1	10 %	33	5 %
	Abuse of position for financial purpose	0	0 %	0	0 %	1	5 %	33	5 %
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	0	0 %	0	0 %	0	3 %	11	2 %
	Organisational corruption	0	0 %	0	0 %	1	4 %	87	13 %
Handling of or damage to property/ premises	Total	19	3 %	21	3 %	35	3 %	3,060	3 %
	Handling of or damage to property/ premises	19	100 %	21	100 %	35	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	409	54 %	271	42 %	433	41 %	35,875	39 %
Arrest	175	23 %	166	26 %	139	12 %	11,122	12 %
Child protection / CSA / CSE	130	17 %	98	15 %	47	6 %	1,763	2 %
Domestic / gender abuse	126	17 %	106	17 %	62	6 %	5,308	6 %
VAWG - dissatisfaction handling	94	12 %	103	16 %	62	6 %	3,994	4 %
Custody	69	9 %	73	11 %	78	7 %	5,234	6 %
Neighbourhood policing	37	5 %	18	3 %	50	5 %	4,427	5 %
Mental health	35	5 %	30	5 %	24	2 %	2,452	3 %
None	35	5 %	32	5 %	320	19 %	17,926	19 %
Roads/traffic	32	4 %	28	4 %	66	5 %	5,674	6 %
Drugs / alcohol	31	4 %	24	4 %	12	1 %	1,000	1 %
Premises search	30	4 %	31	5 %	22	2 %	2,313	3 %
VAWG - police perpetrated	25	3 %	24	4 %	11	1 %	425	0 %
Fraud	24	3 %	0	0 %	8	1 %	643	1 %
Restraint equipment	20	3 %	15	2 %	10	1 %	867	1 %
Stop and/or search	15	2 %	25	4 %	19	2 %	1,871	2 %
Death	14	2 %	8	1 %	13	1 %	772	1 %
Call Handling	13	2 %	13	2 %	44	3 %	3,994	4 %
Public order incident	9	1 %	14	2 %	5	1 %	659	1 %
Hate Crime	2	0 %	7	1 %	3	0 %	415	0 %
Missing persons	2	0 %	5	1 %	6	1 %	622	1 %
Serious injury	2	0 %	7	1 %	2	0 %	193	0 %
Taser	1	0 %	4	1 %	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 %	0	0 %	46	0 %
Firearms	0	0 %	1	0 %	5	0 %	387	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	57	0 %
PPDA	0	0 %	2	0 %	1	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Social media	0	0 %	1	0 %	3	0 %	479	1 %
Unknown	0	0 %	1	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	0	0 %	0	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	Handling of or damage to property/ premises	Abuse of position/ corruption	Individual behaviours
▼					
VAWG - police perpetrated	3	17	0	1	4
VAWG - dissatisfaction handling	60	12	1	1	18
Taser	0	1	0	0	0
Stop and/or search	3	6	0	0	4
Serious injury	0	2	0	0	0
Roads/traffic	10	8	0	3	10
Restraint equipment	2	17	0	0	1
Public order incident	2	1	0	0	5
Premises search	6	16	2	1	4
None	23	6	1	0	4
Neighbourhood policing	20	4	0	3	9
Missing persons	2	0	0	0	0
Mental health	16	7	0	1	8
Investigation	235	49	12	19	80
Hate Crime	2	0	0	0	0
Fraud	16	5	0	0	2
Drugs / alcohol	6	15	0	0	10
Domestic / gender abuse	77	15	3	1	26
Death	9	1	3	0	0
Custody	5	50	3	2	7
Child protection / CSA / CSE	76	15	2	2	28
Call Handling	9	0	0	0	4
Arrest	35	100	2	2	33
Total	330	209	19	25	144

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	54	11	0	64
Q3 24/25	49	9	0	57
Q4 24/25	28	7	0	34
Q1 25/26	43	16	0	59
Q2 25/26	51	9	0	60
Total	225	52	0	274

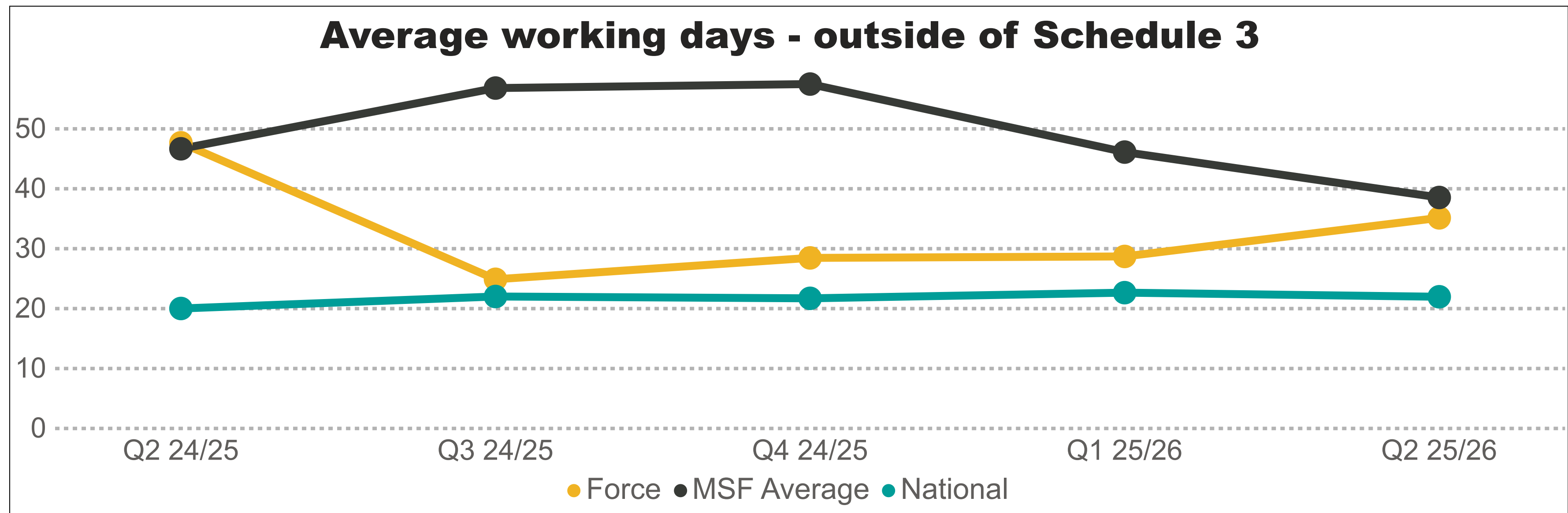
Section A2: Allegations timeliness

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.

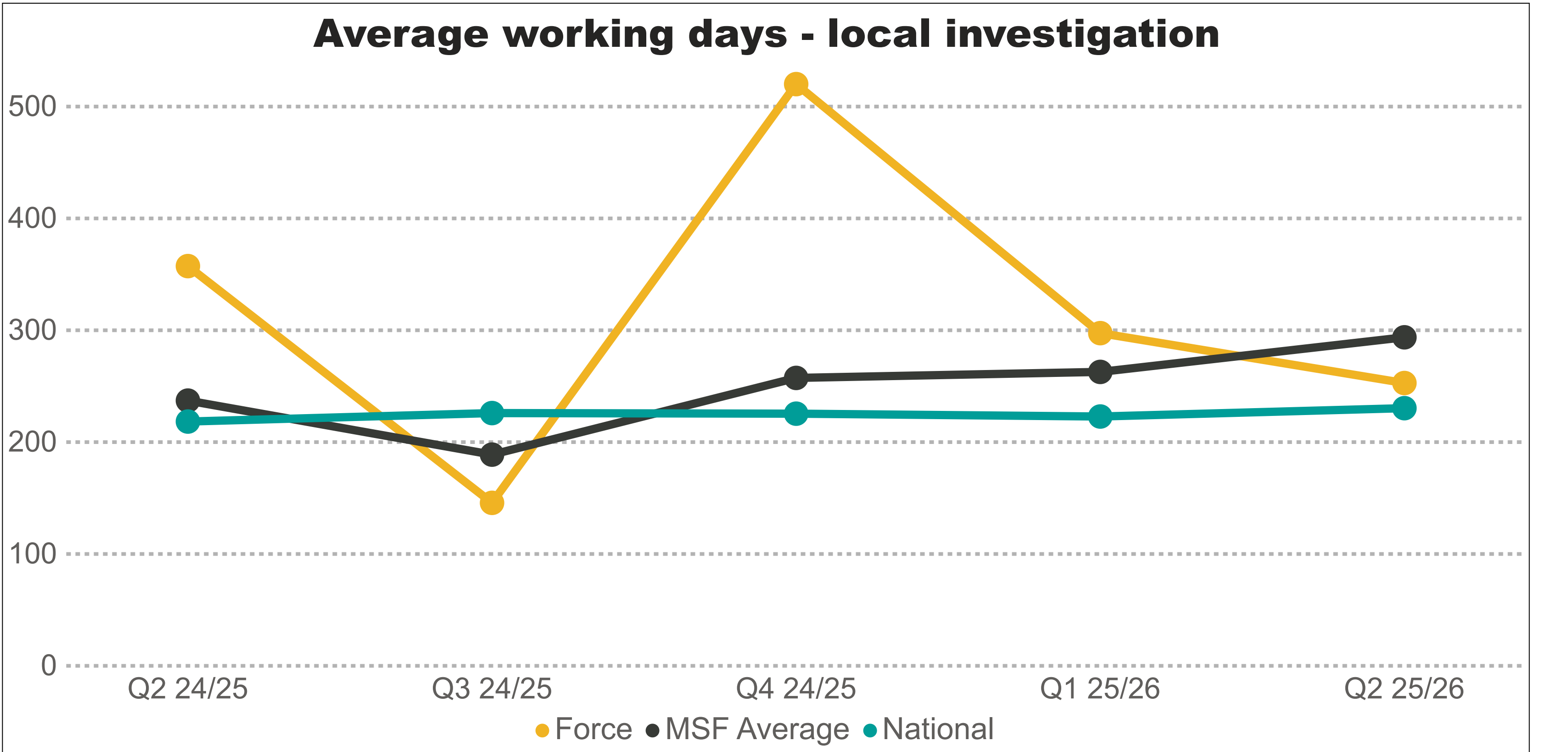
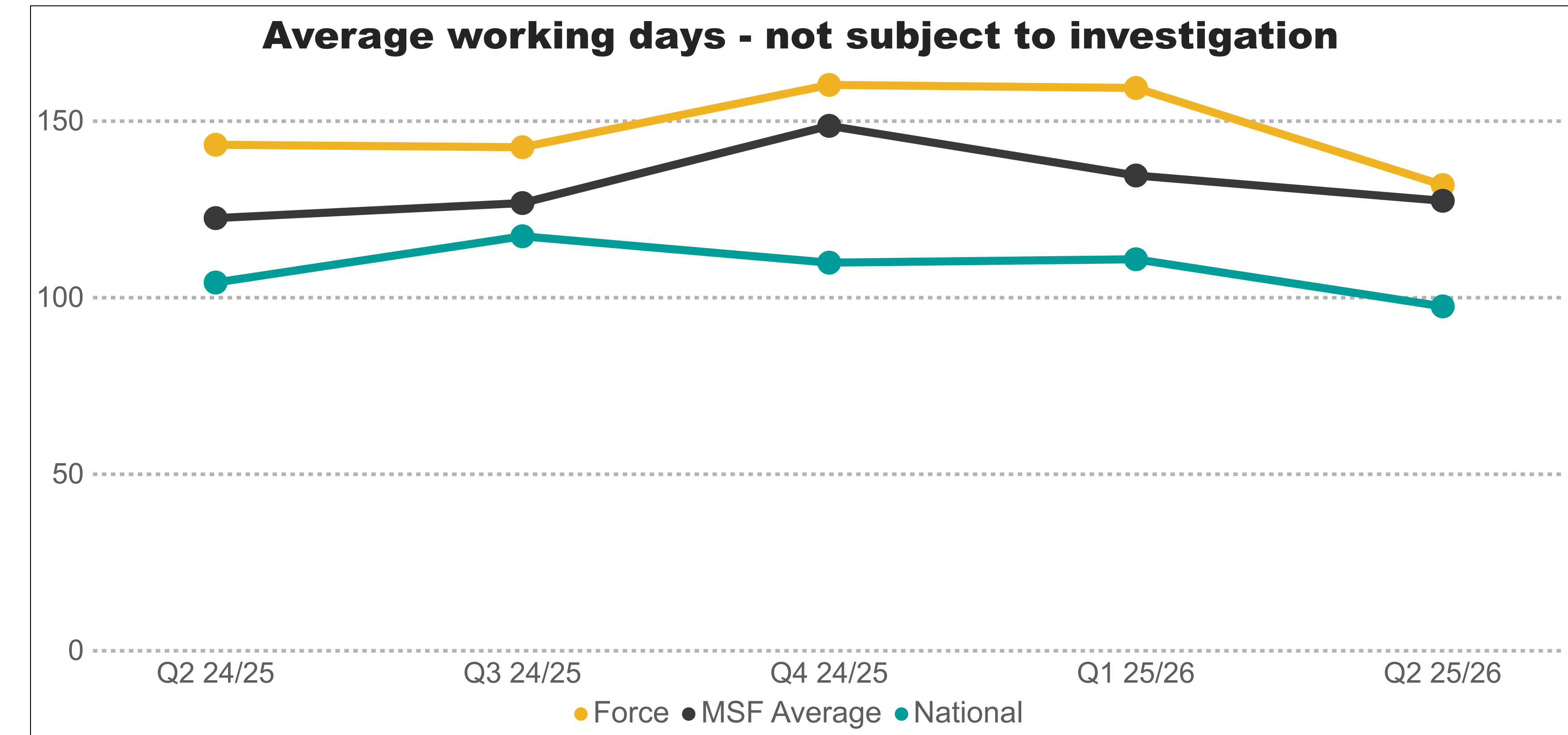
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	90	32	418	149	119	269	0	0
SPLY	80	41	365	142	68	290	0	0
MSF Average	508	42	475	132	76	286	0	0
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	6
National	1	49



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

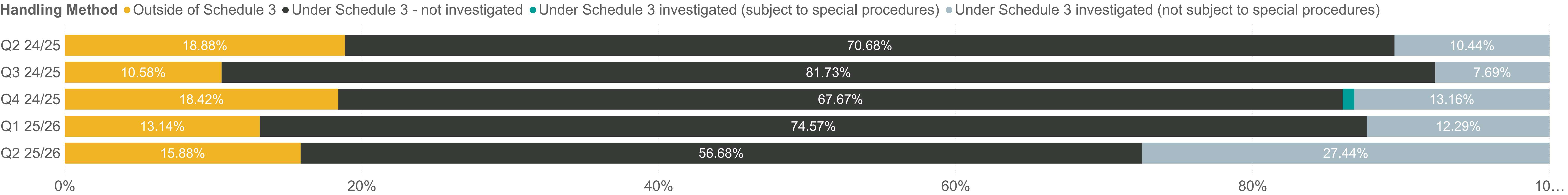
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	119	19 %	65	9 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	0		11	1 %	756	1 %
Under Schedule 3 - not investigated	418	67 %	475	47 %	37,787	44 %
Outside of Schedule 3	90	14 %	508	43 %	40,759	47 %
Total	627	100 %	1059	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		16	4 %	2,670	7 %			10	1 %			248	4 %
Regulation 41 applies			0				90	0 %			2	0 %	7	6 %	112	2 %
Service provided - unable to determine			0		18	4 %	3,444	9 %			18	2 %	8	7 %	712	10 %
Service provided - not acceptable			0		49	12 %	4,757	13 %			33	4 %	1	1 %	970	14 %
Service provided - acceptable			1	0 %	284	68 %	25,819	68 %			126	17 %	103	87 %	4,785	68 %
Not Resolved	4	4 %	2,044	5 %			0				0				0	
Resolved	86	96 %	38,714	95 %			0				0				0	
No Case to Answer			0				0				386	51 %			0	
Case to Answer			0				0				141	19 %			0	
Withdrawal			0		51	12 %	1,005	3 %			40	5 %			231	3 %

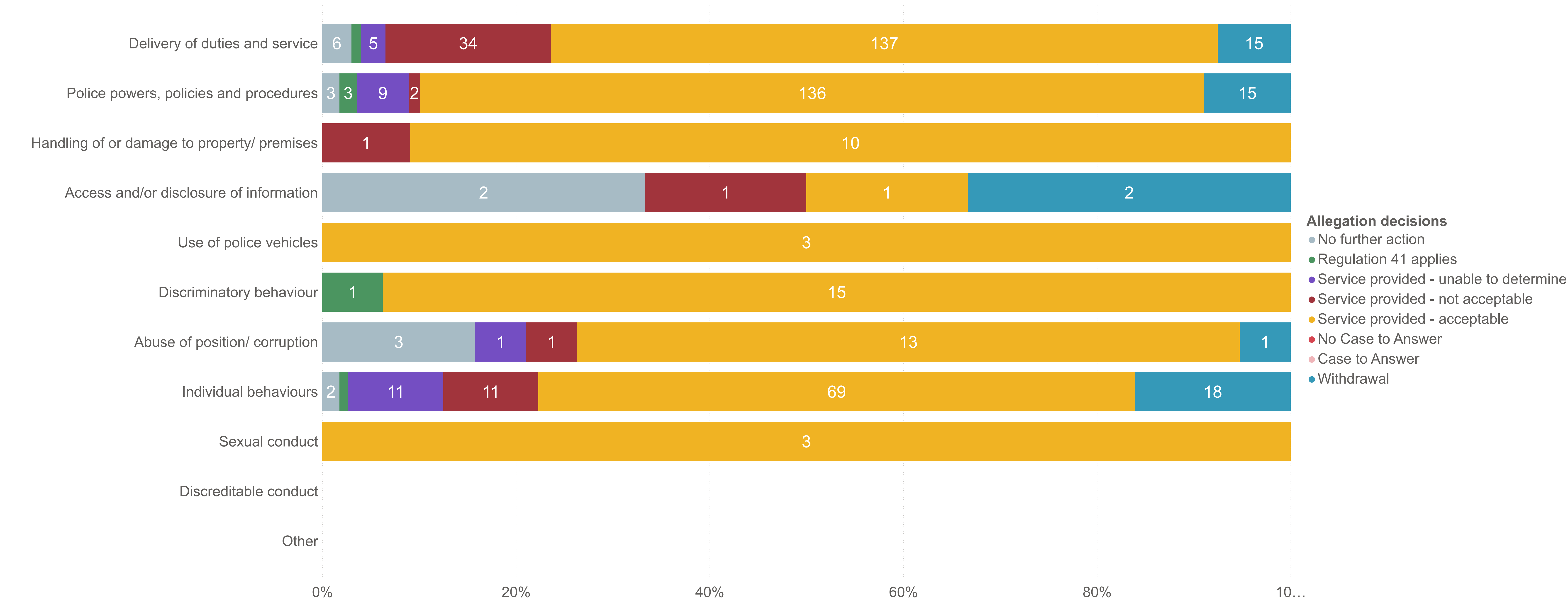
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	56	11	6	0	0	0	0	13	0	0	0	86
Not Resolved	3	0	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	0	0 %	2	3 %	1	0 %	176	0 %
Learning from reflection	8	9 %	13	16 %	8	4 %	1,043	3 %
Policy review	0	0 %	1	1 %	0	0 %	29	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	92	0 %
Apology	23	26 %	23	29 %	41	13 %	3,141	8 %
Debrief	0	0 %	1	1 %	7	1 %	387	1 %
Explanation	55	61 %	33	41 %	238	53 %	26,358	65 %
No further action	3	3 %	7	9 %	139	15 %	5,286	13 %
Other action	1	1 %	0	0 %	73	14 %	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	9	2 %	12	3 %	6	2 %	346	1 %
Apology	19	4 %	27	6 %	29	5 %	1,647	4 %
Debrief	12	2 %	15	3 %	5	1 %	1,823	4 %
Explanation	393	73 %	259	60 %	338	60 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	64	12 %	53	12 %	131	24 %	8,724	19 %
Other action	0	0 %	0	0 %	2	0 %	379	1 %
Learning from reflection	39	7 %	51	12 %	32	7 %	2,446	5 %
Referral to RPRP	0	0 %	2	0 %	5	1 %	602	1 %

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

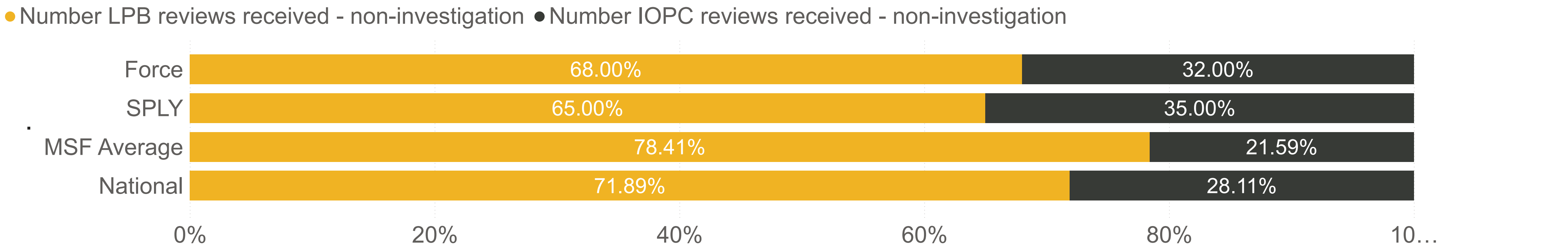
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

. 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 %	0	0 %	0	2 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	2 %	45	6 %
Referral to RPRP	0	0 %	2	29 %	2	9 %	92	12 %

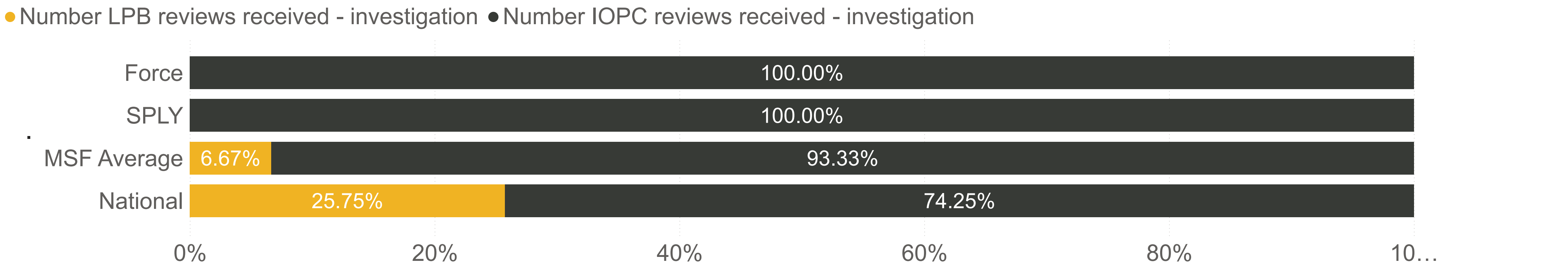
Section C1: Reviews received and timeliness (Year to date)

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	17	8
SPLY	13	7
MSF Average	31	9
National	2,222	869



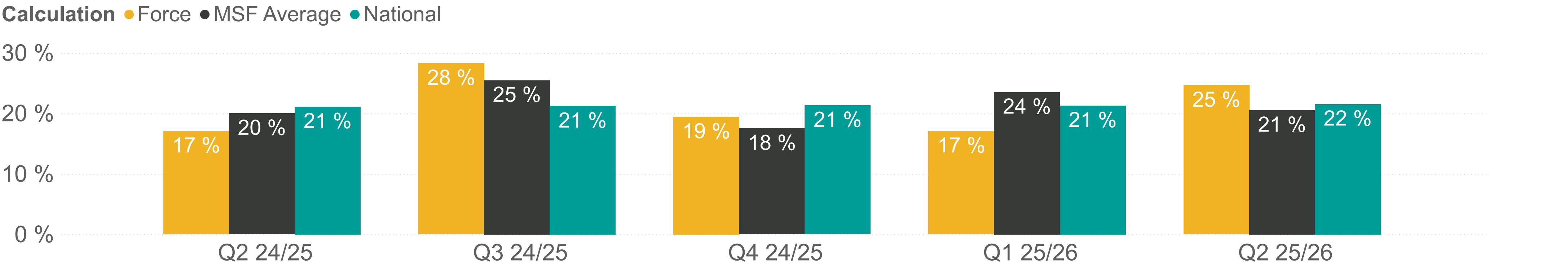
Investigation reviews received	LPB	IOPC
Force	0	6
SPLY	0	3
MSF Average	0	5
National	145	418



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	31	149
SPLY	23	131
MSF Average	45	244
National	3,654	17,058

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	18	28	72	46
Average number of working days to complete IOPC reviews	148	122	125	139

Section C2: Outcomes on reviews

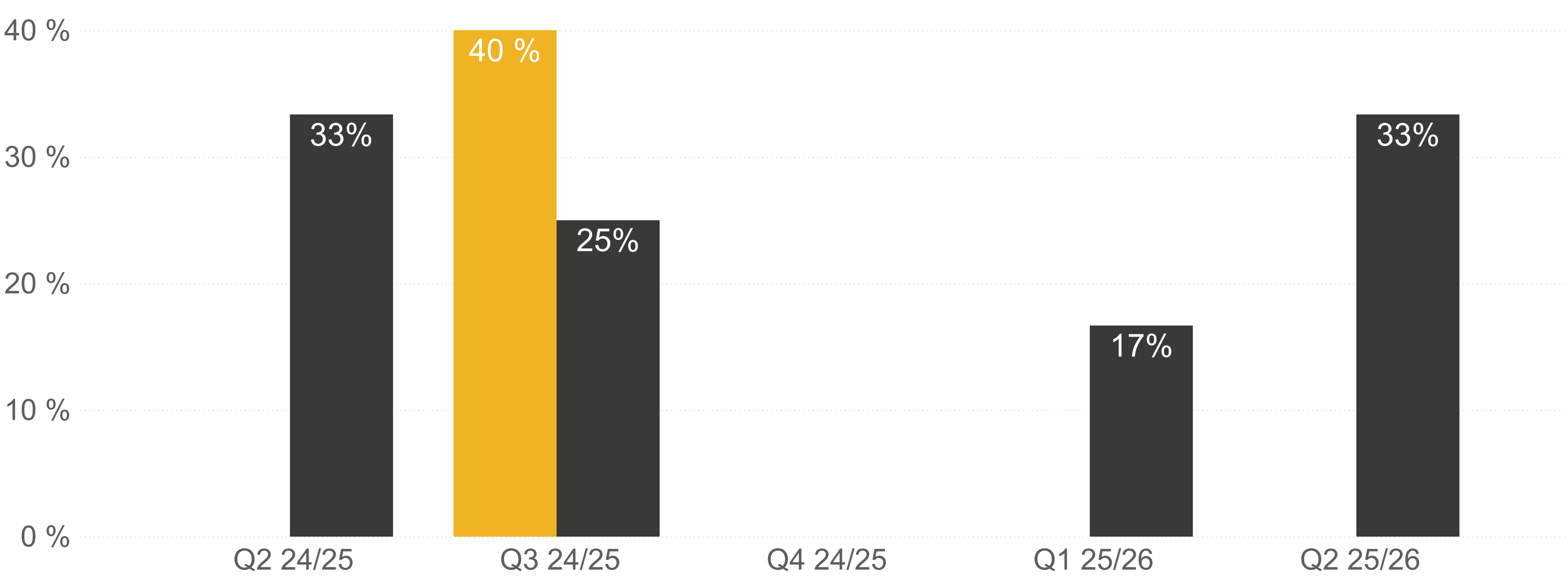
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	5	0	0	
SPLY	5	1	0	
MSF Average	6	2	1	1
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	12	3	11	5
SPLY	4	1	16	3
MSF Average	11	3	24	6
National	949	244	1,971	392

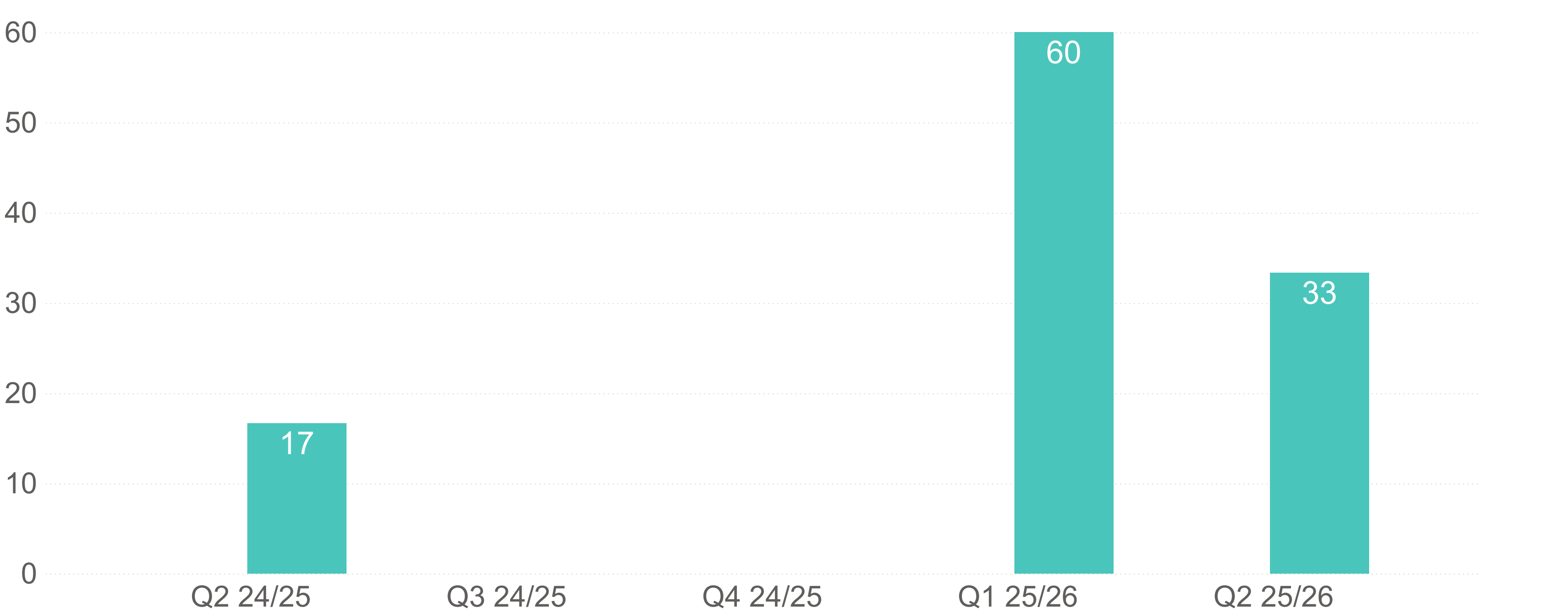
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



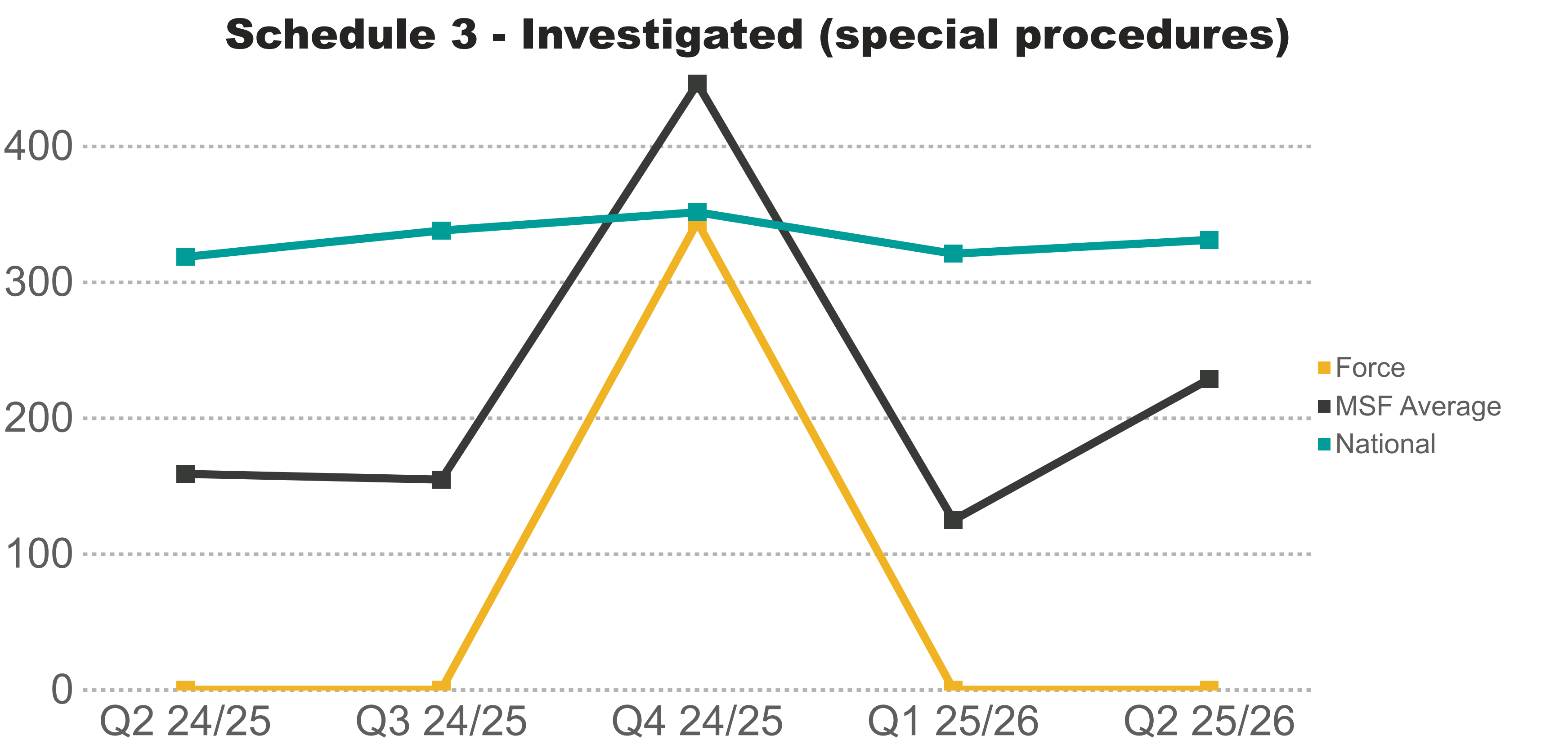
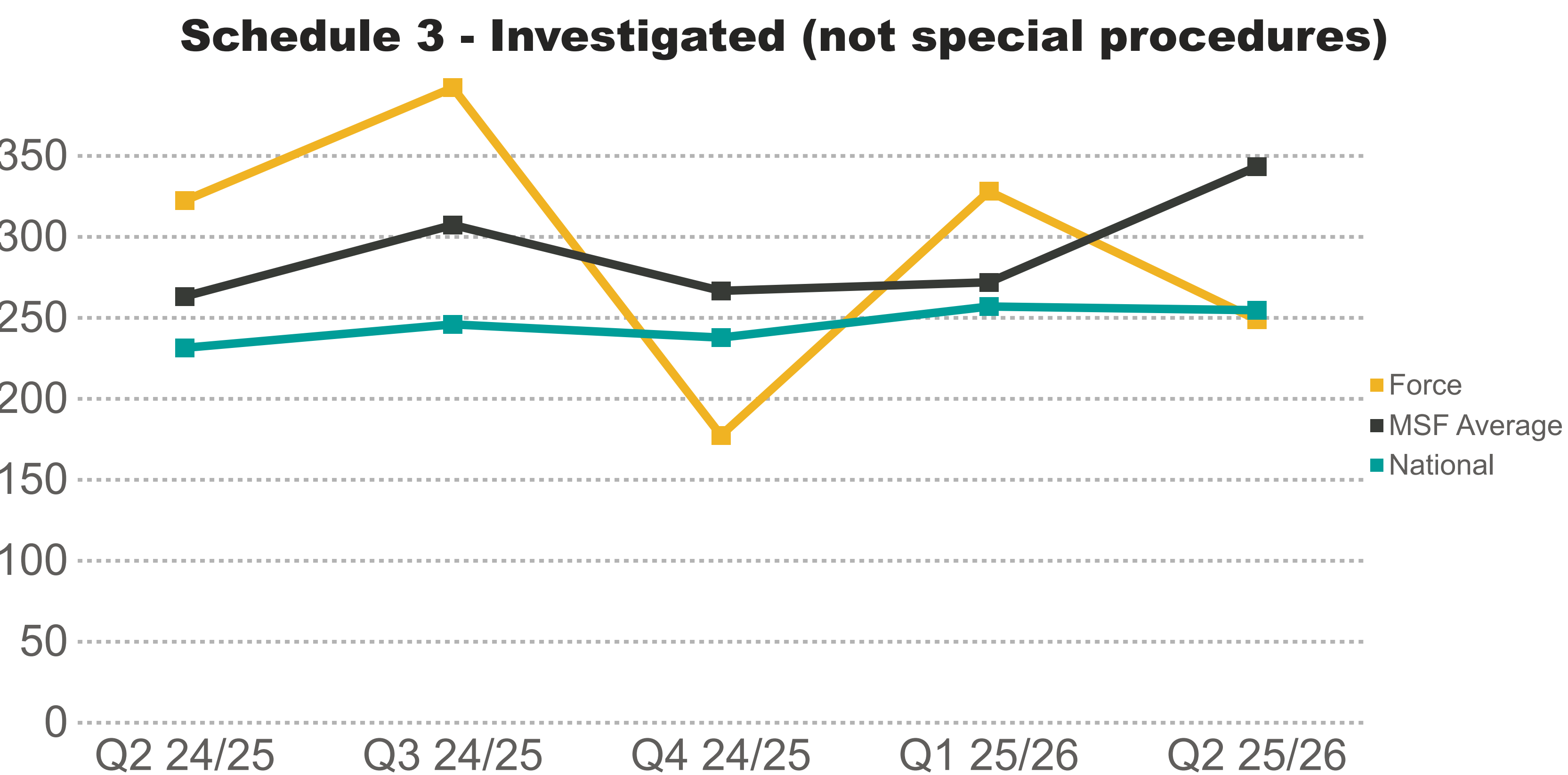
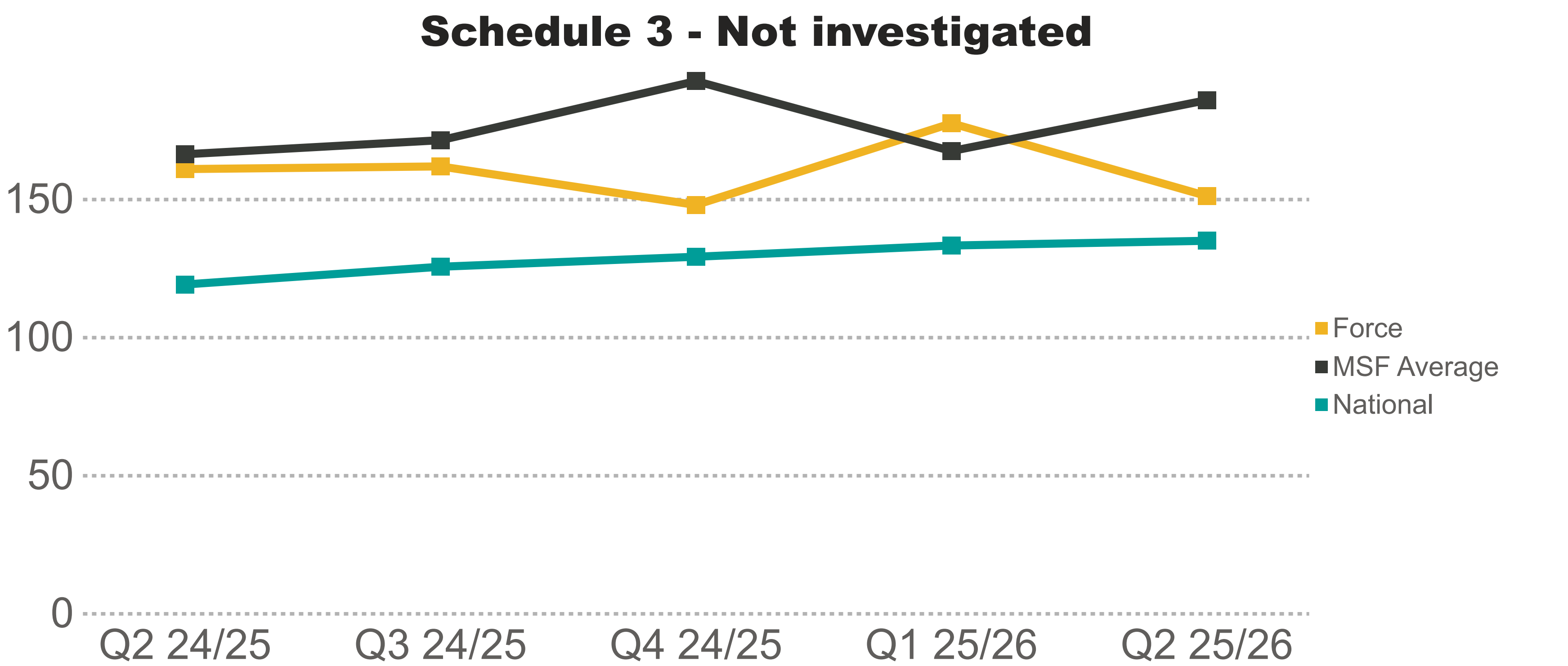
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	0	623	257	326
Under Schedule 3 investigated (not subject to special procedures)	280	286	297	256
Under Schedule 3 - not investigated	165	165	179	134
Total	187	188	191	155

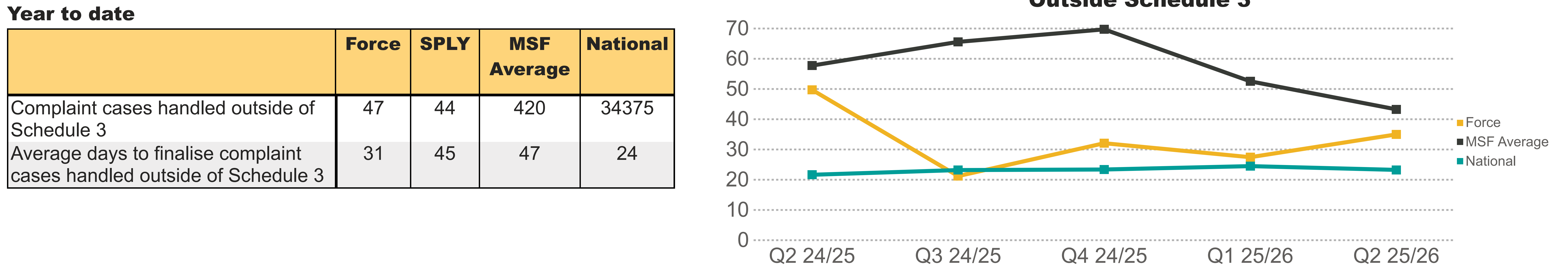
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	121	112	222	14,328
Under Schedule 3 investigated (not subject to special procedures)	28	17	20	2,409
Under Schedule 3 investigated (subject to special procedures)		2	4	321
Total	149	131	244	17,058



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.

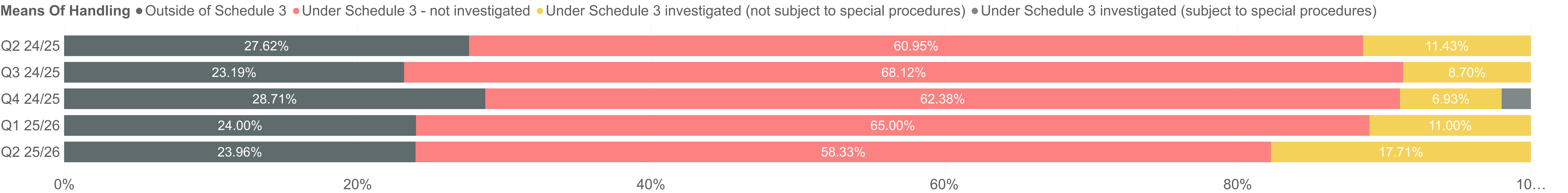


Section D3: How complaint cases handled

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.

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	47	24%	44	25%	420	63%	34,375	67%
Under Schedule 3 - not investigated	121	62%	112	64%	222	33%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	28	14%	17	10%	20	3%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)			2	1%	4	1%	321	1%
Total	196	100%	175	100%	664	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.

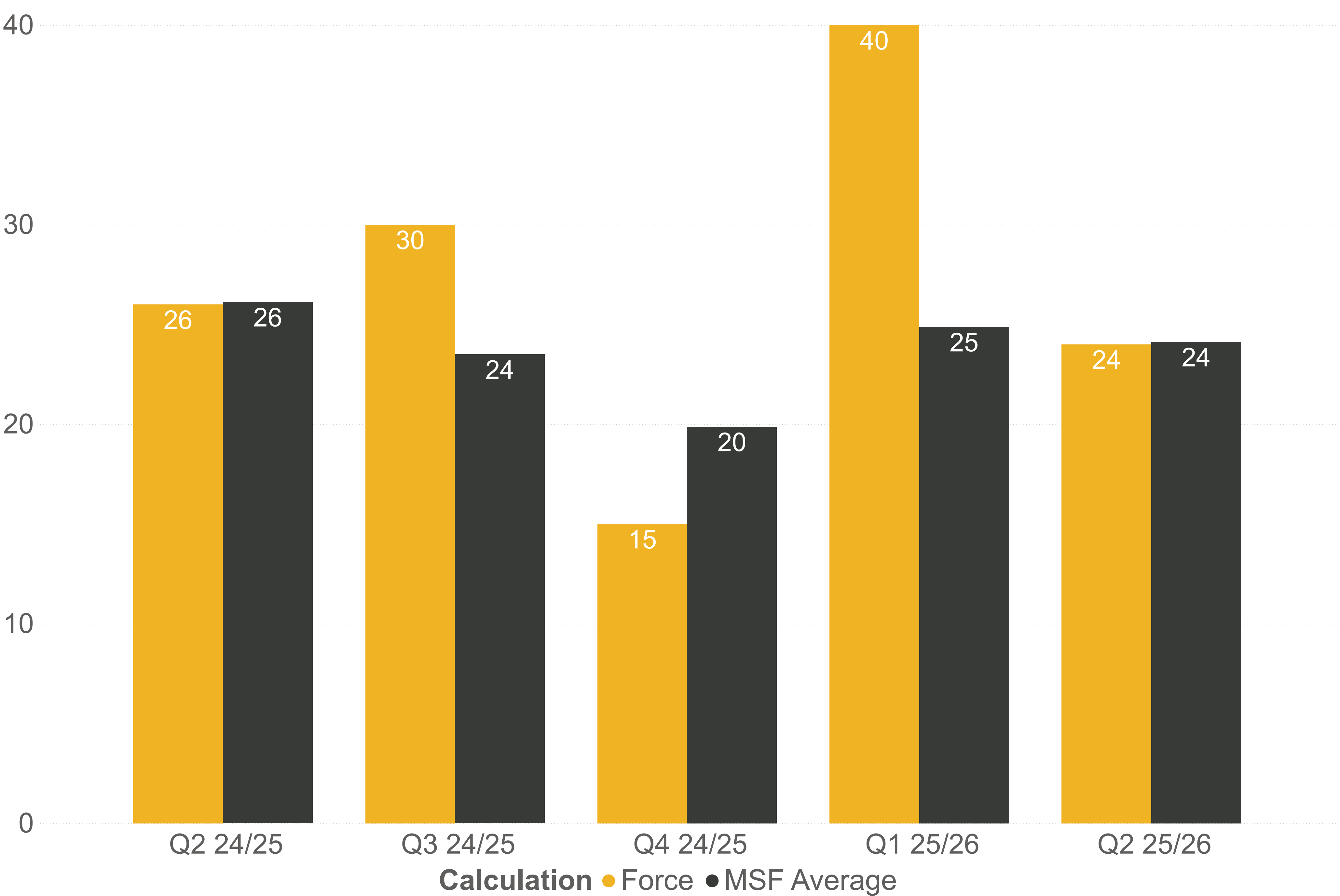
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	64	54	49	3,397
Number referrals completed	67	52	49	3,401
Decision: Independent Investigation	3	4	3	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	38	26	24	1,702
Decision: Return to Force	26	21	21	1,448
Decision: Invalid	0	1	1	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Devon And Cornwall, Lincolnshire, Norfolk, North Wales, North Yorkshire, Suffolk, West Mercia, Wiltshire

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 \(February 2020\)](#).