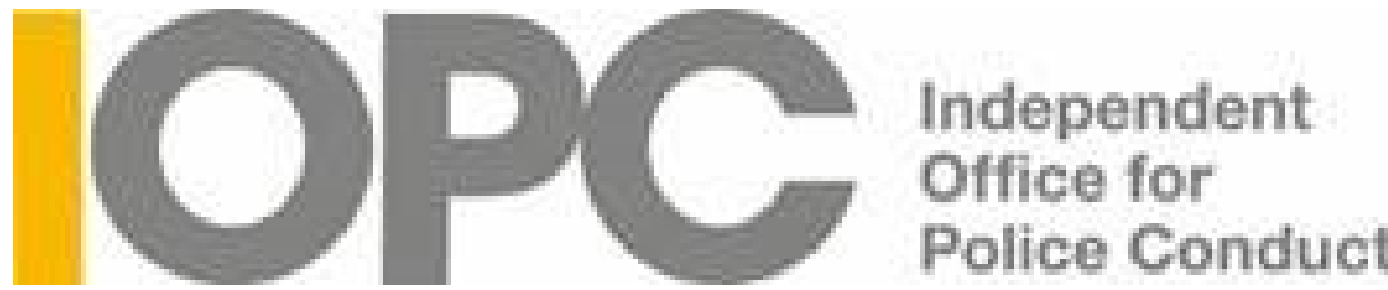


Interim Police Complaints Information Bulletin: North Wales



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

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)

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

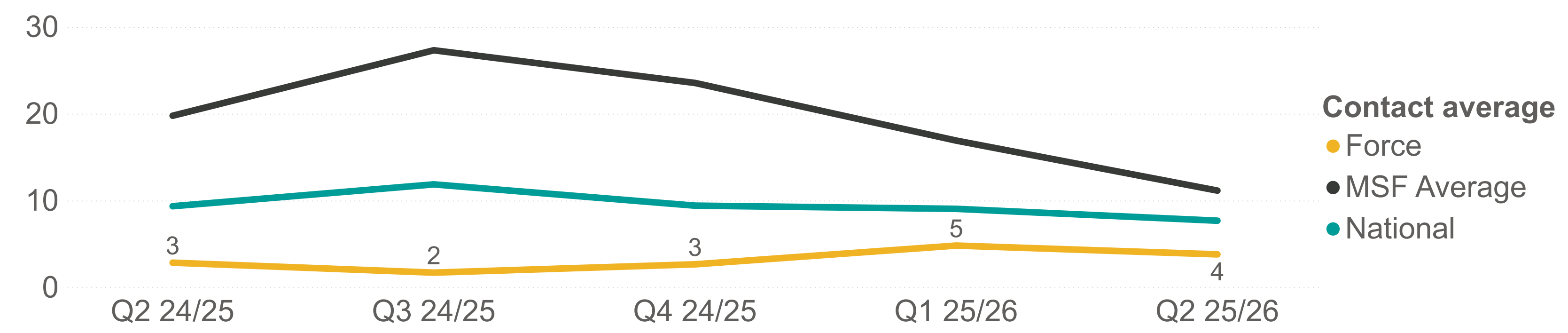
YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

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

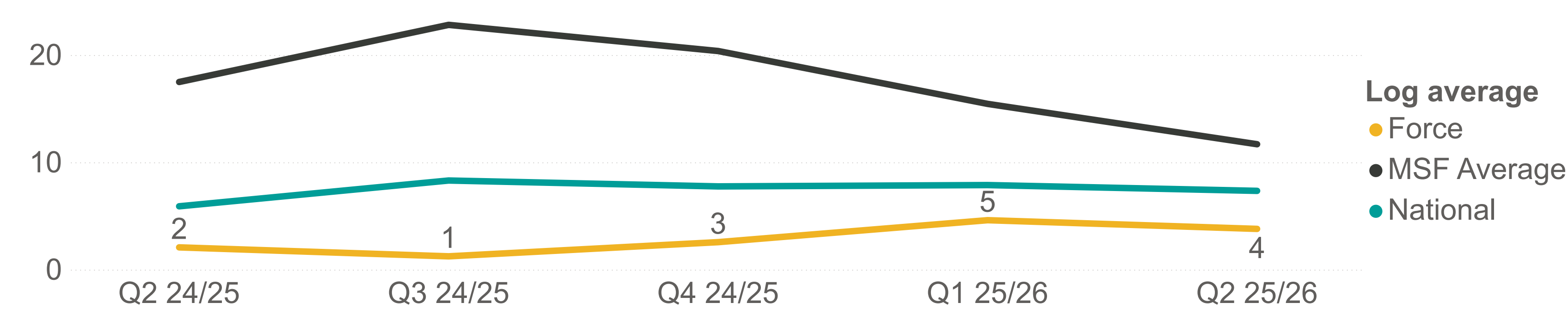
Section A1.1: Complaint cases and allegations logged

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.

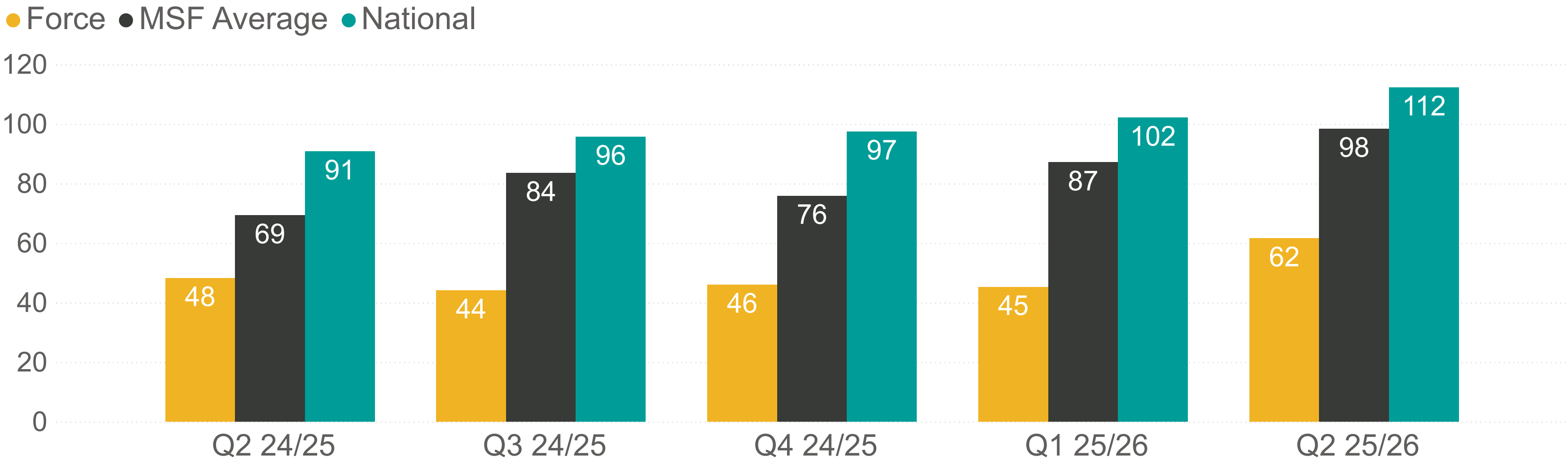
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)



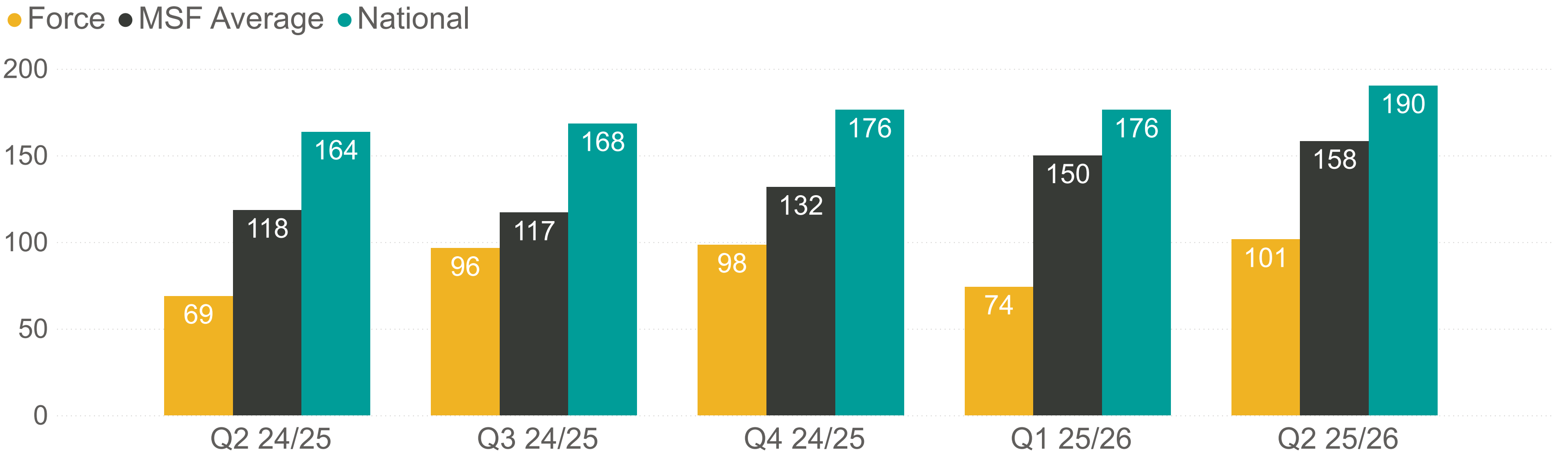
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	340	107	559	176	4	4
SPLY	284	90	453	144	3	3
MSF Average	664	185	1,127	308	14	14
National	54,025	214	92,398	367	8	8



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	0	57	83	6,147
Complainant wishes the complaint be recorded	24	39	31	2,922
Dissatisfaction after initial handling	31	5	23	2,753
Nature of the allegation(s) in the complaint	98	1	39	5,061
Total	153	102	176	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	0 %	56 %	36 %	36 %
Complainant wishes the complaint be recorded	16 %	38 %	25 %	17 %
Dissatisfaction after initial handling	20 %	5 %	17 %	16 %
Nature of the allegation(s) in the complaint	64 %	1 %	23 %	30 %

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

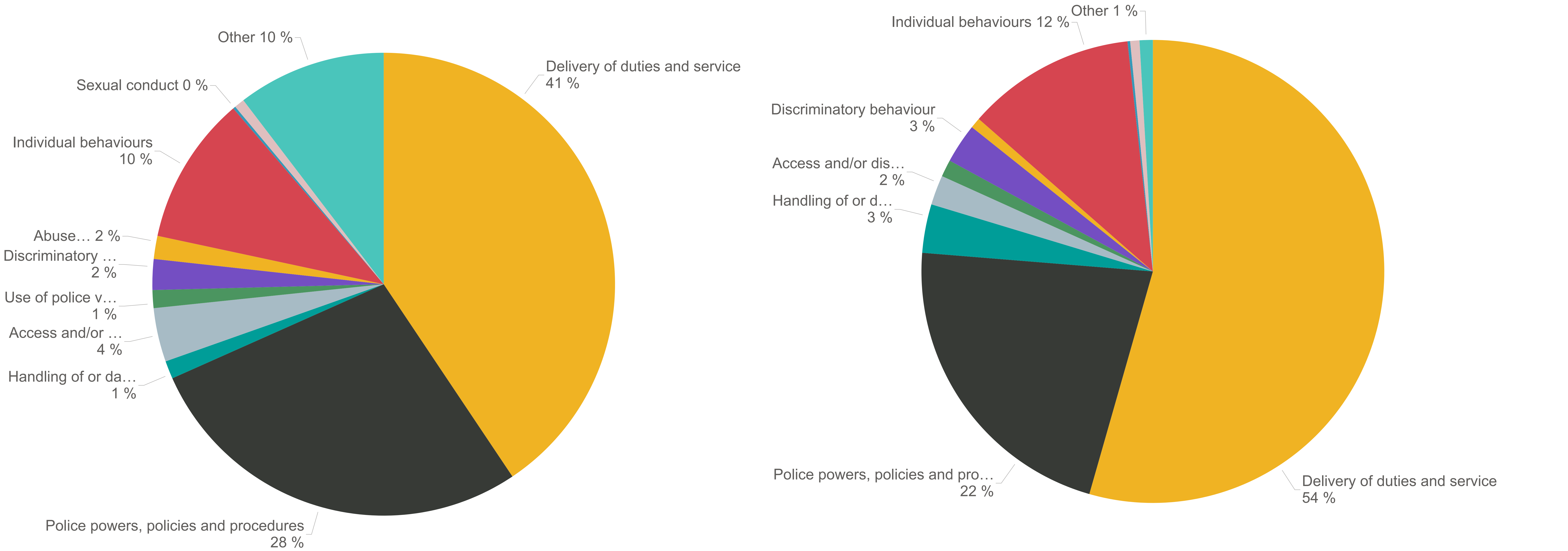
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	227	155	7	21	7	12	9	58	1	4	58	559
SPLY	207	118	6	9	3	7	3	51	1	14	34	453
MSF Average	619	250	30	25	15	19	12	131	2	7	17	1,127
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	227	41 %	207	46 %	619	51 %	50,289	54 %
	Information	77	34 %	53	26 %	74	16 %	5,808	12 %
	Decisions	69	30 %	81	39 %	96	18 %	8,005	16 %
	Police action following contact	65	29 %	63	30 %	205	36 %	21,478	43 %
	General level of service	16	7 %	10	5 %	244	30 %	14,998	30 %
Police powers, policies and procedures	Total	155	28 %	118	26 %	250	24 %	20,195	22 %
	Use of force	37	24 %	34	29 %	53	21 %	4,720	23 %
	Searches of premises and seizure of property	27	17 %	15	13 %	26	11 %	2,650	13 %
	Other policies and procedures	25	16 %	7	6 %	43	16 %	2,380	12 %
	Evidential procedures	21	14 %	27	23 %	24	10 %	1,828	9 %
	Detention in police custody	20	13 %	9	8 %	34	14 %	2,555	13 %
	Power to arrest and detain	19	12 %	19	16 %	44	17 %	3,563	18 %
	Bail, identification and interview procedures	4	3 %	2	2 %	15	6 %	1,229	6 %
	Stops, and stop and search	2	1 %	4	3 %	10	4 %	936	5 %
	Out of court disposals	0	0 %	1	1 %	3	1 %	334	2 %
Individual behaviours	Total	58	10 %	51	11 %	131	13 %	10,906	12 %
	Lack of fairness and impartiality	16	28 %	6	12 %	26	20 %	1,613	15 %
	Impolite language / tone	16	28 %	14	27 %	31	24 %	2,938	27 %
	Unprofessional attitude and disrespect	15	26 %	25	49 %	35	28 %	3,042	28 %
	Impolite and intolerant actions	6	10 %	3	6 %	17	14 %	1,625	15 %
	Overbearing or harassing behaviours	5	9 %	3	6 %	22	15 %	1,688	15 %
	Other	58	100 %	34	100 %	17	75 %	848	100 %
Access and/or disclosure of information	Total	21	4 %	9	2 %	25	2 %	1,916	2 %
	Disclosure of information	11	52 %	7	78 %	16	59 %	1,319	69 %
	Handling of information	10	48 %	2	22 %	5	27 %	360	19 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Use of police systems	0	0 %	0	0 %	3	11 %	158	8 %
	Accessing and handling of information from other sources	0	0 %	0	0 %	1	3 %	79	4 %
	Information	0	0 %	0	0 %	0	0 %	0	0 %

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

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

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	231	41 %	201	44 %	390	42 %	35,875	39 %
Arrest	64	11 %	56	12 %	126	12 %	11,122	12 %
None	57	10 %	64	14 %	294	18 %	17,926	19 %
Neighbourhood policing	40	7 %	26	6 %	50	5 %	4,427	5 %
Custody	38	7 %	10	2 %	67	7 %	5,234	6 %
Roads/traffic	19	3 %	16	4 %	64	6 %	5,674	6 %
Domestic / gender abuse	14	3 %	22	5 %	59	7 %	5,308	6 %
Child protection / CSA / CSE	12	2 %	8	2 %	44	6 %	1,763	2 %
Call Handling	9	2 %	5	1 %	41	4 %	3,994	4 %
Mental health	6	1 %	7	2 %	21	2 %	2,452	3 %
VAWG - police perpetrated	6	1 %	3	1 %	12	1 %	425	0 %
Death	5	1 %	7	2 %	13	1 %	772	1 %
Stop and/or search	5	1 %	4	1 %	14	1 %	1,871	2 %
VAWG - dissatisfaction handling	5	1 %	3	1 %	56	6 %	3,994	4 %
Premises search	4	1 %	17	4 %	17	2 %	2,313	3 %
Missing persons	3	1 %	0	0 %	7	1 %	622	1 %
Public order incident	3	1 %	2	0 %	5	1 %	659	1 %
Firearms	1	0 %	0	0 %	6	0 %	387	0 %
Fraud	1	0 %	3	1 %	7	1 %	643	1 %
Social media	1	0 %	0	0 %	3	0 %	479	1 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	0	0 %	1	0 %	46	0 %
Drugs / alcohol	0	0 %	1	0 %	11	1 %	1,000	1 %
Hate Crime	0	0 %	0	0 %	3	0 %	415	0 %
Police dogs or horses	0	0 %	0	0 %	1	0 %	57	0 %
PPDA	0	0 %	0	0 %	1	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Restraint equipment	0	0 %	0	0 %	7	1 %	867	1 %
Serious injury	0	0 %	0	0 %	2	0 %	193	0 %
Taser	0	0 %	0	0 %	1	0 %	100	0 %
Unknown	0	0 %	0	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	1	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	Access and/or disclosure of information	Individual behaviours	Other
▼					
VAWG - dissatisfaction handling	4	1	0	0	0
Stop and/or search	0	3	0	2	0
Social media	0	0	0	1	0
Roads/traffic	3	8	1	5	0
Public order incident	0	2	0	1	0
Premises search	0	2	0	1	0
None	13	3	7	5	20
Neighbourhood policing	22	2	3	10	0
Missing persons	2	1	0	0	0
Mental health	1	4	0	1	0
Investigation	147	44	7	17	1
Fraud	1	0	0	0	0
Firearms	0	1	0	0	0
Domestic / gender abuse	9	2	1	1	1
Death	5	0	0	0	0
Custody	3	27	1	4	0
Child protection / CSA / CSE	3	5	1	2	1
Call Handling	8	0	0	1	0
Arrest	6	50	0	7	0
Total	227	155	21	58	23

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	3	0	1	4
Q3 24/25	7	12	0	19
Q4 24/25	12	0	2	14
Q1 25/26	2	1	0	3
Q2 25/26	3	5	0	8
Total	27	18	3	48

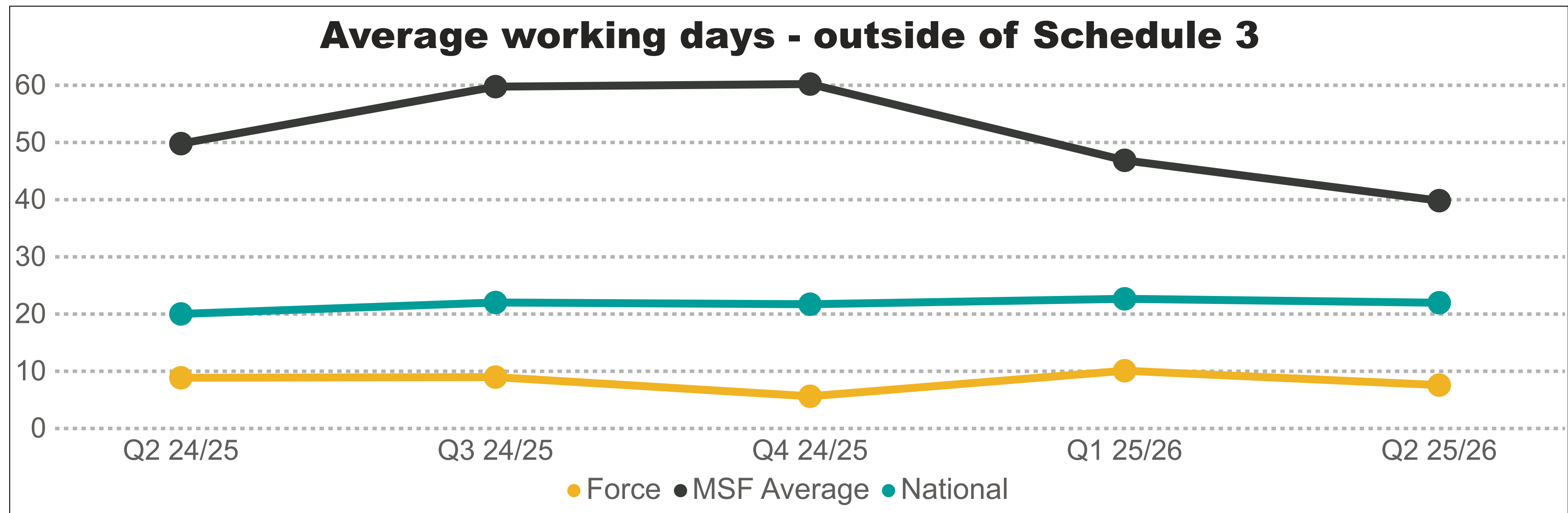
Section A2: Allegations timeliness

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.

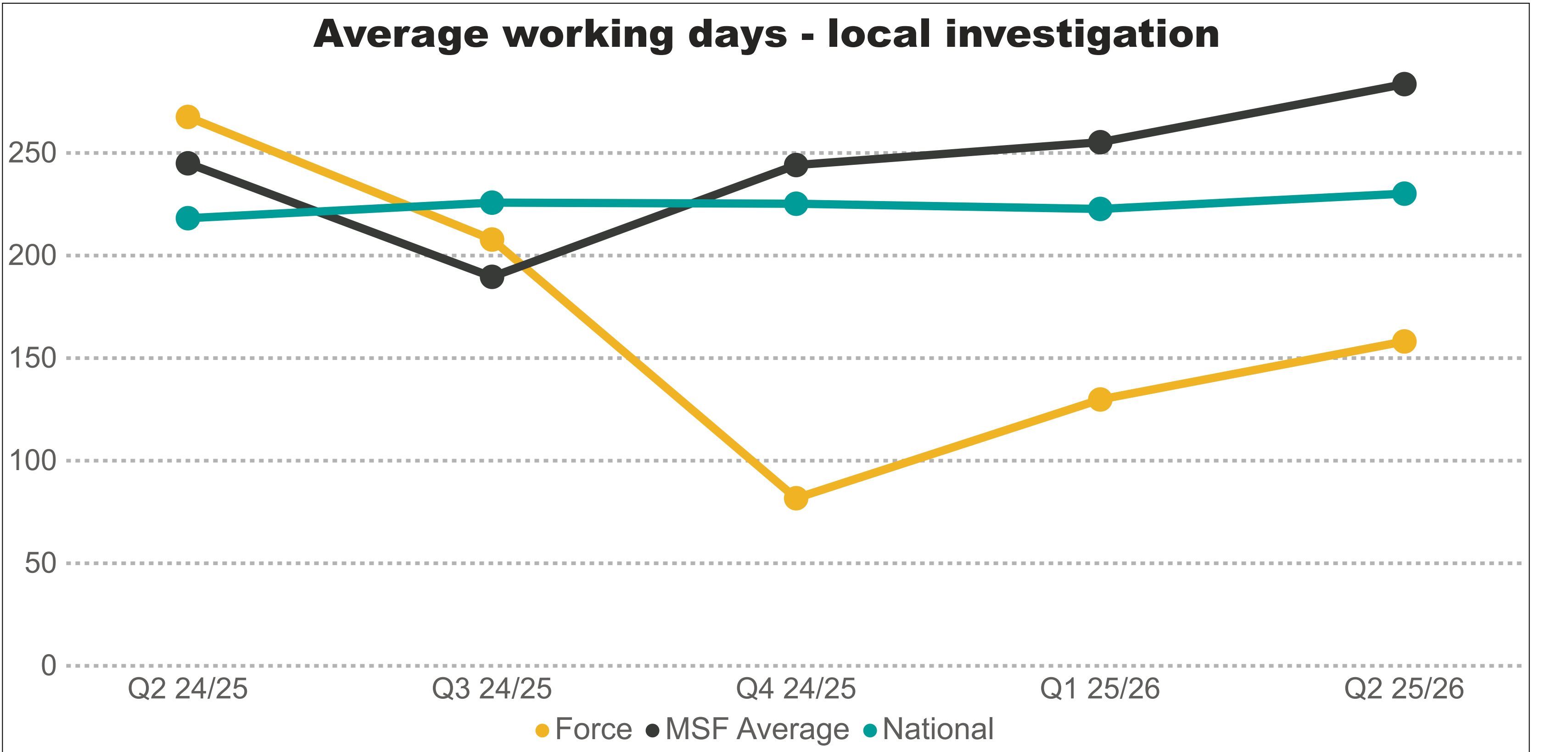
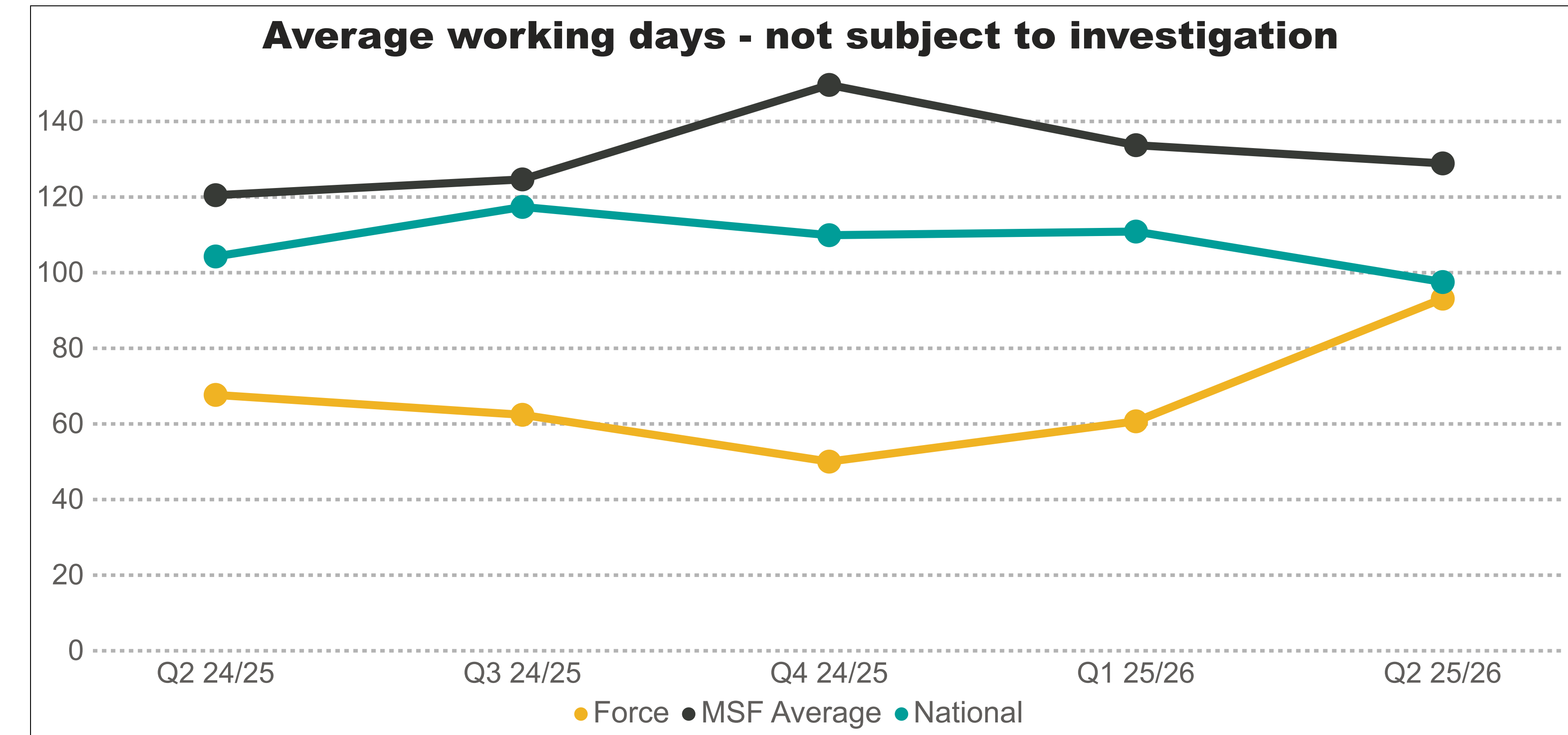
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	153	9	277	77	81	141	0	0
SPLY	199	12	262	69	56	261	0	0
MSF Average	522	43	362	132	79	284	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

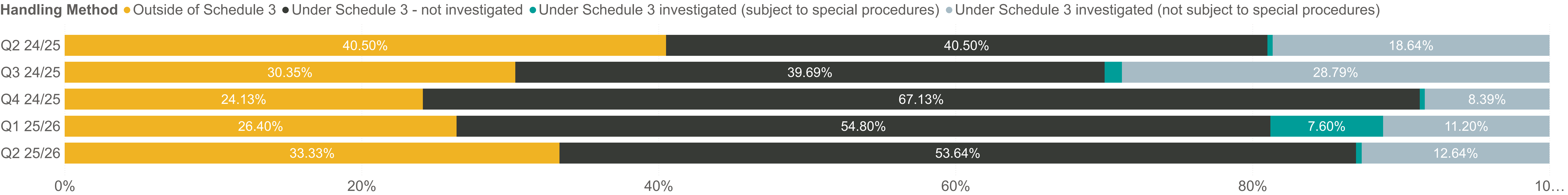
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	61	12 %	69	10 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	20	4 %	11	1 %	756	1 %
Under Schedule 3 - not investigated	277	54 %	362	39 %	37,787	44 %
Outside of Schedule 3	153	30 %	522	50 %	40,759	47 %
Total	511	100 %	964	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		2	1 %	2,670	7 %			10	1 %			248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		22	8 %	3,444	9 %			18	2 %	5	8 %	712	10 %
Service provided - not acceptable			0		54	19 %	4,757	13 %			33	4 %	10	16 %	970	14 %
Service provided - acceptable			1	0 %	198	71 %	25,819	68 %			126	17 %	46	75 %	4,785	68 %
Not Resolved	16	10 %	2,044	5 %			0				0				0	
Resolved	137	90 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		18	90 %	386	51 %			0	
Case to Answer			0				0		2	10 %	141	19 %			0	
Withdrawal			0		1	0 %	1,005	3 %			40	5 %			231	3 %

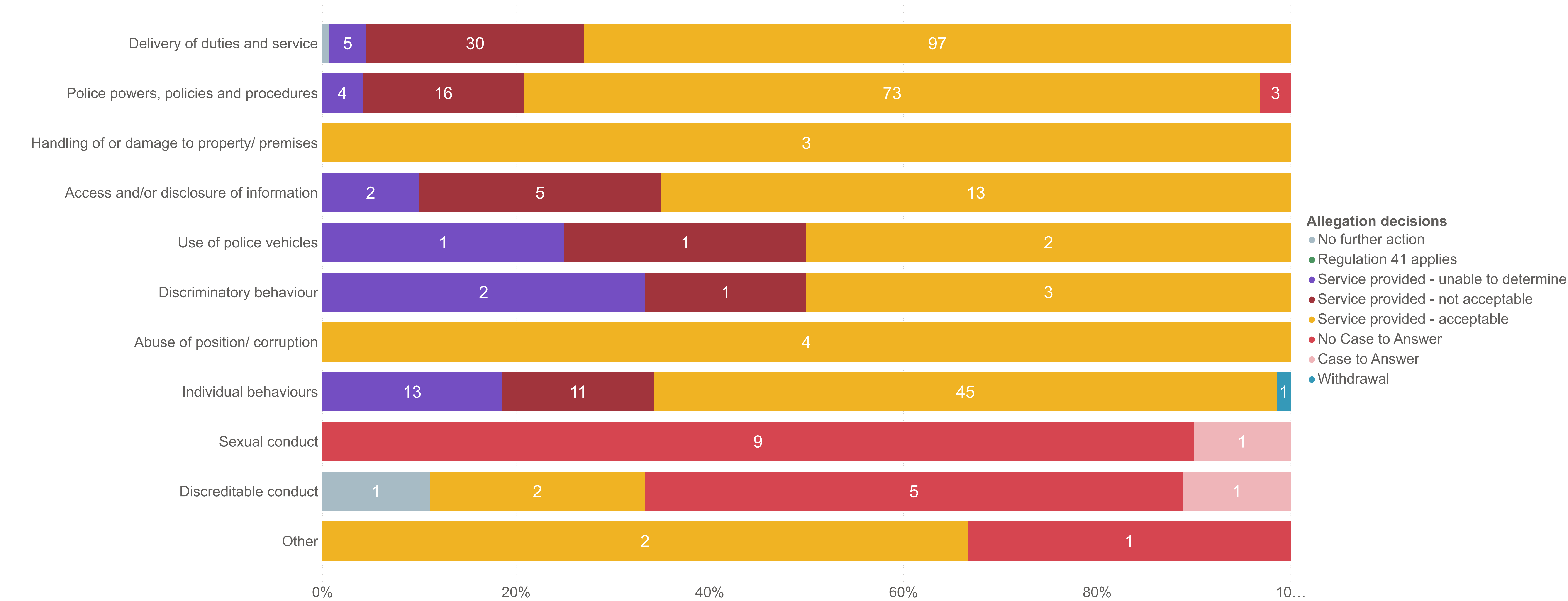
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	86	19	1	3	2	0	0	5	1	0	20	137
Not Resolved	6	5	0	2	0	0	0	2	0	0	1	16

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	1 %	1	1 %	1	0 %	176	0 %
Learning from reflection	6	4 %	5	3 %	7	3 %	1,043	3 %
Policy review	0	0 %	1	1 %	0	0 %	29	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	92	0 %
Apology	10	7 %	7	4 %	44	14 %	3,141	8 %
Debrief	0	0 %	1	1 %	7	1 %	387	1 %
Explanation	57	37 %	54	27 %	244	52 %	26,358	65 %
No further action	15	10 %	29	15 %	141	15 %	5,286	13 %
Other action	64	42 %	101	51 %	76	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	14	4 %	8	3 %	6	2 %	346	1 %
Apology	13	4 %	6	2 %	18	4 %	1,647	4 %
Debrief	0	0 %	0	0 %	5	1 %	1,823	4 %
Explanation	182	51 %	197	62 %	243	59 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	83	23 %	74	23 %	127	23 %	8,724	19 %
Other action	1	0 %	2	1 %	2	0 %	379	1 %
Learning from reflection	59	16 %	26	8 %	33	8 %	2,446	5 %
Referral to RPRP	4	1 %	3	1 %	6	1 %	602	1 %

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

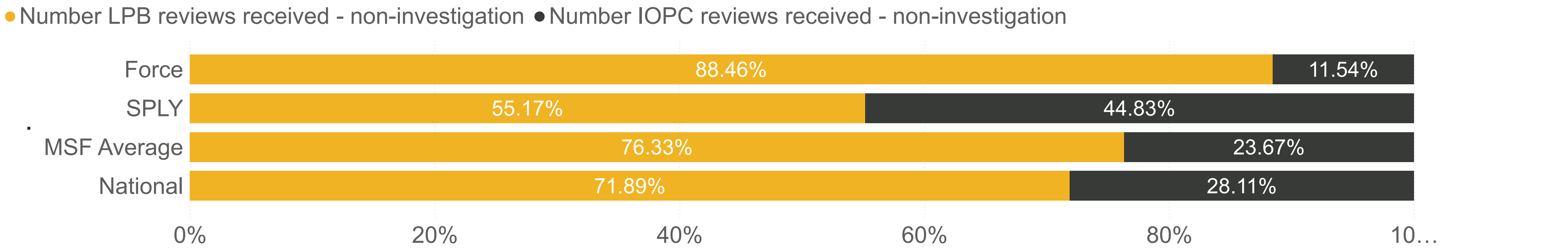
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	2	50 %	0	0 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	2	10 %	0	0 %	1	4 %	45	6 %
Referral to RPRP	0	0 %	0	0 %	2	9 %	92	12 %

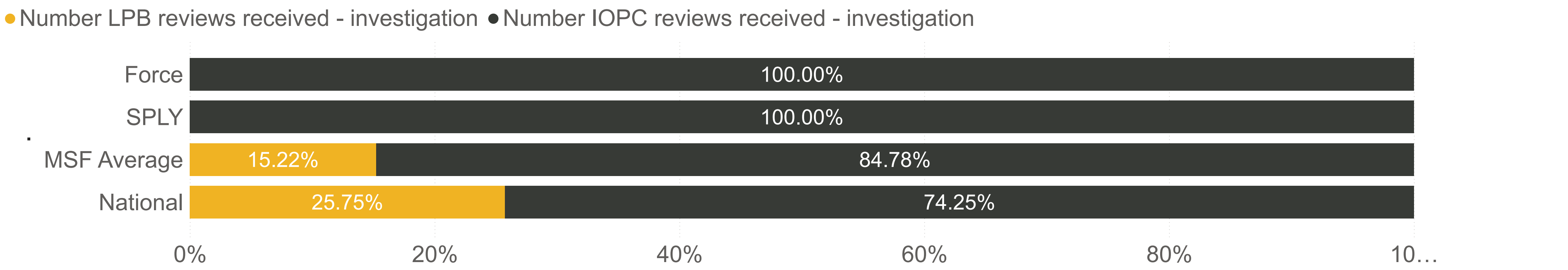
Section C1: Reviews received and timeliness (Year to date)

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	23	3
SPLY	16	13
MSF Average	23	7
National	2,222	869

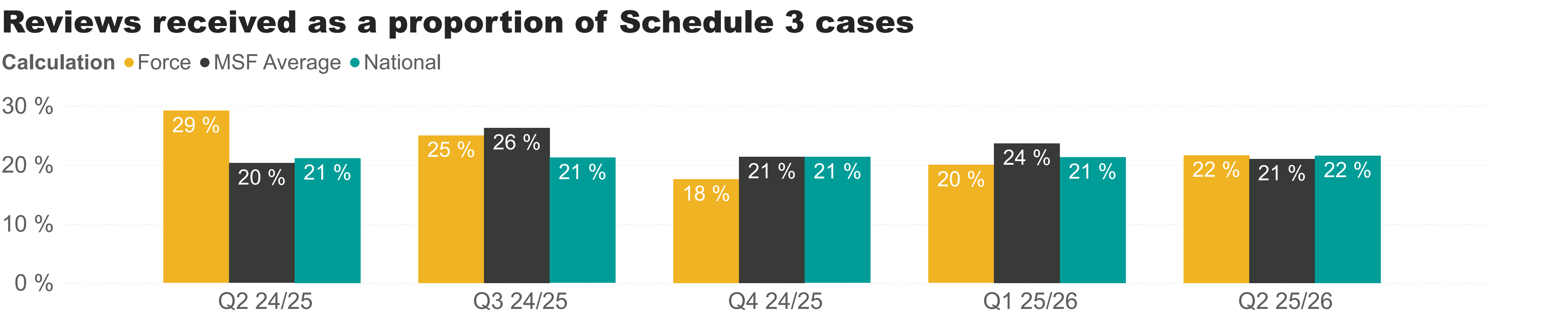


Investigation reviews received	LPB	IOPC
Force	0	2
SPLY	0	6
MSF Average	1	5
National	145	418



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	28	134
SPLY	35	101
MSF Average	36	202
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	16	10	72	46
Average number of working days to complete IOPC reviews	138	127	121	139

Section C2: Outcomes on reviews

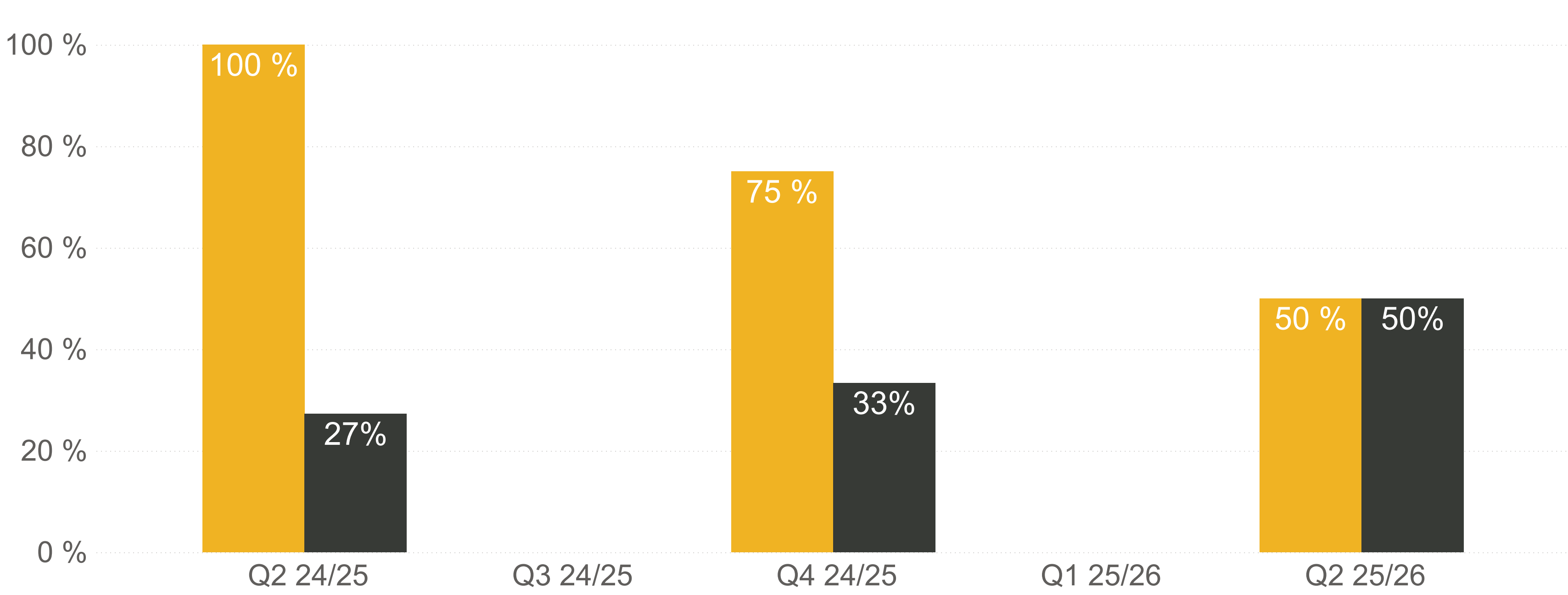
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	4	2	0	
SPLY	3	2	0	
MSF Average	6	2	1	2
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	8	1	19	4
SPLY	19	6	16	2
MSF Average	10	3	18	5
National	949	244	1,971	392

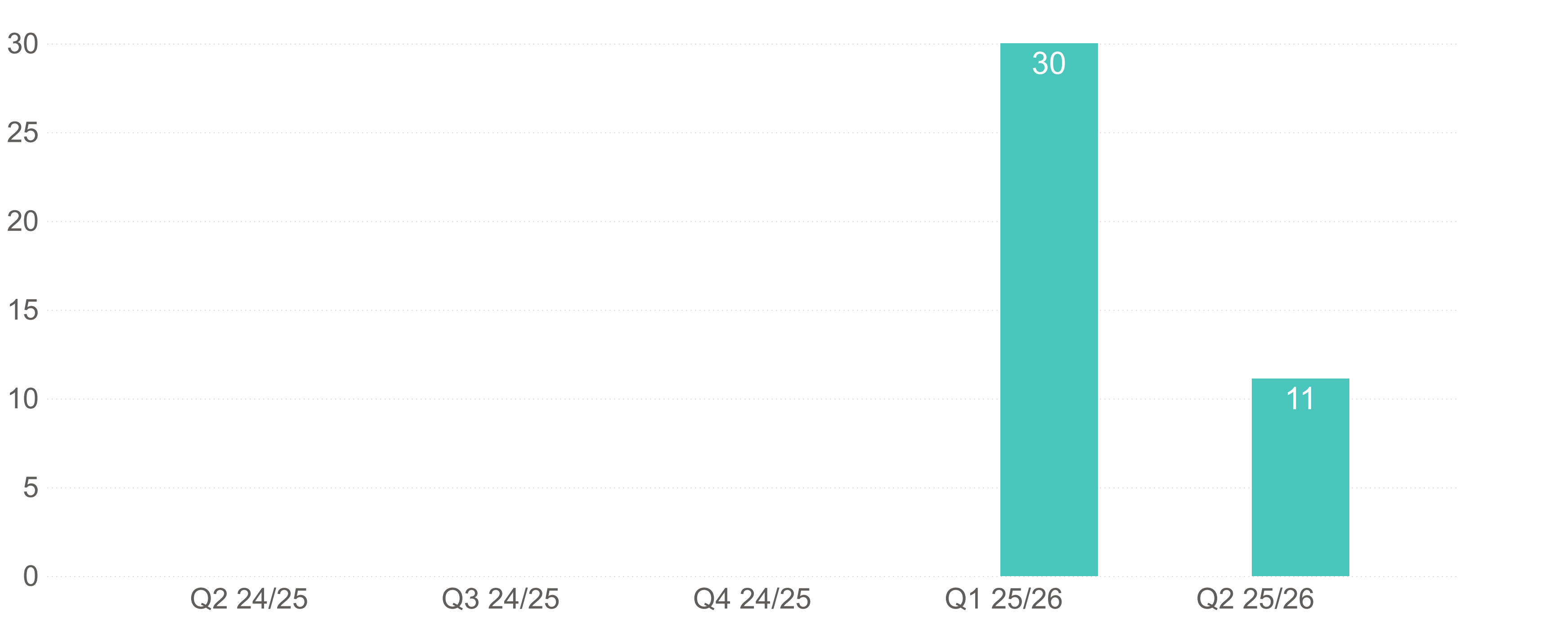
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



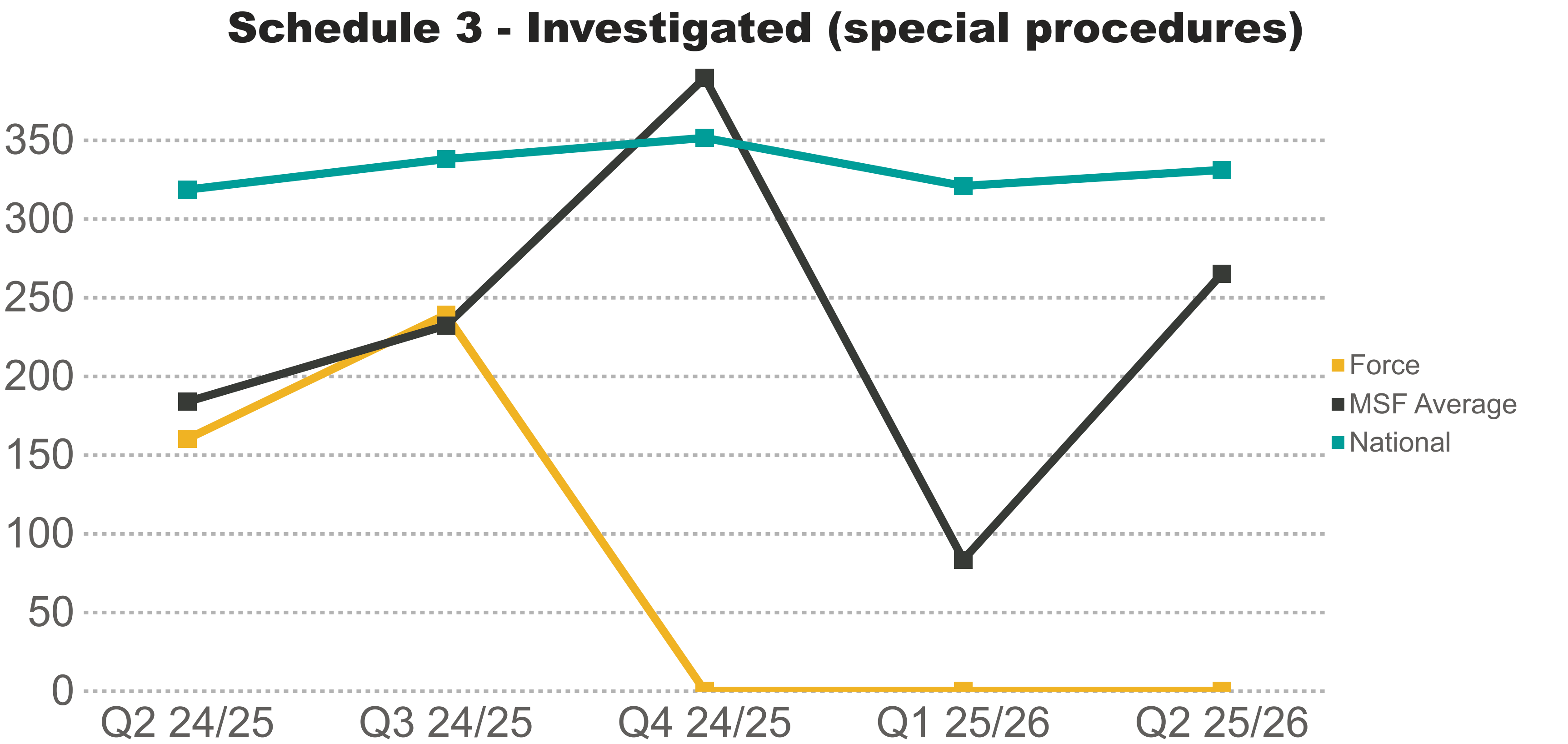
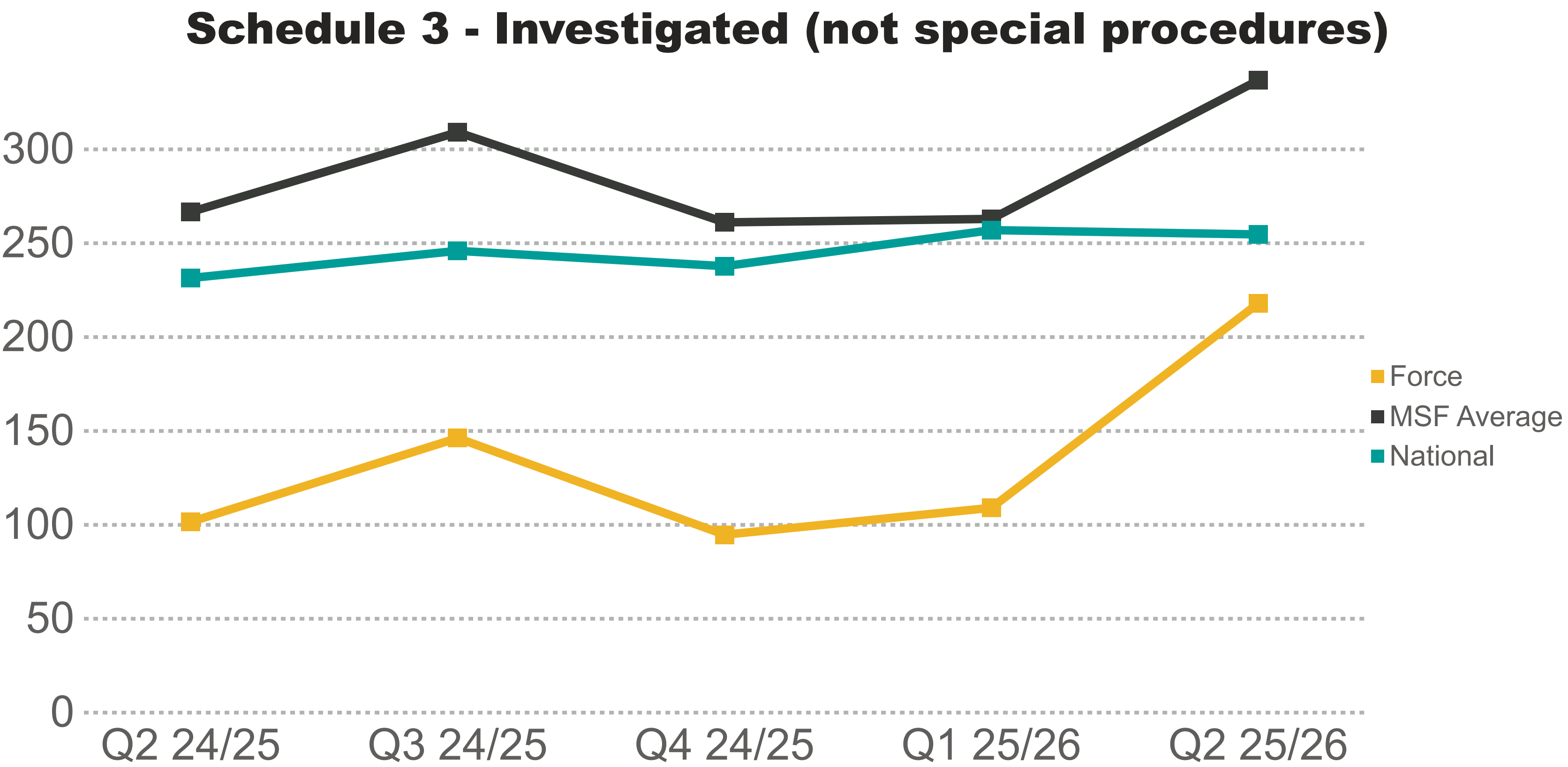
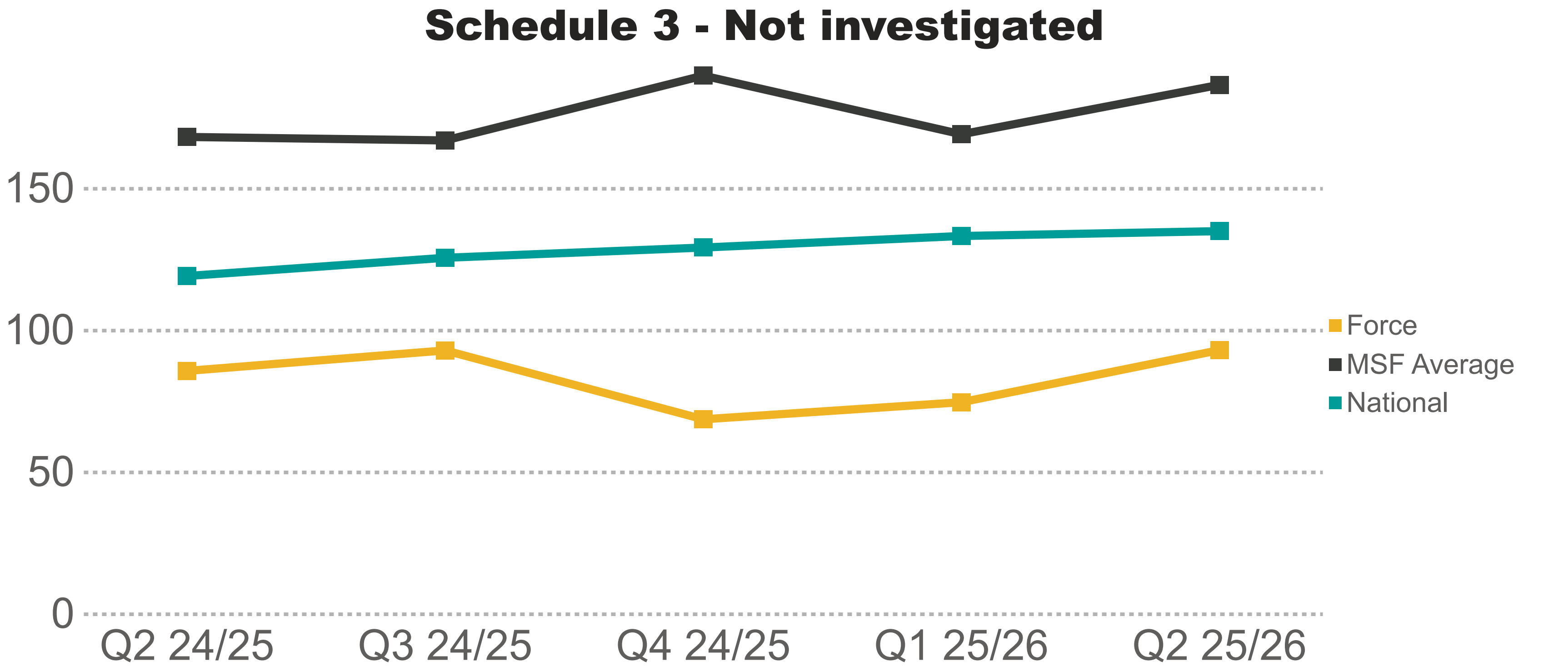
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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	230	252	326
Under Schedule 3 investigated (not subject to special procedures)	171	101	288	256
Under Schedule 3 - not investigated	85	80	180	134
Total	94	84	196	155

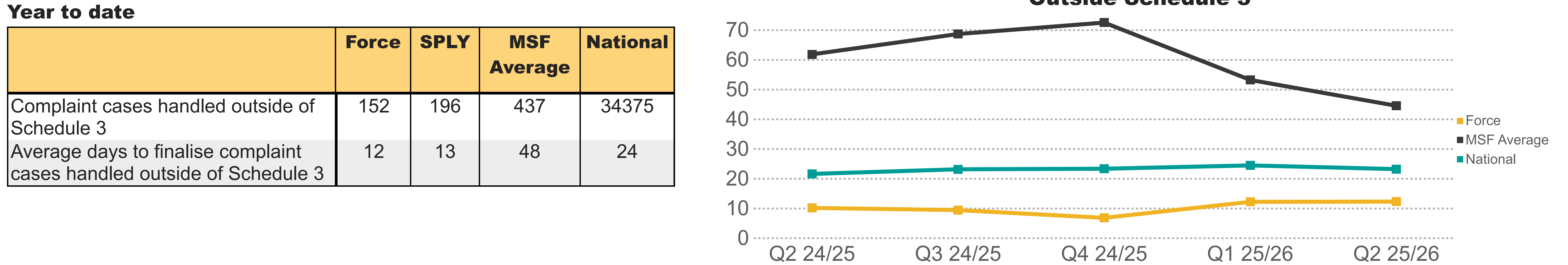
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	120	96	177	14,328
Under Schedule 3 investigated (not subject to special procedures)	14	3	22	2,409
Under Schedule 3 investigated (subject to special procedures)		2	4	321
Total	134	101	202	17,058



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

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

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

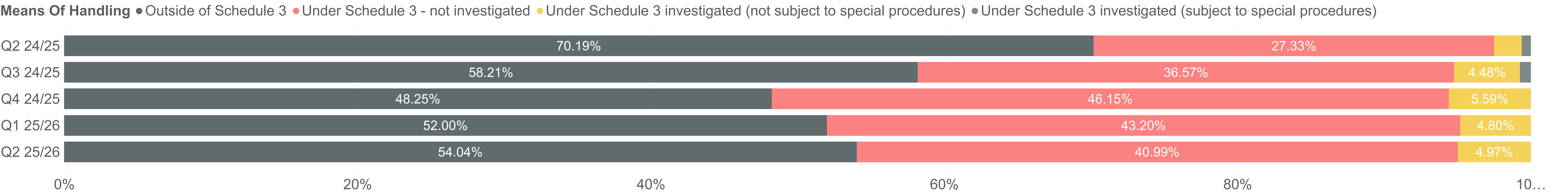


Section D3: How complaint cases handled

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

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	152	53%	196	66%	437	68%	34,375	67%
Under Schedule 3 - not investigated	120	42%	96	32%	177	28%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	14	5%	3	1%	22	3%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)			2	1%	4	1%	321	1%
Total	286	100%	297	100%	638	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.

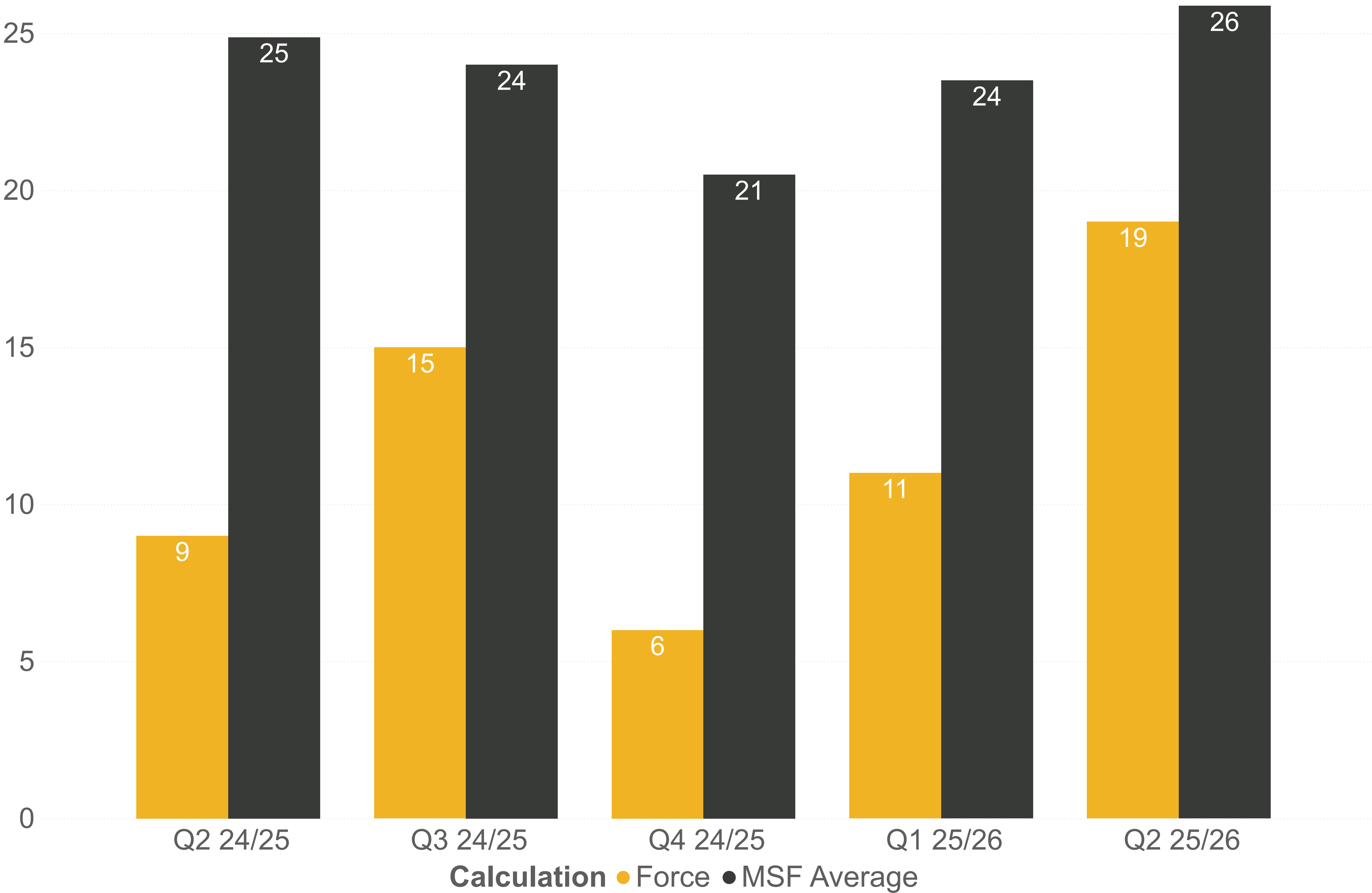
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	30	29	49	3,397
Number referrals completed	28	28	50	3,401
Decision: Independent Investigation	1	2	3	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	11	14	24	1,702
Decision: Return to Force	16	11	22	1,448
Decision: Invalid	0	1	1	49

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 \(February 2020\)](#).