

Police Complaints Information Bulletin: North Wales



Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)

Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, 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) and with the overall result for all forces (national).

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

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January 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

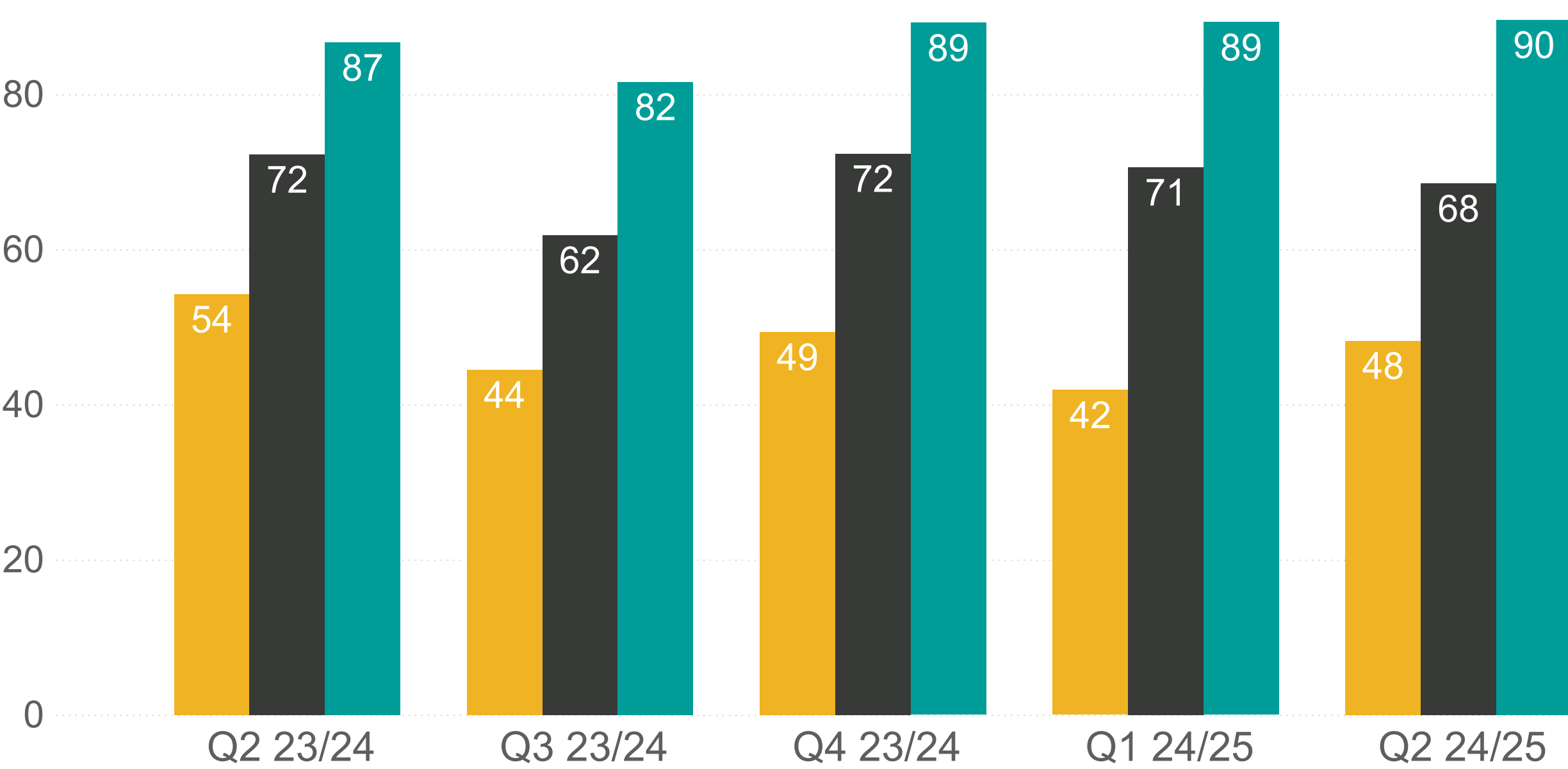
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	284	90	451	143	3	3
SPLY	310	101	688	223	11	4
MSF Average	463	139	818	229	14	15
National	45,593	179	80,142	314	7	6

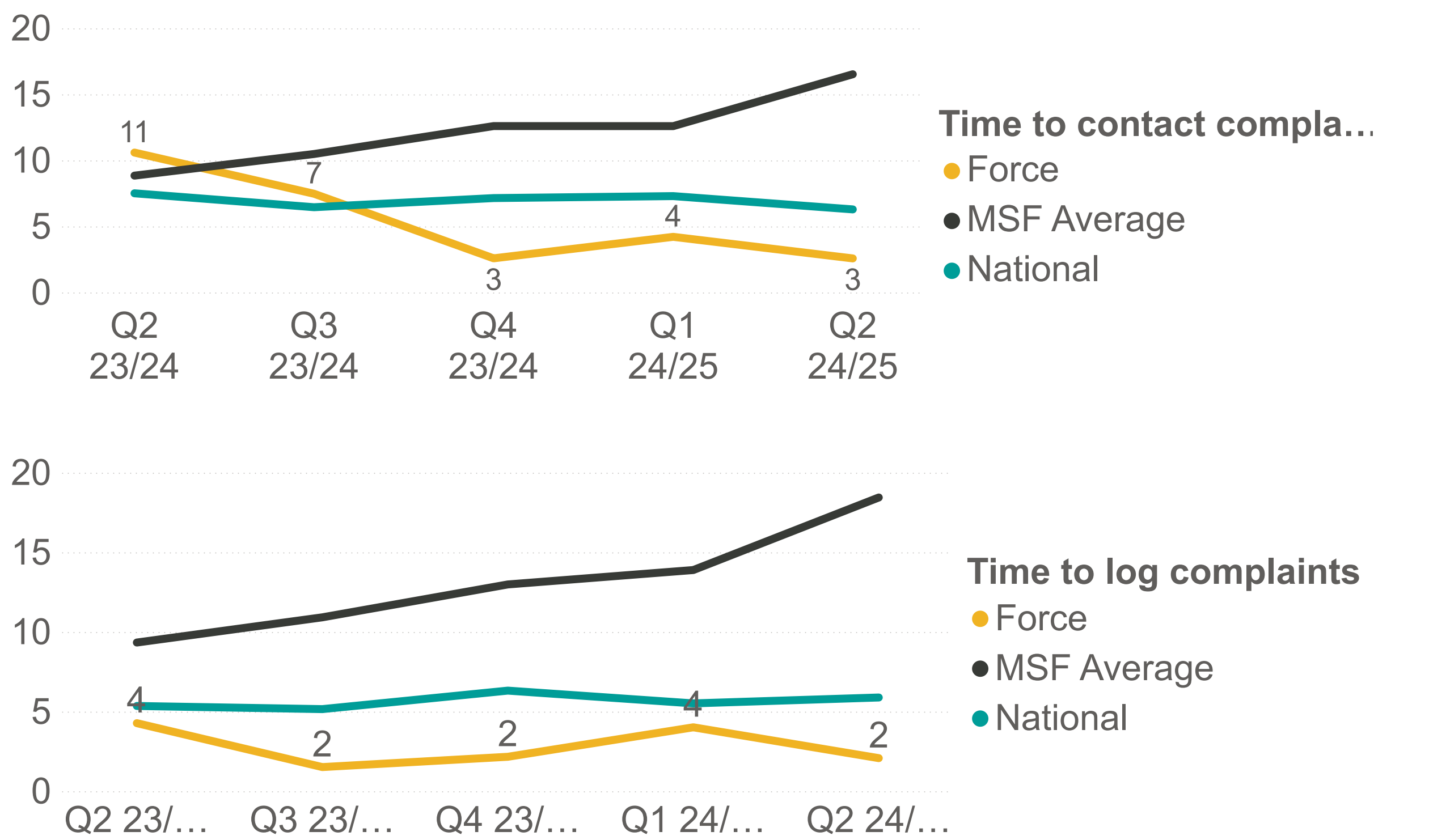
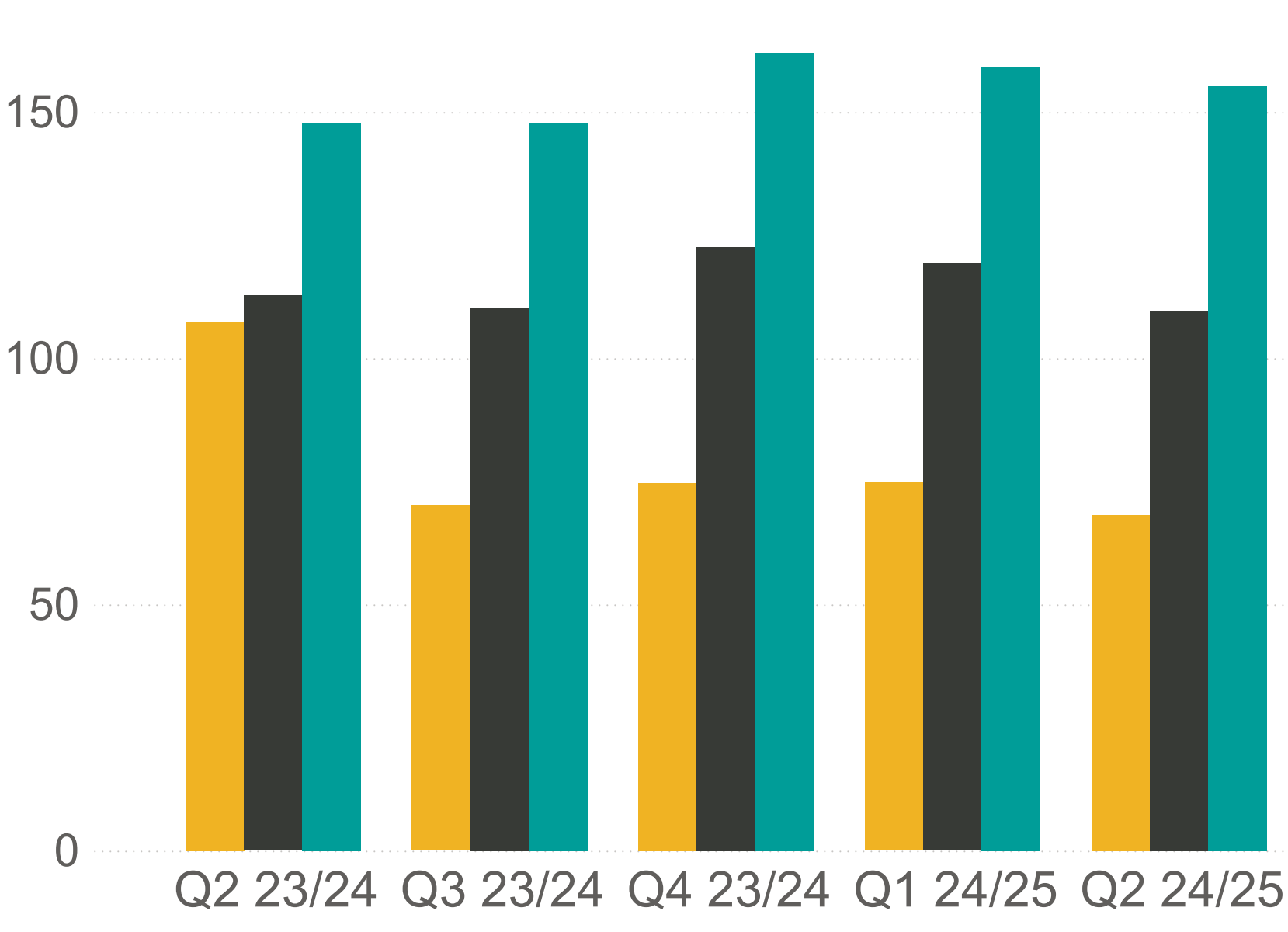
Complaints logged per 1,000 employees

ForceMSF AverageNational



Allegations logged per 1,000 employees

ForceMSF AverageNational



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

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

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	55	21	101	6,798
Complainant wishes the complaint be recorded	34	108	25	2,795
Dissatisfaction after initial handling	2	4	14	2,316
Nature of the allegation(s) in the complaint	0	1	23	3,441
Total	91	134	163	15,350

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	60 %	16 %	52 %	44 %
Complainant wishes the complaint be recorded	37 %	81 %	22 %	18 %
Dissatisfaction after initial handling	2 %	3 %	12 %	15 %
Nature of the allegation(s) in the complaint	0 %	1 %	14 %	22 %

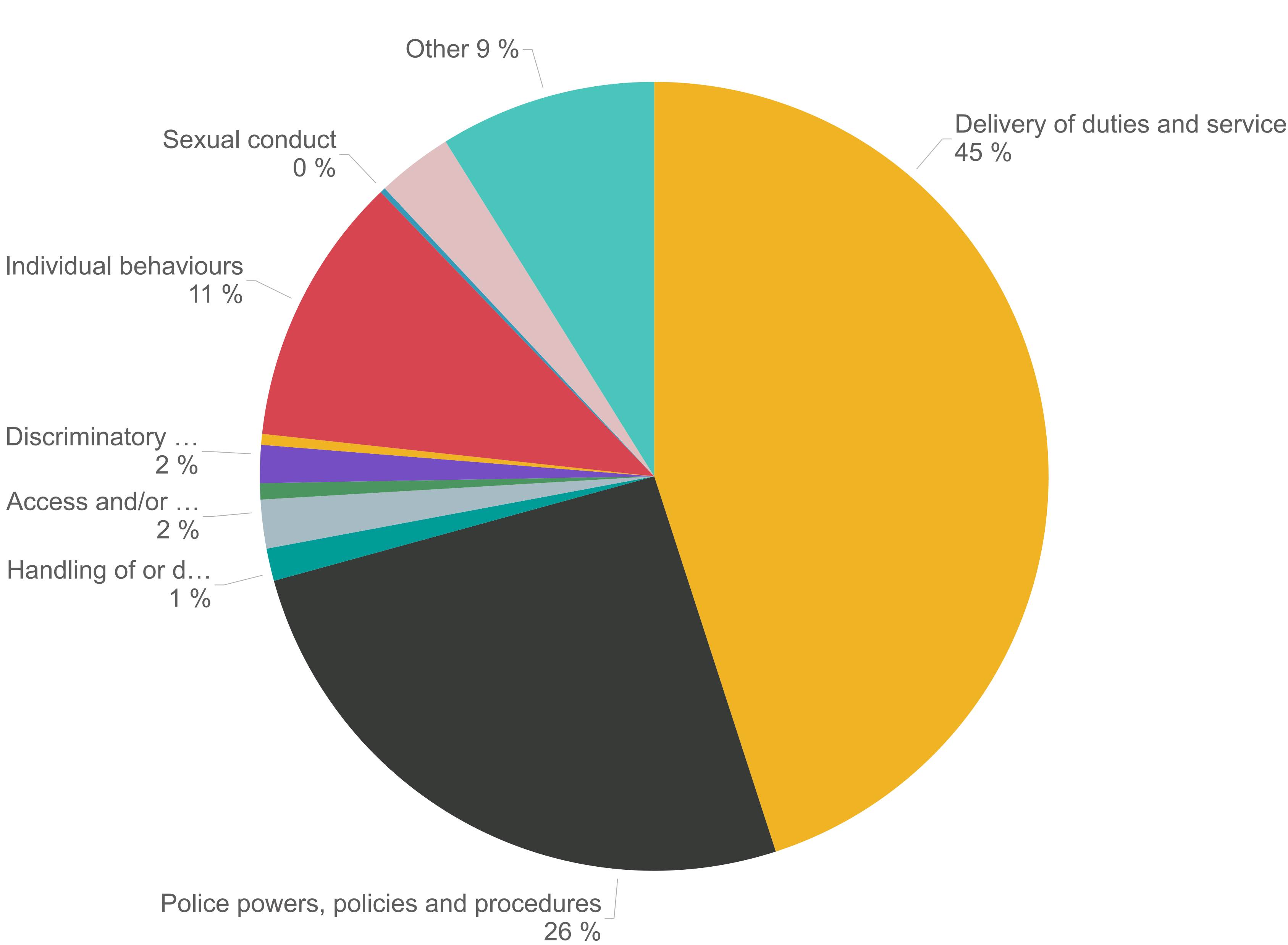
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

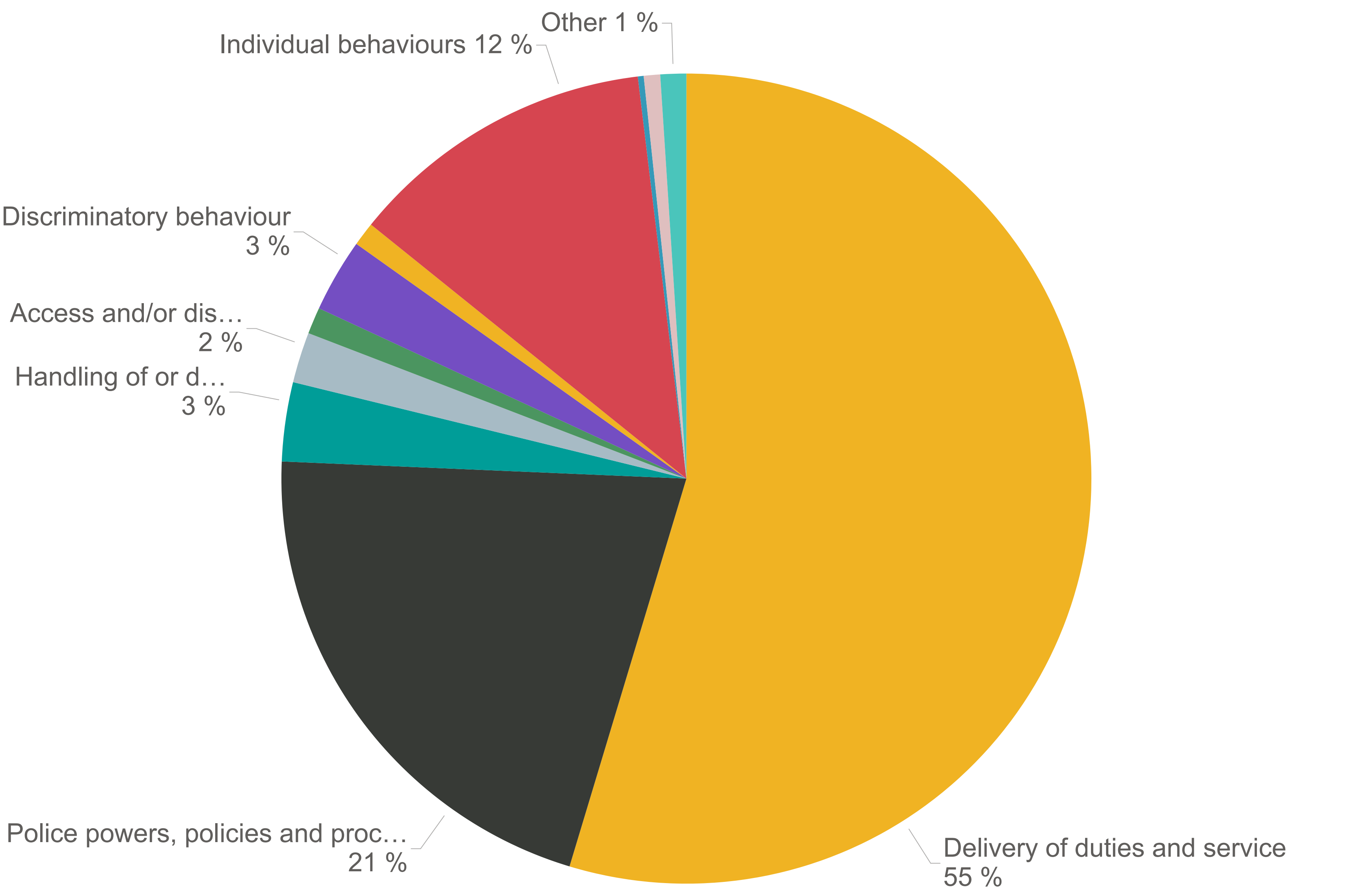
What has been complained about (YTD)

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	203	116	6	9	3	7	2	50	1	14	40	451
SPLY	345	127	22	19	4	20	33	98	3	5	12	688
MSF Average	398	197	28	17	9	25	10	116	2	8	8	818
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

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	203	45 %	345	50 %	398	47 %	43,801	55 %
	Decisions	79	39 %	55	16 %	68	18 %	6,186	14 %
	Police action following contact	61	30 %	253	73 %	136	36 %	18,035	41 %
	Information	53	26 %	27	8 %	59	17 %	4,976	11 %
	General level of service	10	5 %	10	3 %	135	28 %	14,604	33 %
Police powers, policies and procedures	Total	116	26 %	127	18 %	197	25 %	16,837	21 %
	Use of force	33	28 %	39	31 %	49	24 %	4,424	26 %
	Evidential procedures	27	23 %	10	8 %	17	9 %	1,283	8 %
	Power to arrest and detain	18	16 %	13	10 %	37	19 %	3,002	18 %
	Searches of premises and seizure of property	15	13 %	18	14 %	23	12 %	2,094	12 %
	Detention in police custody	9	8 %	21	17 %	28	14 %	2,422	14 %
	Other policies and procedures	7	6 %	7	6 %	18	9 %	1,615	10 %
	Stops, and stop and search	4	3 %	6	5 %	7	3 %	793	5 %
	Bail, identification and interview procedures	2	2 %	12	9 %	15	7 %	955	6 %
	Out of court disposals	1	1 %	1	1 %	3	1 %	249	1 %
Individual behaviours	Total	50	11 %	98	14 %	116	15 %	9,853	12 %
	Unprofessional attitude and disrespect	25	50 %	23	23 %	33	29 %	2,782	28 %
	Impolite language / tone	14	28 %	21	21 %	21	20 %	2,449	25 %
	Lack of fairness and impartiality	5	10 %	18	18 %	20	18 %	1,368	14 %
	Overbearing or harassing behaviours	3	6 %	13	13 %	22	18 %	1,756	18 %
	Impolite and intolerant actions	3	6 %	23	23 %	20	16 %	1,498	15 %
Other	Total	40	9 %	12	2 %	8	2 %	822	1 %
	Other	40	100 %	12	100 %	8	75 %	822	100 %
Discreditable conduct	Total	14	3 %	5	1 %	8	1 %	521	1 %
	Discreditable conduct	14	100 %	5	100 %	8	75 %	521	100 %

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	196	43 %	329	48 %	270	37 %	29,355	37 %
None	64	14 %	21	3 %	208	20 %	15,525	19 %
Arrest	55	12 %	72	10 %	116	15 %	10,232	13 %
Neighbourhood policing	26	6 %	20	3 %	37	4 %	3,752	5 %
Domestic / gender abuse	20	4 %	22	3 %	56	7 %	4,125	5 %
Premises search	17	4 %	21	3 %	26	3 %	1,958	2 %
Roads/traffic	17	4 %	10	1 %	47	6 %	4,731	6 %
Custody	10	2 %	42	6 %	52	6 %	4,574	6 %
Child protection / CSA / CSE	8	2 %	31	5 %	28	4 %	1,370	2 %
Death	7	2 %	9	1 %	10	1 %	759	1 %
Mental health	7	2 %	18	3 %	19	2 %	2,317	3 %
Call Handling	5	1 %	36	5 %	26	3 %	3,424	4 %
Fraud	3	1 %	0	0 %	4	0 %	485	1 %
Stop and/or search	3	1 %	12	2 %	14	2 %	1,618	2 %
VAWG - dissatisfaction handling	3	1 %	46	7 %	51	7 %	3,054	4 %
VAWG - police perpetrated	3	1 %	1	0 %	11	1 %	539	1 %
Public order incident	2	0 %	0	0 %	4	1 %	645	1 %
Drugs / alcohol	1	0 %	0	0 %	16	2 %	897	1 %
VAWG - police victim	1	0 %	0	0 %	1	0 %	88	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infection	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restriction	0	0 %	1	0 %	0	0 %	0	0 %
Covert policing	0	0 %	1	0 %	0	0 %	48	0 %
Firearms	0	0 %	0	0 %	6	1 %	400	0 %
Hate Crime	0	0 %	20	3 %	9	1 %	468	1 %
Missing persons	0	0 %	9	1 %	3	0 %	514	1 %
Police dogs or horses	0	0 %	0	0 %	0	0 %	54	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
Restraint equipment	0	0 %	0	0 %	11	1 %	855	1 %
Serious injury	0	0 %	0	0 %	2	0 %	168	0 %
Social media	0	0 %	2	0 %	3	0 %	330	0 %
Taser	0	0 %	0	0 %	2	0 %	105	0 %
Unknown	0	0 %	1	0 %	1	0 %	20	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	14	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	Individual behaviours	Discreditable conduct	Other
▼					
VAWG - police victim	1	0	0	0	0
VAWG - police perpetrated	0	0	0	1	0
VAWG - dissatisfaction handling	2	0	1	0	0
Stop and/or search	0	2	1	0	0
Roads/traffic	5	6	3	0	1
Public order incident	1	0	1	0	0
Premises search	1	10	5	0	0
None	12	1	6	11	30
Neighbourhood policing	24	0	2	0	0
Mental health	6	0	1	0	0
Investigation	127	41	11	1	1
Fraud	3	0	0	0	0
Drugs / alcohol	1	0	0	0	0
Domestic / gender abuse	12	4	1	0	1
Death	1	0	6	0	0
Custody	0	9	1	0	0
Child protection / CSA / CSE	3	1	3	1	0
Call Handling	5	0	0	0	0
Arrest	1	42	9	0	1
Total	203	116	50	14	34

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 23/24	18	0	0	18
Q3 23/24	2	0	1	3
Q4 23/24	0	2	1	3
Q1 24/25	0	3	0	3
Q2 24/25	3	0	1	4
Total	23	5	3	31

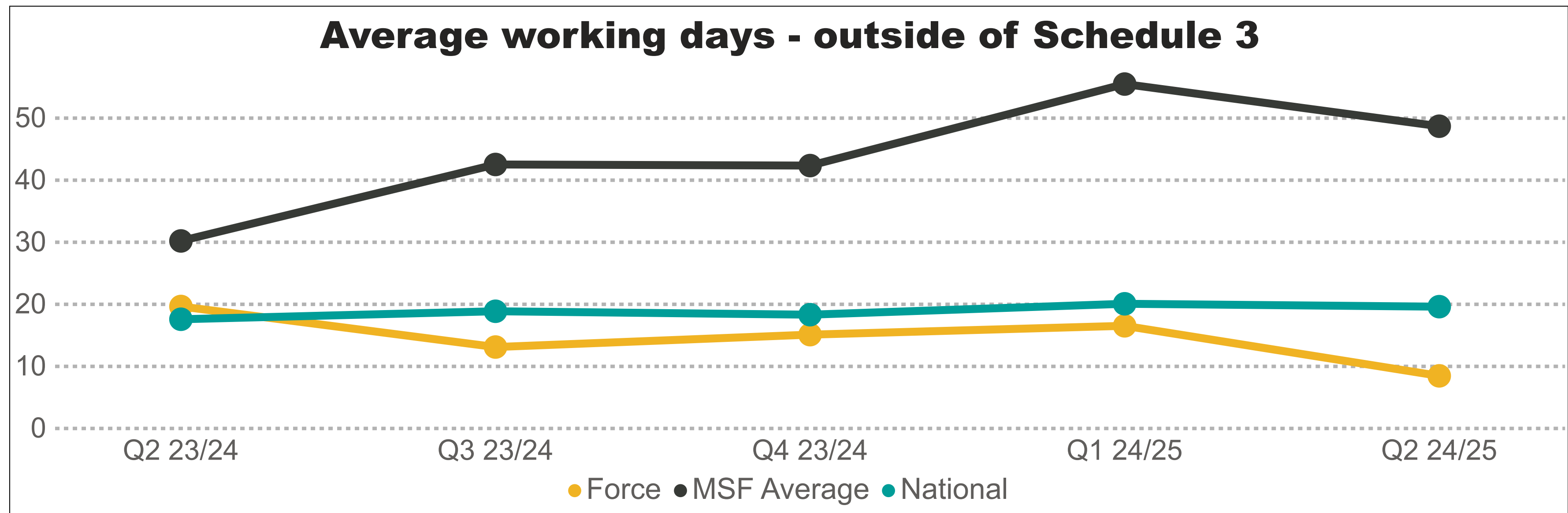
Section A2: Allegations timeliness

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.

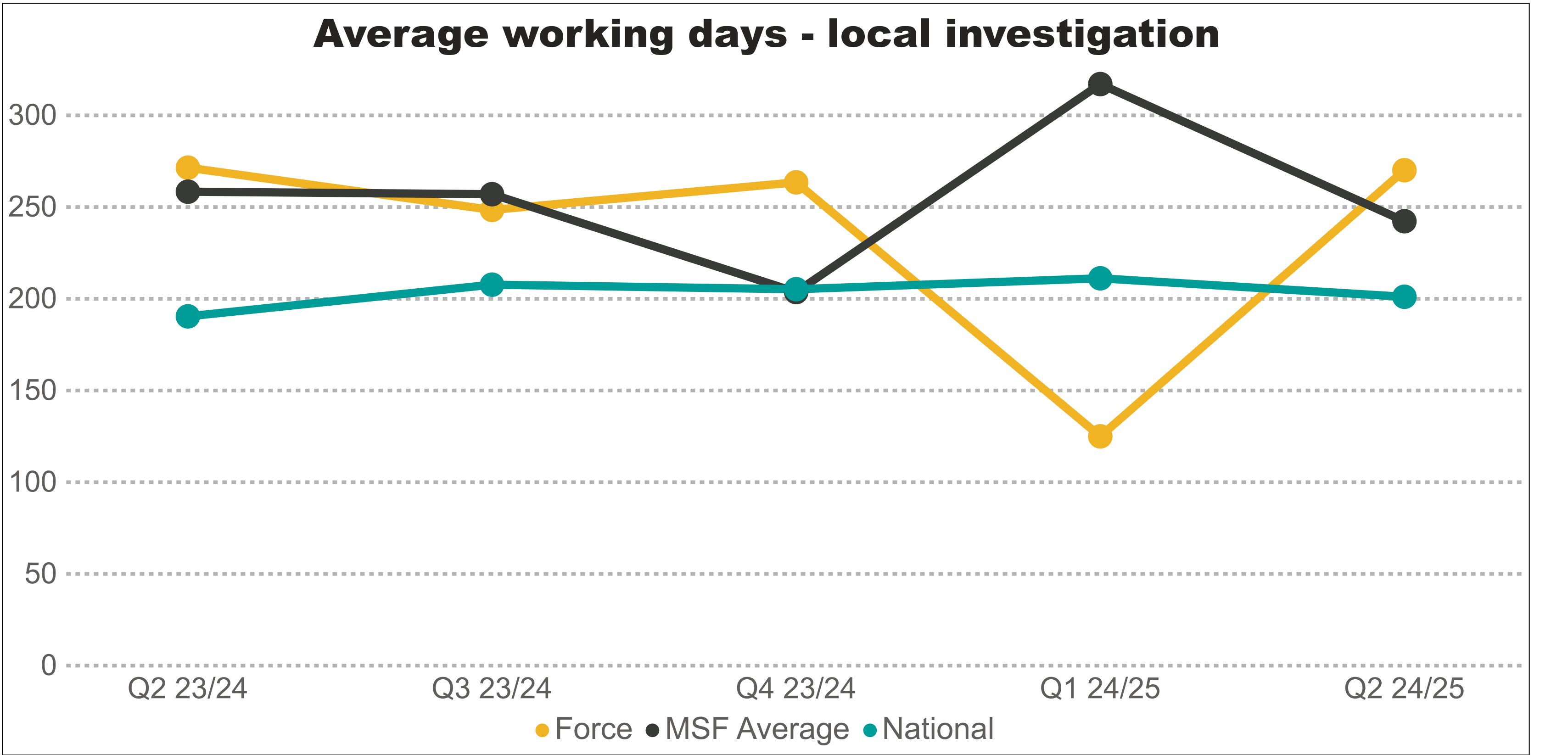
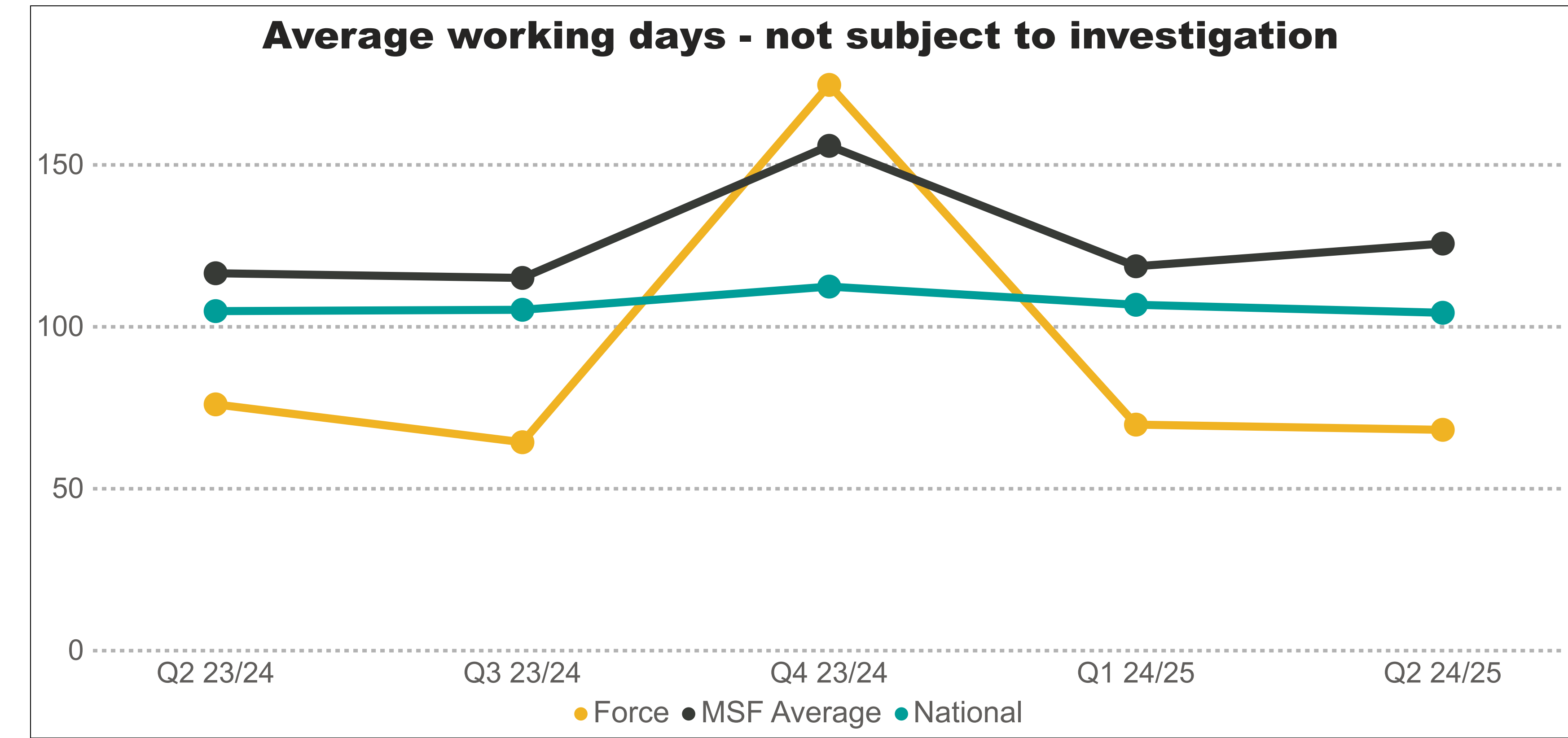
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	205	12	263	69	56	259	0	0
SPLY	182	18	605	82	55	255	0	0
MSF Average	325	51	343	123	69	260	0	0
National	33,250	20	35,230	105	8,680	206	109	282



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	16	544



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 No.	National %
Under Schedule 3 investigated (not subject to special procedures)	52	10 %	60	11 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	4	1 %	9	1 %	883	1 %
Under Schedule 3 - not investigated	263	50 %	343	48 %	35,230	46 %
Outside of Schedule 3	205	39 %	325	40 %	33,250	43 %
Total	524	100 %	737	100 %	77,285	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 No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					6	2 %	2,768	8 %			9	1 %			242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					14	5 %	3,238	9 %			10	1 %	2	4 %	770	10 %
Service provided - not acceptable					24	9 %	4,563	13 %			26	3 %	1	2 %	900	11 %
Service provided - acceptable					217	83 %	23,538	67 %			129	15 %	49	94 %	5,675	72 %
Not Resolved	21	10 %	1,876	6 %												
Resolved	184	90 %	31,373	94 %												
No Case to Answer											512	58 %				
Case to Answer									3	75 %	180	20 %				
Withdrawal					2	1 %	1,063	3 %	1	25 %	16	2 %			242	3 %

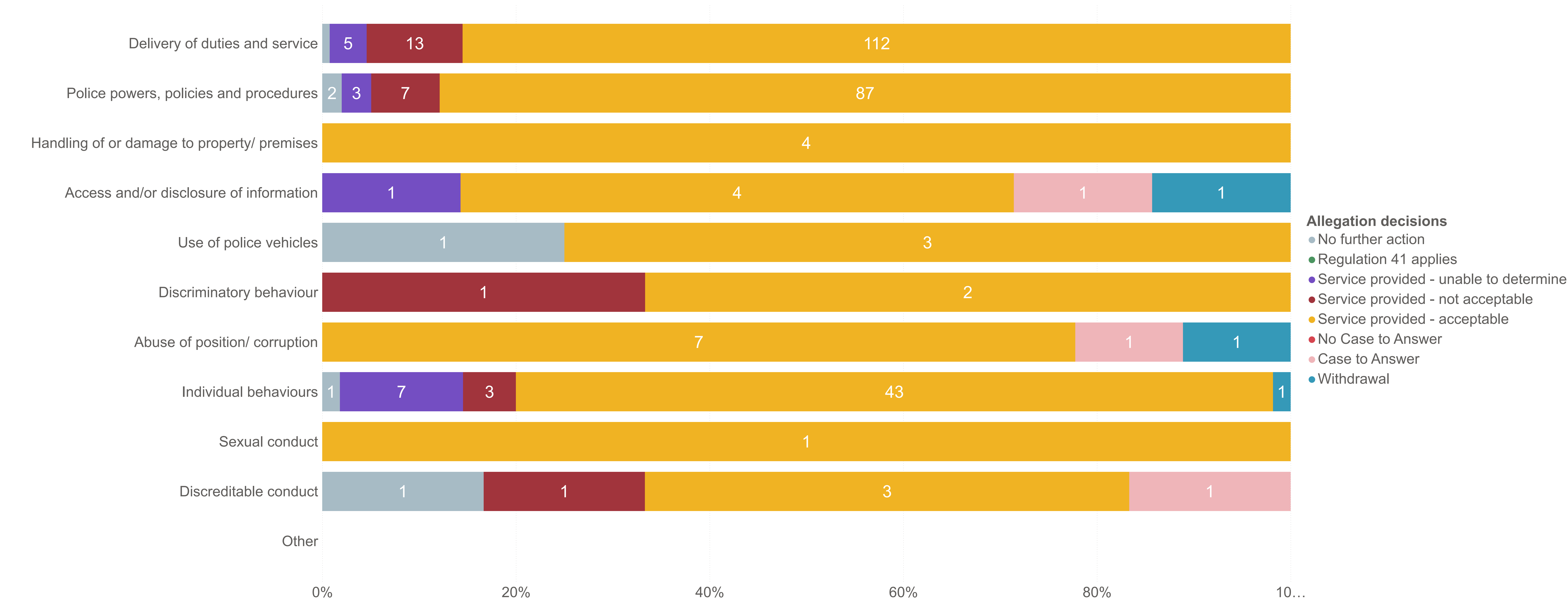
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	110	21	5	2	1	0	0	12	0	6	27	184
Not Resolved	7	2	0	0	0	0	0	3	0	0	9	21

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 on finalised complaint cases 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	1 %	1	1 %	132	0 %
Learning from reflection	6	3 %	7	4 %	5	4 %	935	3 %
Policy review	1	0 %	0	0 %	0	0 %	32	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	52	0 %
Apology	7	3 %	16	9 %	45	14 %	3,241	10 %
Debrief	1	0 %	1	1 %	1	1 %	311	1 %
Explanation	54	26 %	126	69 %	155	50 %	20,147	61 %
No further action	29	14 %	26	14 %	29	13 %	3,760	11 %
Other action	106	52 %	5	3 %	79	15 %	4,135	12 %

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 on finalised complaint cases 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.

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	8	3 %	37	6 %	5	1 %	398	1 %
Apology	6	2 %	9	1 %	17	4 %	1,605	4 %
Debrief	0	0 %	0	0 %	5	1 %	1,343	3 %
Explanation	198	62 %	421	64 %	223	54 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	74	23 %	103	16 %	122	29 %	9,817	22 %
Other action	1	0 %	8	1 %	3	1 %	432	1 %
Learning from reflection	26	8 %	75	11 %	23	6 %	2,263	5 %
Referral to RPRP	3	1 %	5	1 %	7	3 %	671	2 %

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

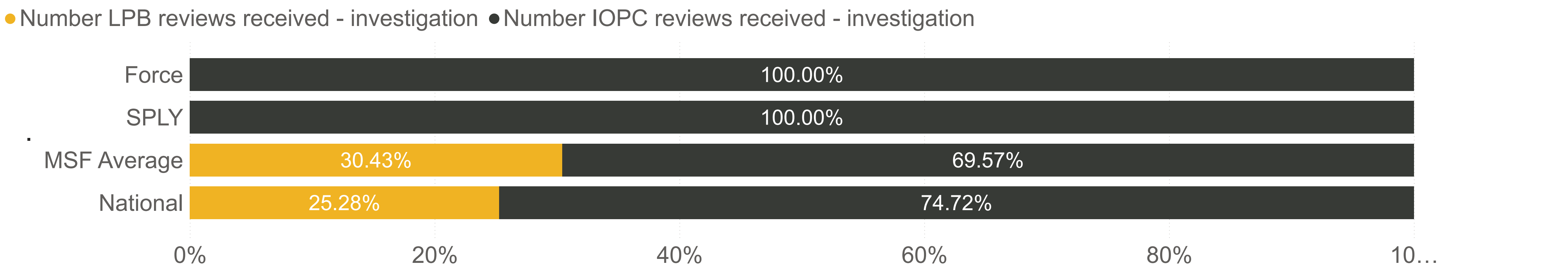
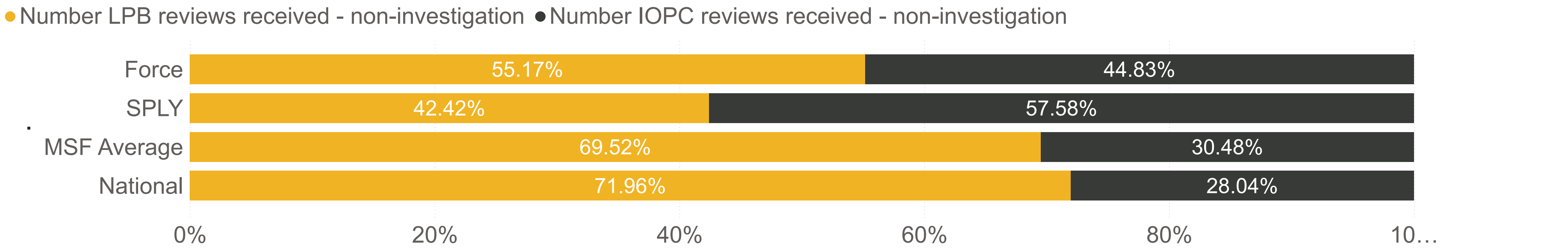
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	2	50 %	2	22 %	1	14 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	1	25 %	0	0 %	1	6 %	64	7 %
Referral to RPRP	0	0 %	0	0 %	2	23 %	161	18 %

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](#)

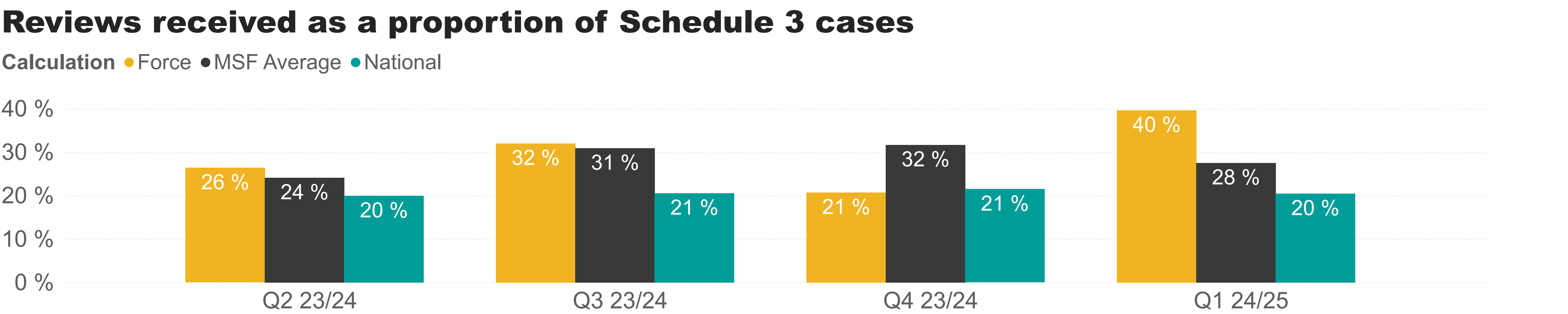
Non-investigation reviews received	LPB	IOPC
Force	16	13
SPLY	14	19
MSF Average	18	8
National	1,850	721

Investigation reviews received	LPB	IOPC
Force	0	5
SPLY	0	2
MSF Average	2	4
National	159	470



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	34	103
SPLY	35	144
MSF Average	32	156
National	3,200	15,484



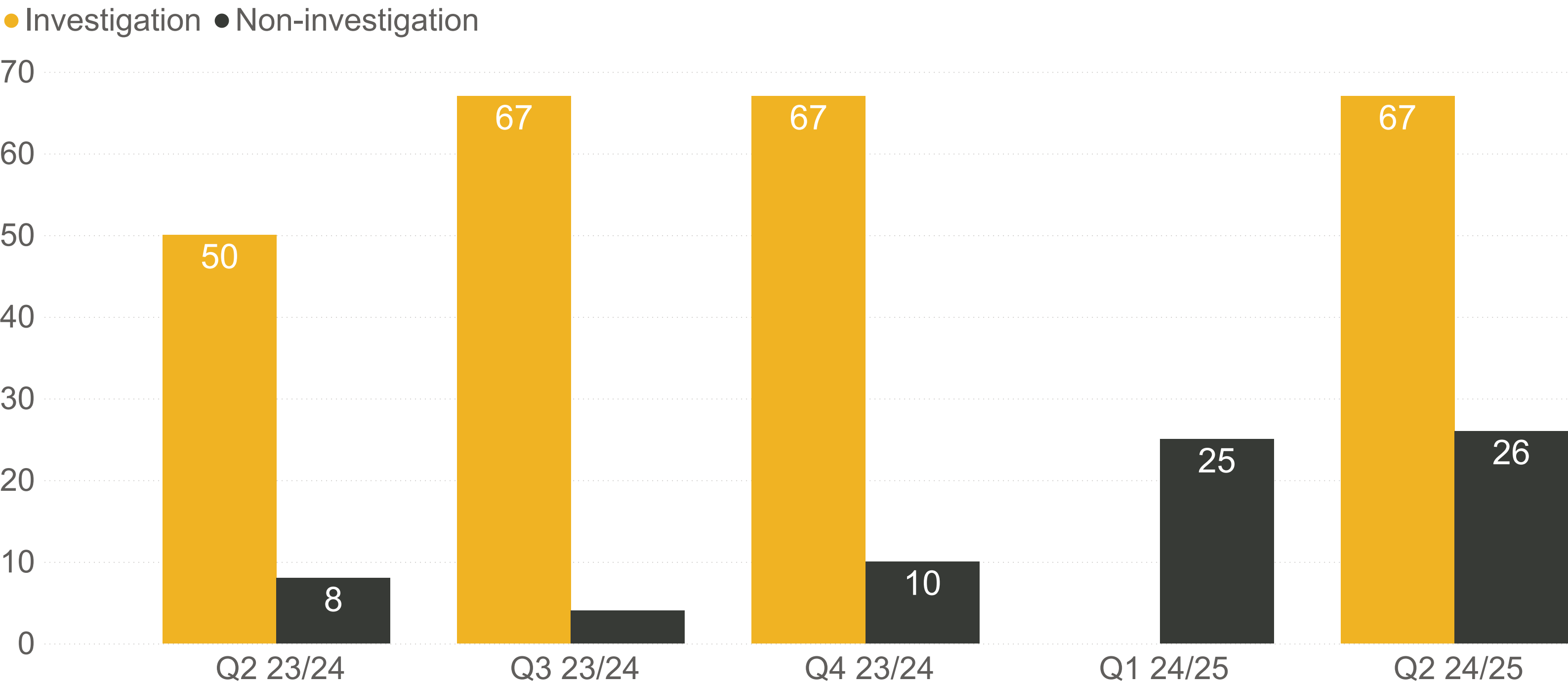
	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	10	14	69	49
Average number of working days to complete IOPC reviews	127	134	151	138

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, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

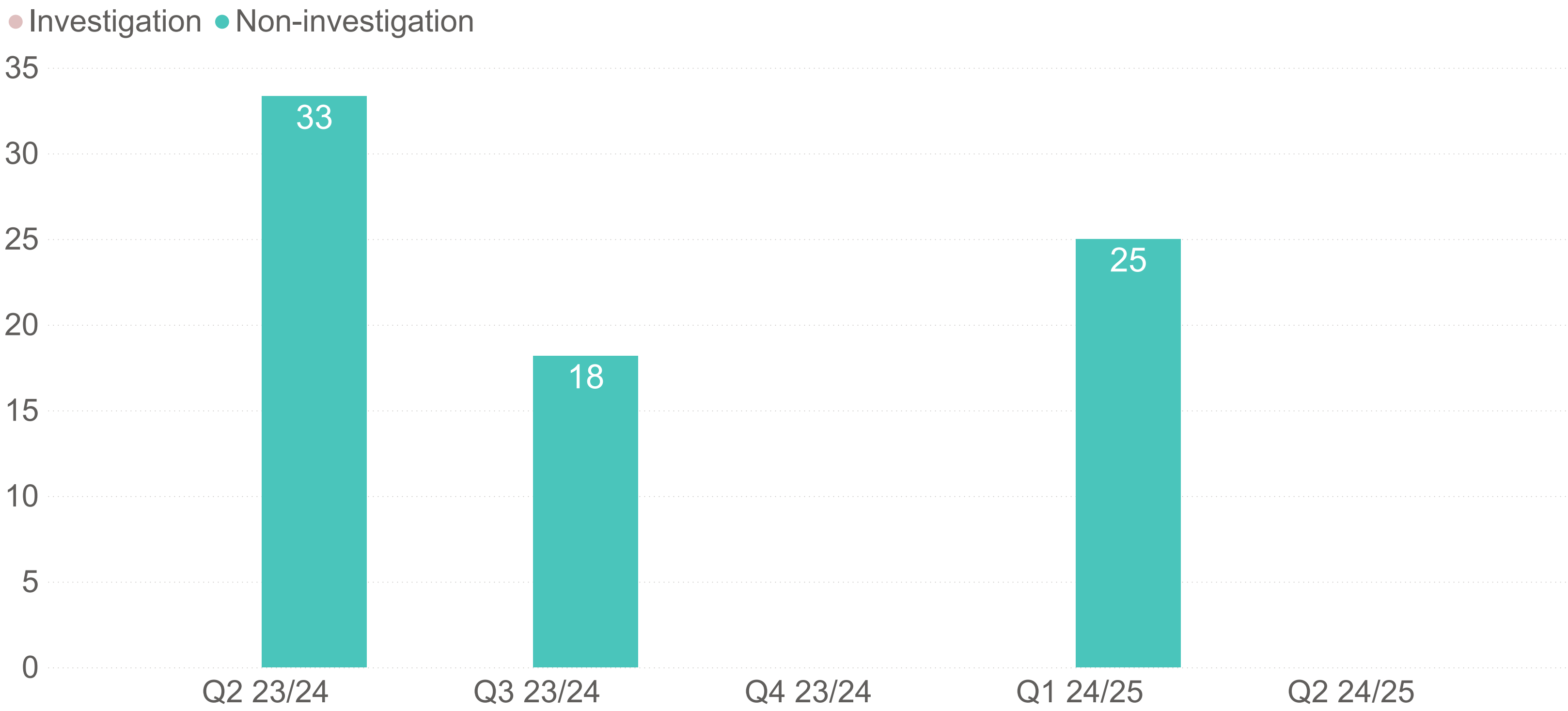
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	3	2	0	
SPLY	2	1	0	
MSF Average	5	1	1	4
National	453	139	157	39

% 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	19	6	16	2
SPLY	13	1	12	2
MSF Average	8	3	21	6
National	452	144	1,825	363

% LPB Reviews upheld - Force



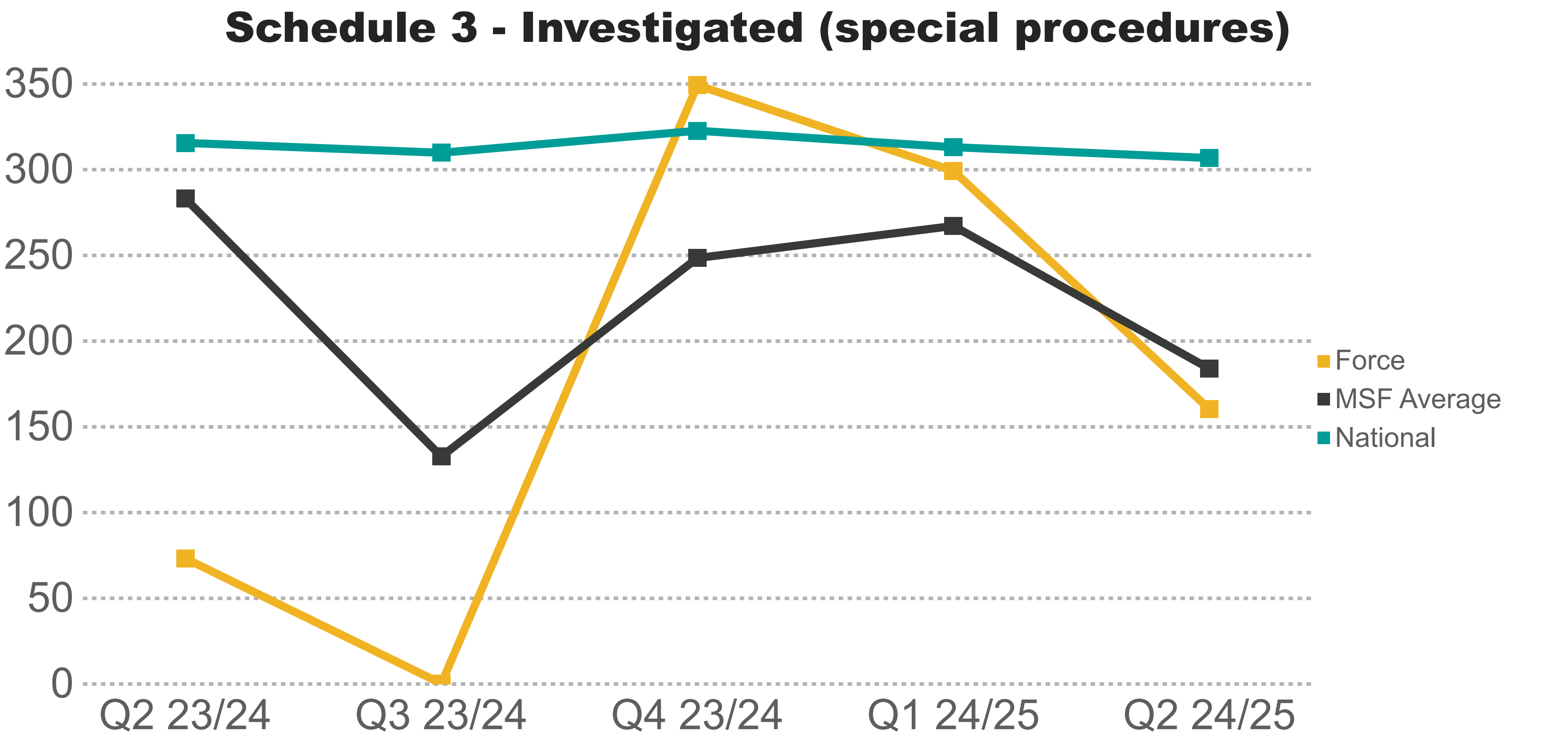
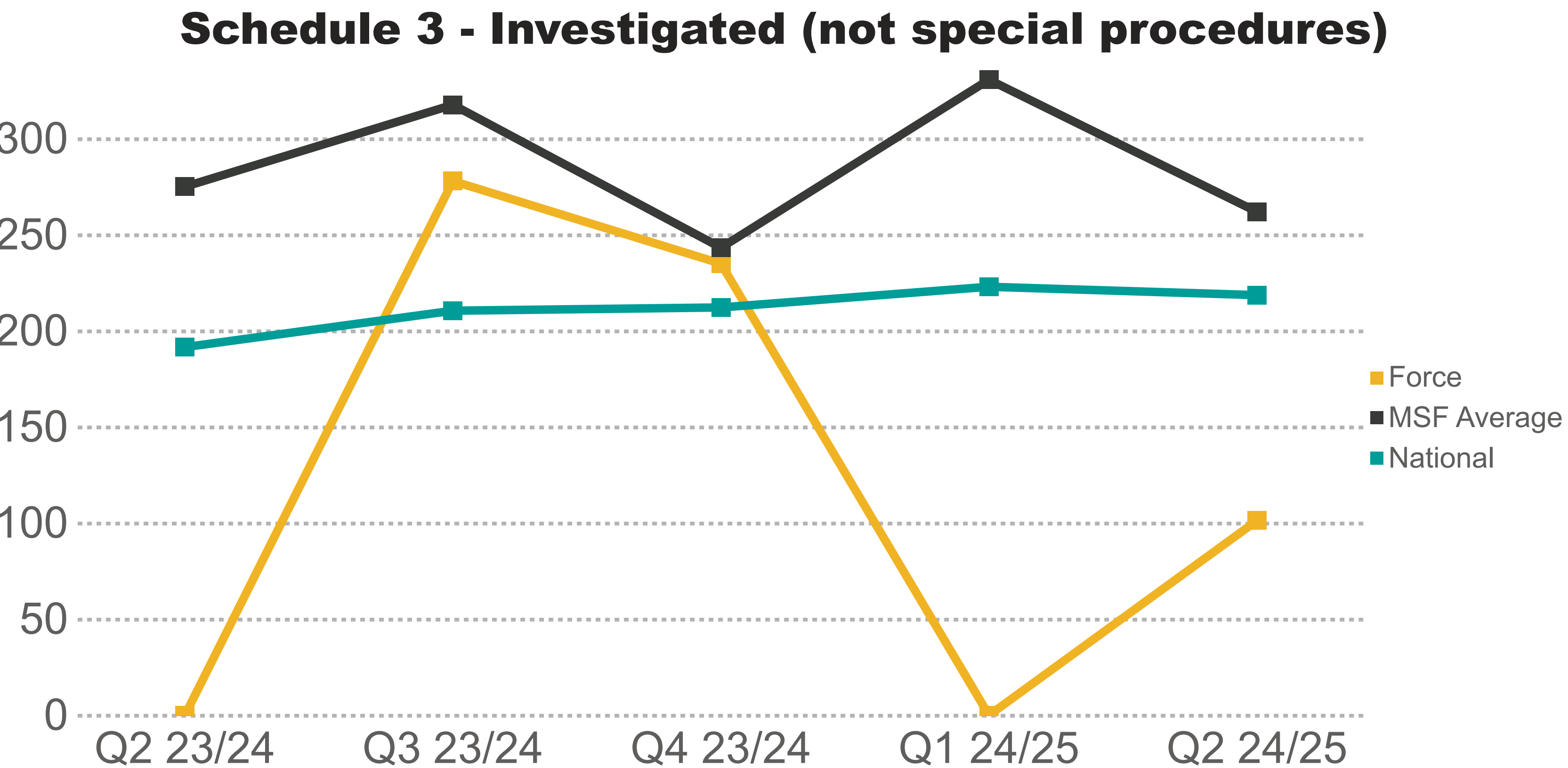
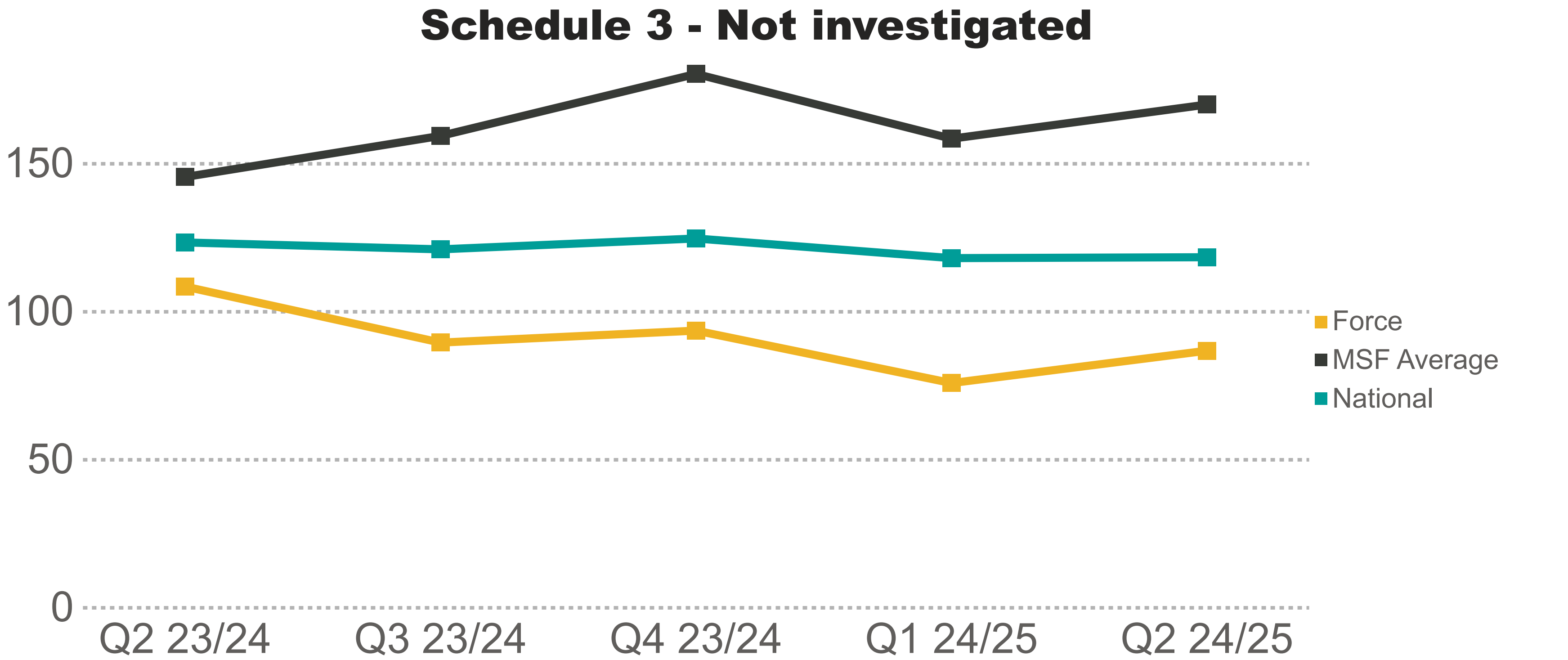
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	230	171	304	310
Under Schedule 3 investigated (not subject to special procedures)	101	314	285	221
Under Schedule 3 - not investigated	81	99	162	118
Total	84	103	184	140

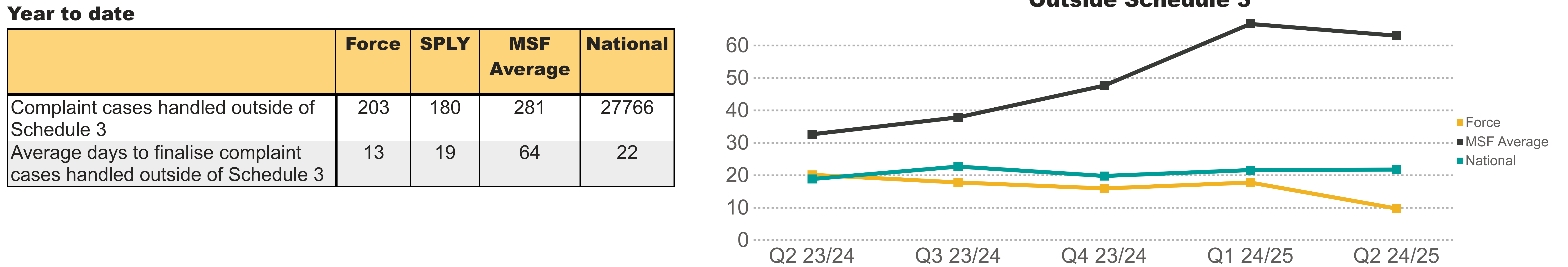
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	98	140	134	12,474
Under Schedule 3 investigated (not subject to special procedures)	3	2	18	2,681
Under Schedule 3 investigated (subject to special procedures)	2	2	4	329
Total	103	144	156	15,484



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.

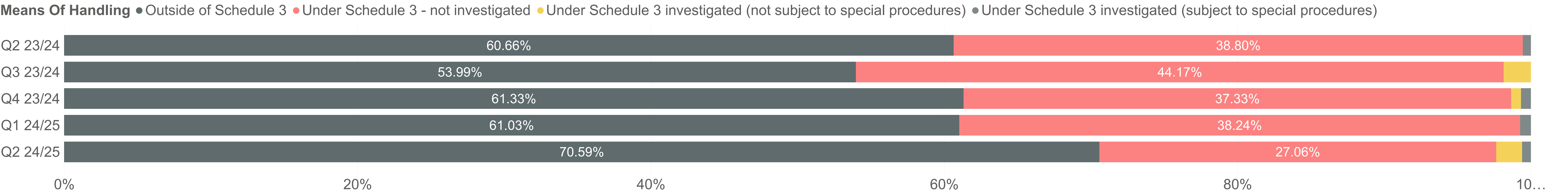


Section D3: How complaint cases handled

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	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	203	66%	180	56%	281	64%	27,766	64%
Under Schedule 3 - not investigated	98	32%	140	43%	134	31%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	3	1%	2	1%	18	4%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	2	1%	2	1%	4	1%	329	1%
Total	306	100%	324	100%	437	100%	43,250	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.

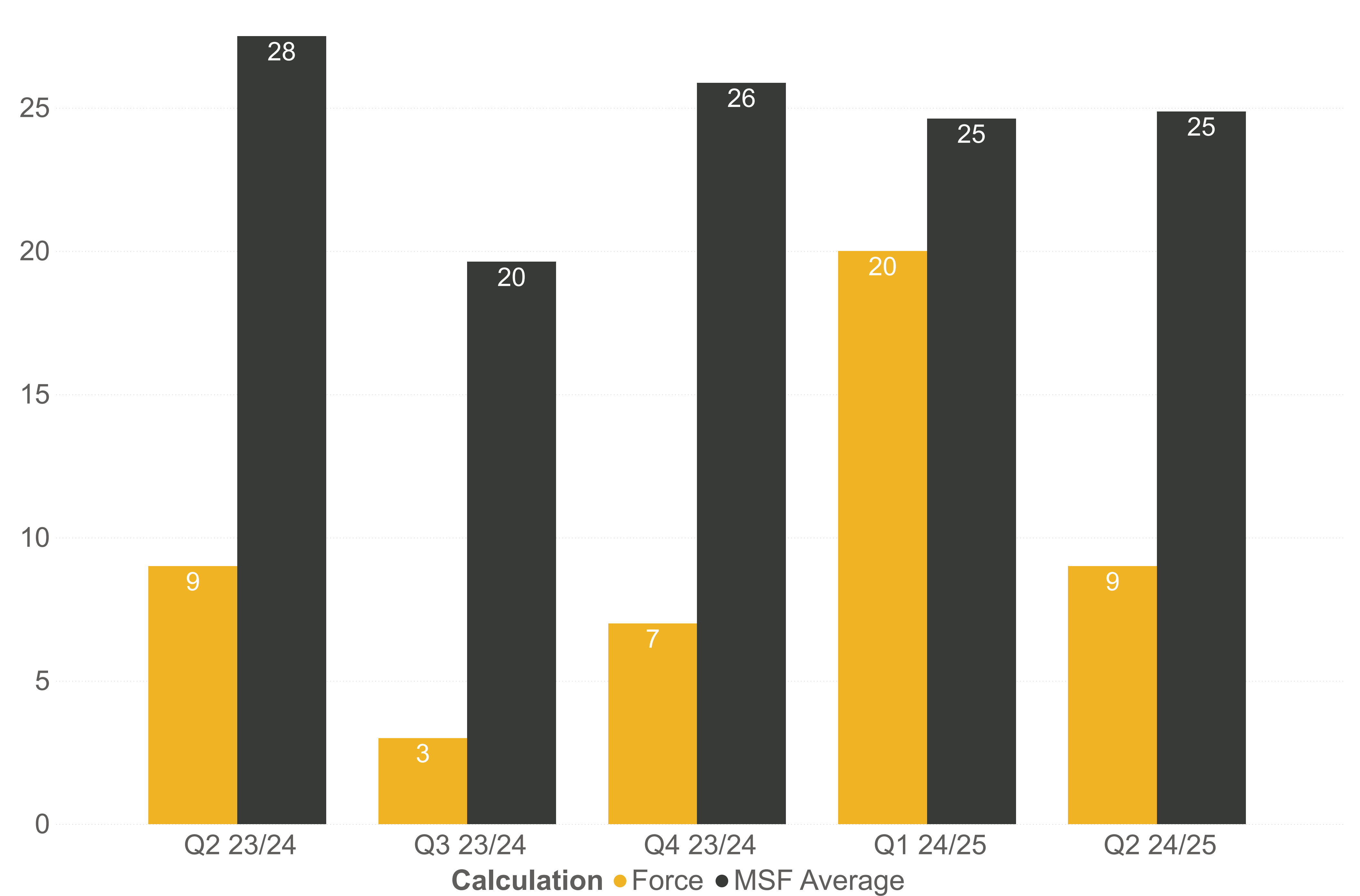
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	29	25	50	3,490
Number referrals completed	28	23	49	3,490
Decision: Independent Investigation	2	2	3	206
Decision: Directed Investigation	0	0	0	5
Decision: Local Investigation	14	11	27	1,935
Decision: Return to Force	11	10	17	1,262
Decision: Invalid	1	0	2	80

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Devon And Cornwall, Norfolk, North Wales, North Yorkshire, Suffolk, Warwickshire, 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 \(February 2020\)](#).