

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: 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

Contents

Page 1 Summary of complaints and allegations logged

Page 2 How complaints are being handled and what has been complained about

Page 3 Subcategories of the most frequently applied allegation categories

Page 4 Factors applied to allegations logged

Page 5 Factors on frequently applied allegation categories (force figures only)

Page 6 How allegations have been handled and allegation timeliness

Page 7 Complaint case timeliness

Page 8 Findings and actions on Outside Schedule 3 allegations

Page 9 Findings on Schedule 3 allegations

Page 10 Actions on Schedule 3 allegations

Page 11 Reviews received

Page 12 Reviews outcomes and timeliness

Page 13 Referrals to the IOPC

Page 14 Notes and links

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

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

.Force - The police force and date range covered by the bulletin title

.SPLY - Data as above in the same period of the previous financial year

.MSF Average - Most Similar Force group* average for the period

.National - Total or average of all forces in this period

*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

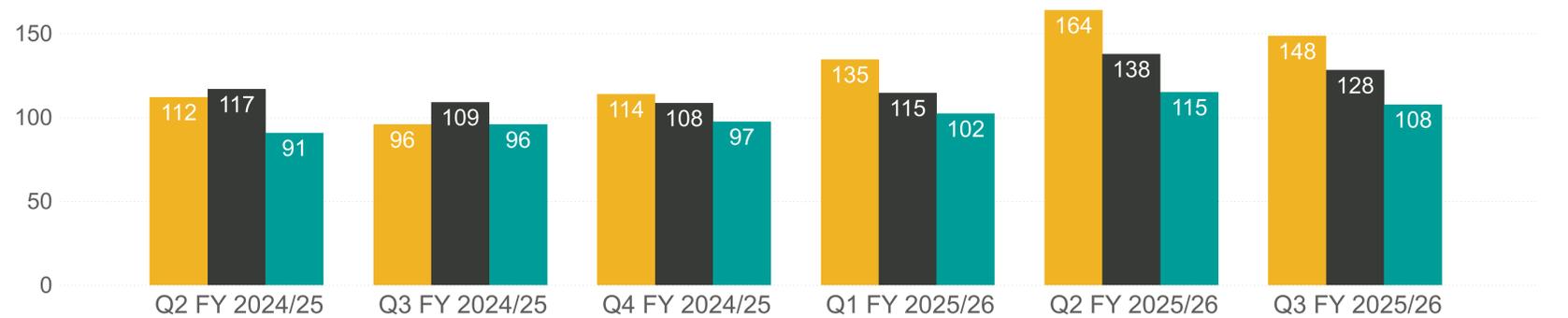
Measure	Complaints logged	Per 1,000 employees	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,246	447	2,220	796	1	2
SPLY	844	306	1,652	599	1	2
MSF Average	1,836	380	3,562	724	5	4
National	81,889	325	141,831	563	8	7

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. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

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)

Complaints logged per 1,000 employees

● Force ● MSF Average ● National



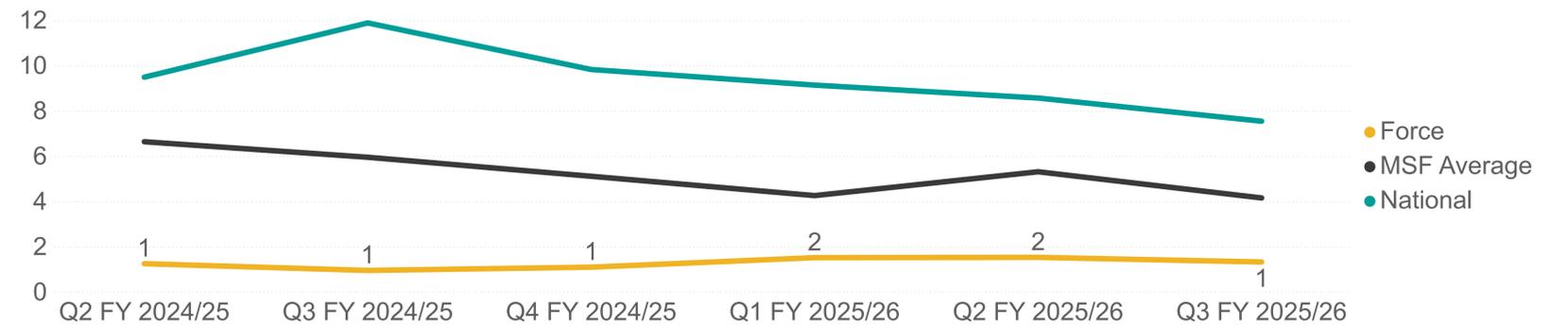
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

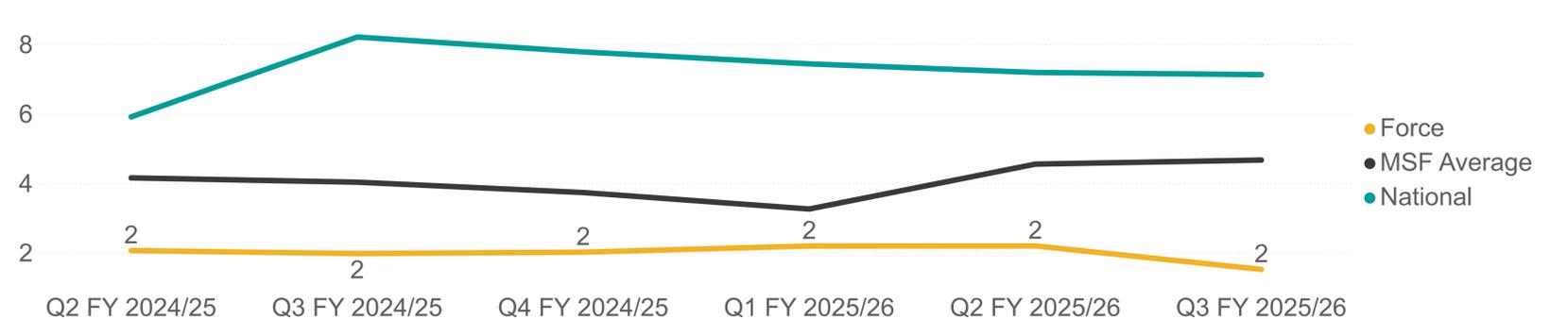
For information on what has been complained about, see pages 2 to 5

For information on allegations and complaints timeliness, see pages 6 and 7

Average working days to contact complainants



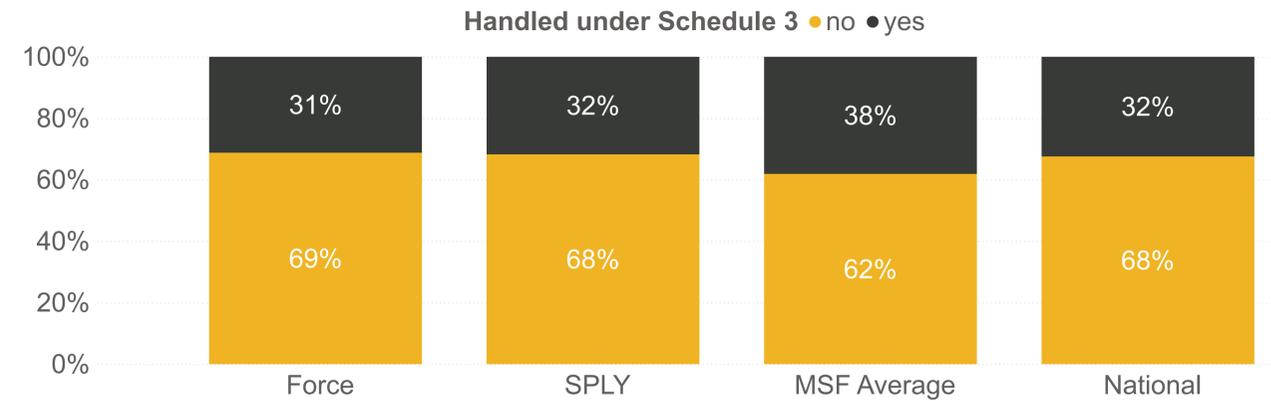
Average working days to log complaints



How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Reason complaint recorded under Schedule 3	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	99	69	198	9,733
Complainant wishes the complaint be recorded	63	55	86	4,534
Dissatisfaction after initial handling	129	80	138	4,525
Nature of the allegation(s) in the complaint	97	63	277	7,664
Total	388	267	699	26,456

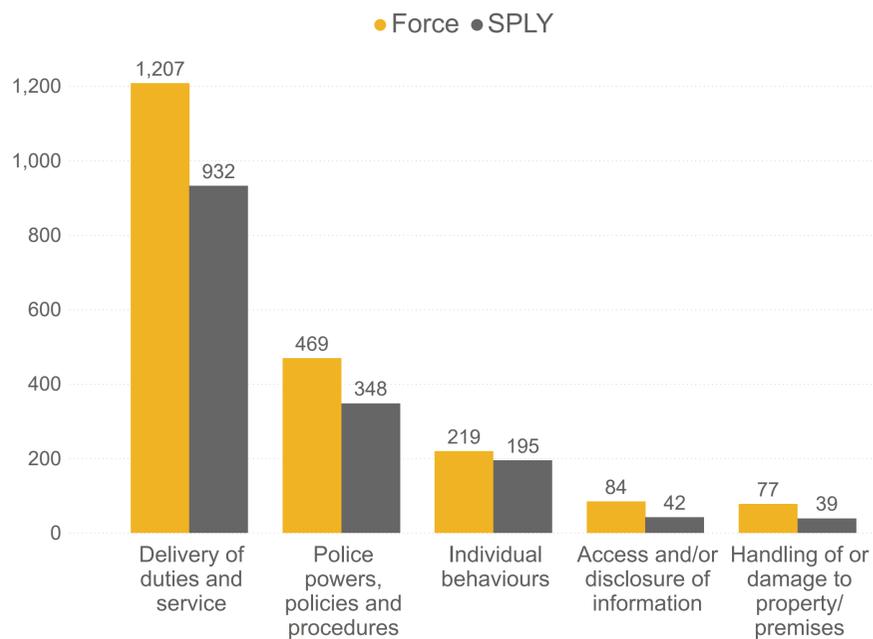


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

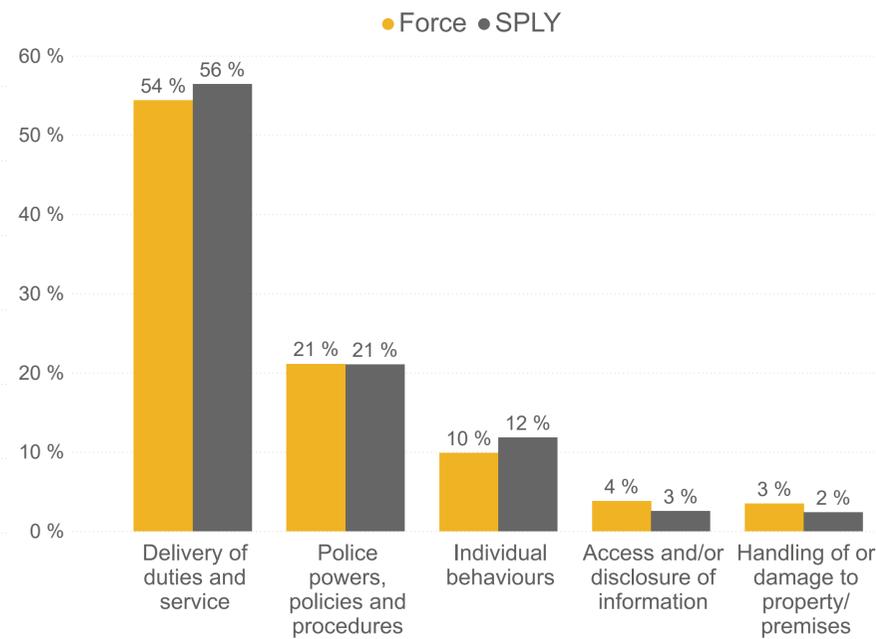
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,207	469	77	84	24	75	53	219	5	5	2	2,220
SPLY	932	348	39	42	14	47	25	195	1	7	2	1,652
MSF Average	1,929	753	99	84	36	102	42	474	8	22	14	3,562
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

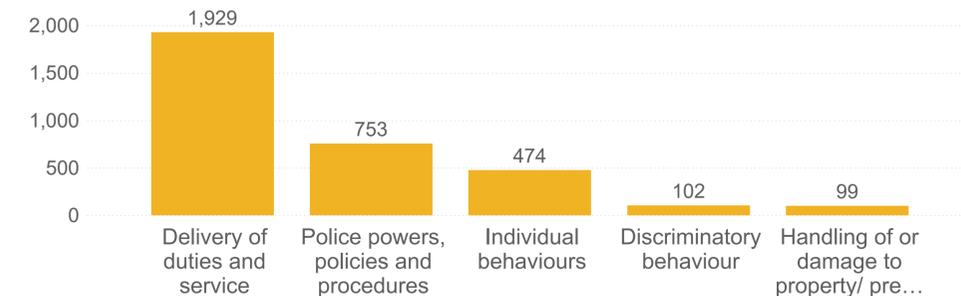
Force (year-to-date and same period last year)



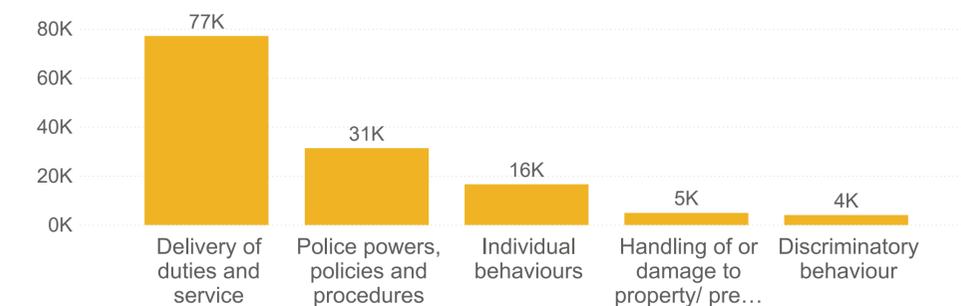
Force (% of allegations logged)



MSF group average



National



For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
General level of service	586	49%	457	49%	372	19%	22,975	30%
Police action following contact	347	29%	171	18%	858	44%	32,818	43%
Decisions	222	18%	241	26%	393	20%	12,459	16%
Information	52	4%	63	7%	306	16%	8,754	11%
Total	1,207	100%	932	100%	1,929	100%	77,006	100%

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

Individual behaviours Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Unprofessional attitude and disrespect	79	36%	68	35%	126	27%	4,635	28%
Impolite language / tone	52	24%	39	20%	112	24%	4,354	26%
Overbearing or harassing behaviours	35	16%	33	17%	83	17%	2,606	16%
Lack of fairness and impartiality	28	13%	26	13%	91	19%	2,408	15%
Impolite and intolerant actions	25	11%	29	15%	62	13%	2,485	15%
Total	219	100%	195	100%	474	100%	16,488	100%

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Use of force	89	19%	62	18%	166	22%	7,232	23%
Power to arrest and detain	88	19%	63	18%	132	18%	5,452	17%
Evidential procedures	69	15%	62	18%	80	11%	2,841	9%
Other policies and procedures	54	12%	47	14%	71	9%	3,750	12%
Searches of premises and seizure of property	52	11%	20	6%	102	14%	4,081	13%
Bail, identification and interview procedures	47	10%	16	5%	57	8%	1,897	6%
Detention in police custody	42	9%	53	15%	110	15%	4,049	13%
Stops, and stop and search	18	4%	15	4%	22	3%	1,490	5%
Out of court disposals	10	2%	10	3%	13	2%	504	2%
Total	469	100%	348	100%	753	100%	31,296	100%

This includes any issue where an element of discrimination was involved or was perceived to be involved.

It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

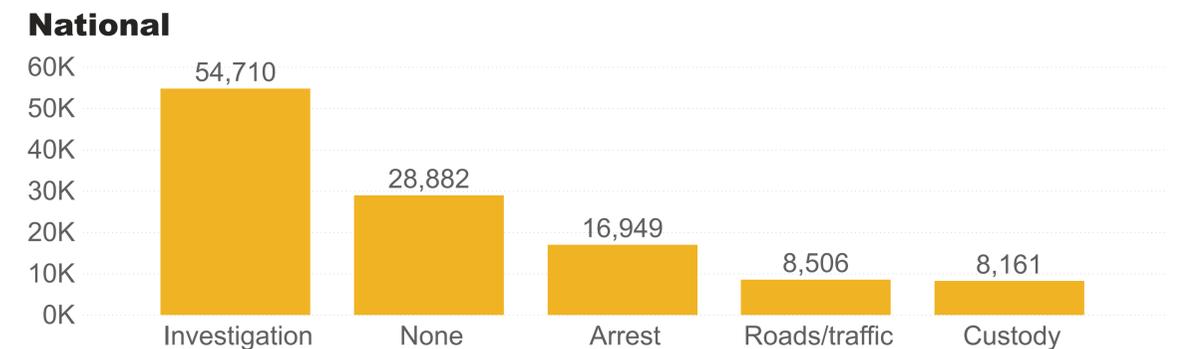
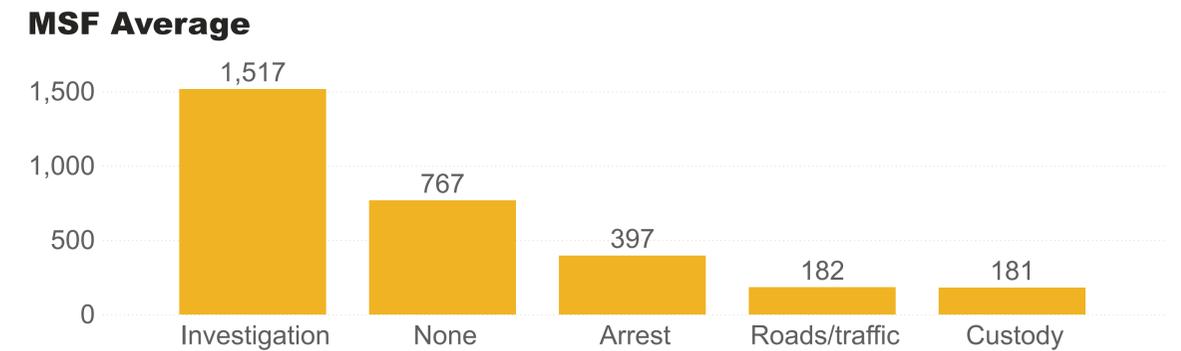
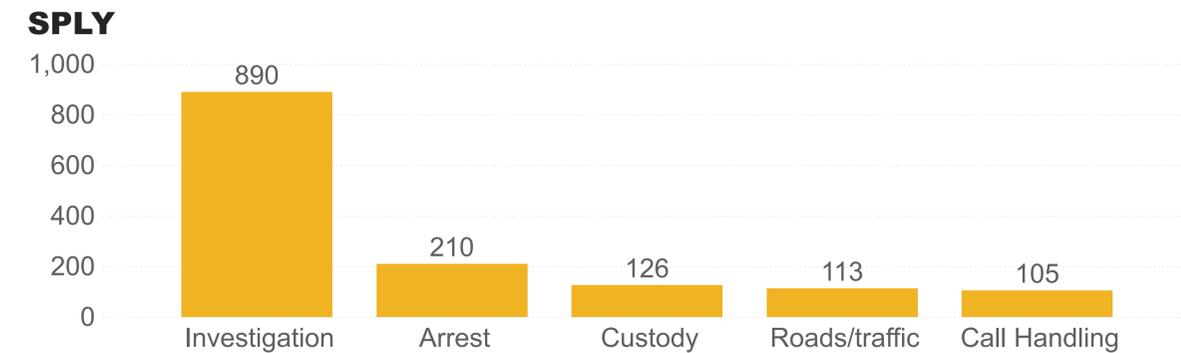
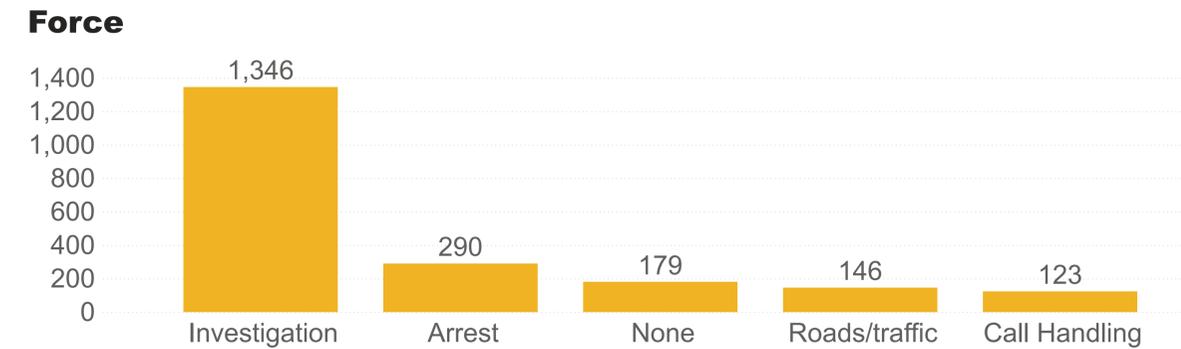
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	32	43%	20	43%	45	44%	1,857	47%
Disability	26	35%	8	17%	24	24%	843	22%
Sex	8	11%	7	15%	19	18%	568	15%
Other	5	7%	8	17%	7	6%	328	8%
Age	1	1%	1	2%	2	2%	45	1%
Gender reassignment	1	1%			2	2%	46	1%
Religion or belief	1	1%			2	2%	117	3%
Sexual orientation	1	1%	3	6%	2	2%	108	3%
None					0	0%		
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	75	100%	47	100%	102	100%	3,915	100%

Factors applied to allegations logged

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.

Force MSF National YTD SPLY Factor	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,346	61%	890	54%	1,517	43%	54,710	39%
Arrest	290	13%	210	13%	397	11%	16,949	12%
None	179	8%	95	6%	767	22%	28,882	20%
Roads/traffic	146	7%	113	7%	182	5%	8,506	6%
Call Handling	123	6%	105	6%	147	4%	6,093	4%
Custody	104	5%	126	8%	181	5%	8,161	6%
VAWG - dissatisfaction handling	96	4%	18	1%	122	3%	6,090	4%
Domestic / gender abuse	89	4%	35	2%	130	4%	7,796	5%
Neighbourhood policing	81	4%	87	5%	114	3%	6,425	5%
Child protection / CSA / CSE	65	3%	39	2%	48	1%	2,638	2%
Mental health	57	3%	44	3%	60	2%	3,894	3%
Death	48	2%	18	1%	26	1%	1,200	1%
Premises search	34	2%	22	1%	70	2%	3,663	3%
Drugs / alcohol	31	1%	22	1%	22	1%	1,490	1%
Firearms	26	1%	26	2%	12	0%	634	0%
Public order incident	24	1%	9	1%	28	1%	1,017	1%
Restraint equipment	24	1%	3	0%	27	1%	1,324	1%
Stop and/or search	16	1%	24	1%	41	1%	2,997	2%
Hate Crime	14	1%	4	0%	13	0%	621	0%
	12	1%			34	1%	1,579	1%
Social media	11	0%	5	0%	11	0%	689	0%
Fraud	10	0%	5	0%	11	0%	994	1%
VAWG - police perpetrated	9	0%	1	0%	19	1%	622	0%
Missing persons	8	0%	18	1%	18	1%	915	1%
VAWG - police victim	3	0%			5	0%	103	0%
Serious injury	2	0%	3	0%	3	0%	291	0%
Taser	1	0%	1	0%	3	0%	150	0%
Covert policing					1	0%	64	0%
Police dogs or horses			1	0%	1	0%	80	0%
PPDA					6	0%	116	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%



Factors on frequently applied allegation categories (force figures only)

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.

Category Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	877	73%	35	47%	112	51%	193	41%
Arrest	52	4%	19	25%	25	11%	180	38%
None	86	7%	4	5%	29	13%	10	2%
Call Handling	101	8%	4	5%	15	7%	2	0%
Roads/traffic	52	4%	8	11%	14	6%	40	9%
Custody	16	1%	5	7%	9	4%	71	15%
VAWG - dissatisfaction handling	70	6%	1	1%	8	4%	12	3%
Domestic / gender abuse	62	5%	3	4%	6	3%	11	2%
Neighbourhood policing	49	4%	5	7%	12	5%	8	2%
Child protection / CSA / CSE	39	3%	1	1%	7	3%	9	2%
Mental health	20	2%	6	8%	10	5%	16	3%
Death	26	2%			12	5%	8	2%
Drugs / alcohol	9	1%	1	1%	1	0%	16	3%
Firearms	18	1%	1	1%	2	1%	5	1%
Public order incident	14	1%			3	1%	7	1%
Restraint equipment					1	0%	23	5%
Premises search	2	0%					19	4%
Stop and/or search	1	0%	3	4%			12	3%
Hate Crime	5	0%	5	7%	2	1%		
	5	0%	1	1%	2	1%	2	0%
Fraud	6	0%			1	0%	1	0%
Missing persons	3	0%			3	1%	2	0%
VAWG - police perpetrated	4	0%						
Social media	3	0%						
VAWG - police victim	1	0%	1	1%			1	0%
Serious injury	1	0%					1	0%
Taser							1	0%

How allegations have been handled and allegation timeliness

This section presents the time it takes the force to finalise allegations by how they were handled.

.An allegation can be handled informally (outside of Schedule 3 of the 2017 Policing and Crime Act) or formally handled under Schedule 3

.Schedule 3 allegations can handled without investigation or by investigation.

.Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)

.If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

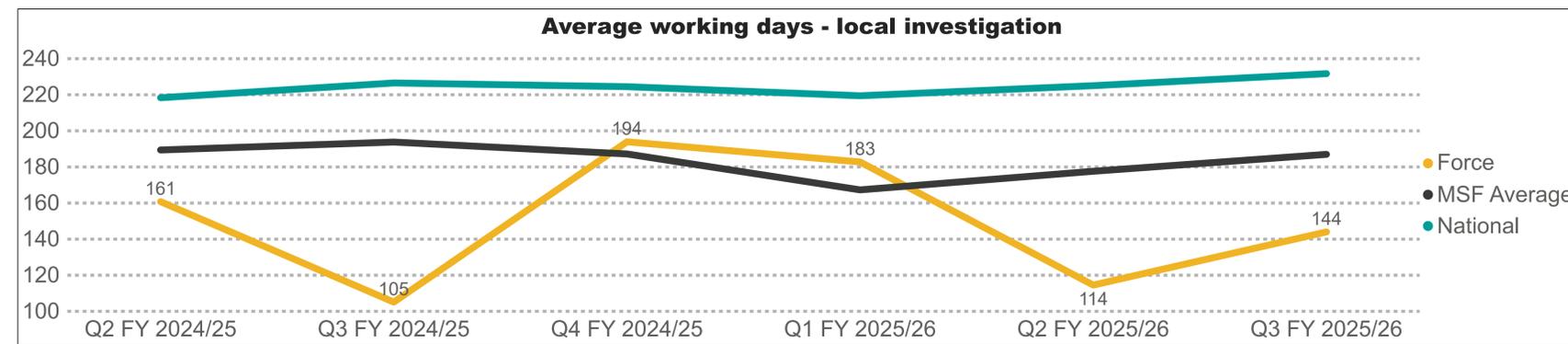
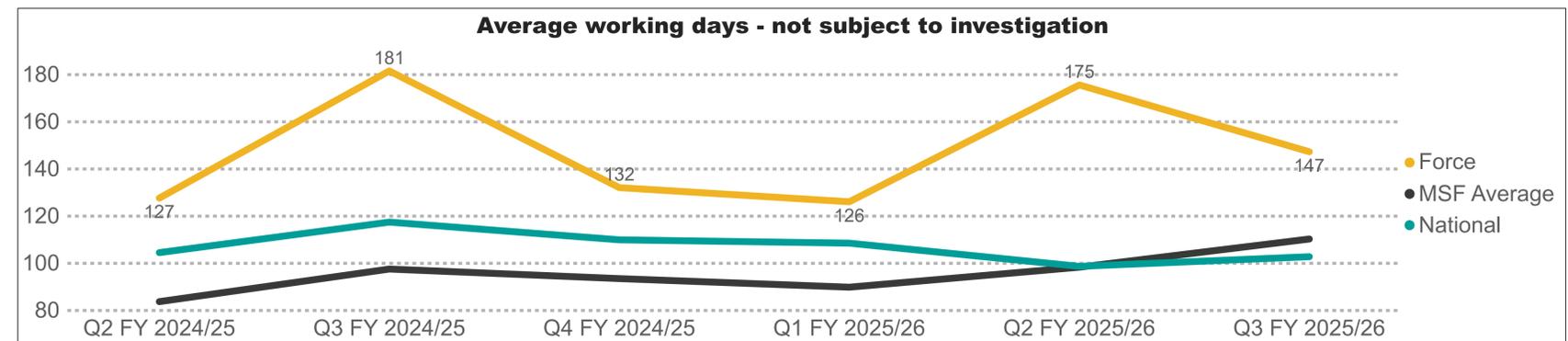
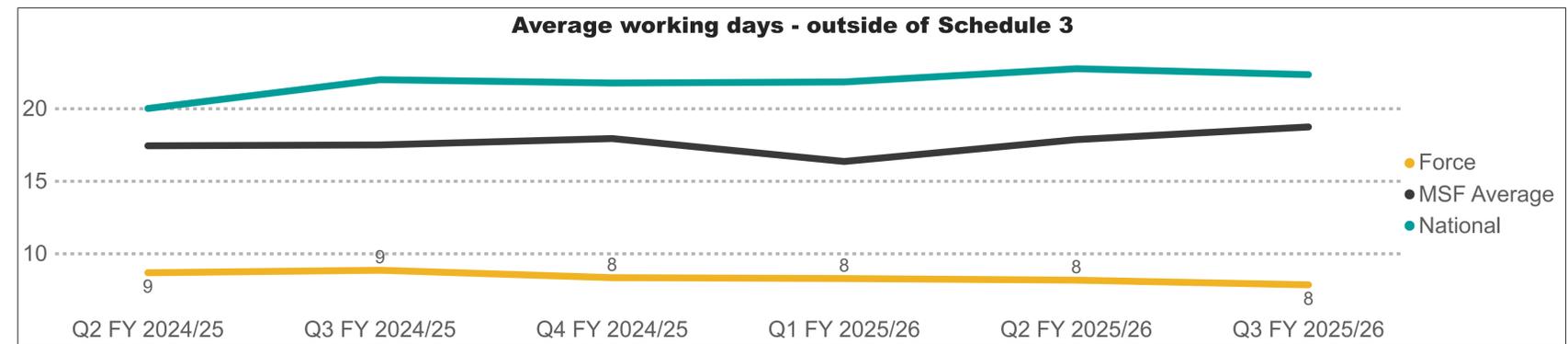
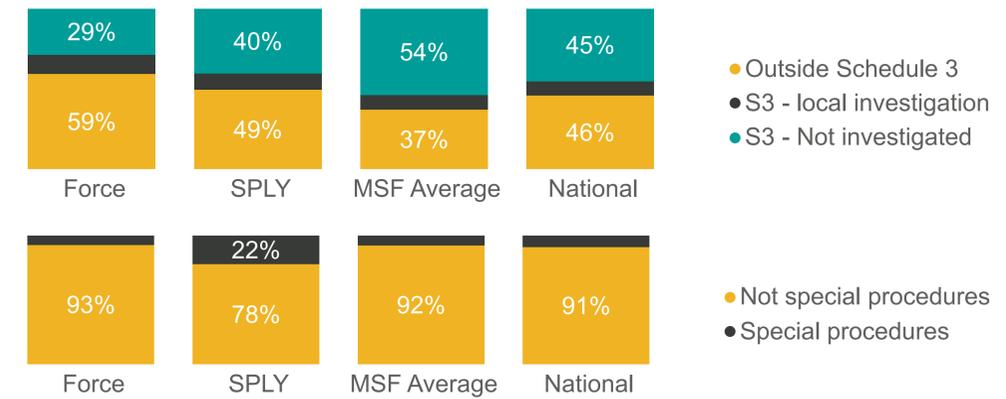
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	1,083	522	221	1,826
SPLY	745	608	153	1,506
MSF Average	1,195	1,735	293	3,224
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	205	16	221
SPLY	119	34	153
MSF Average	271	23	293
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	8
SPLY	8
MSF Average	18
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	154
SPLY	150
MSF Average	100
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	148
SPLY	170
MSF Average	179
National	225

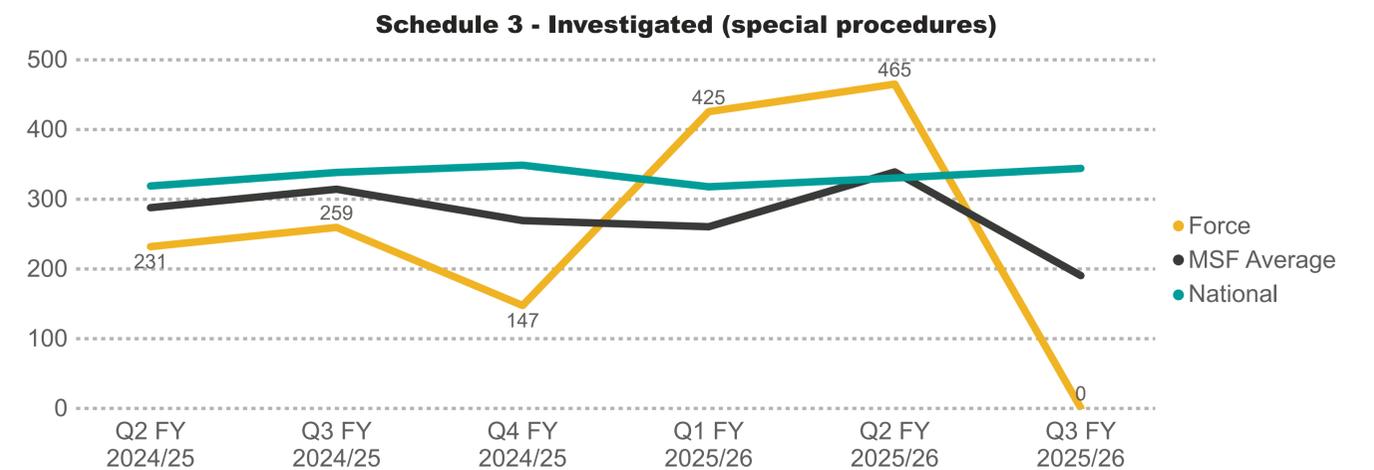
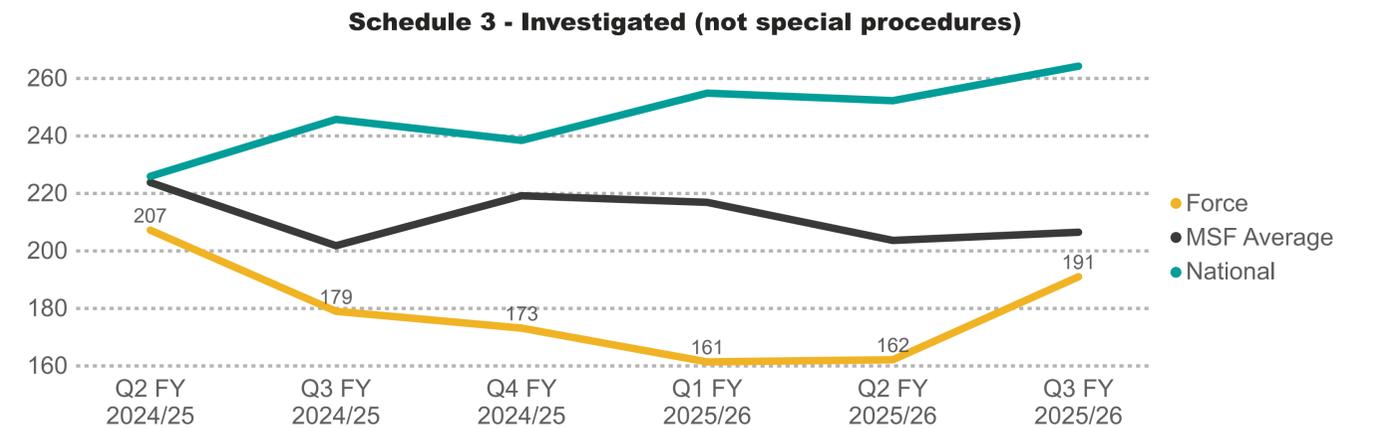
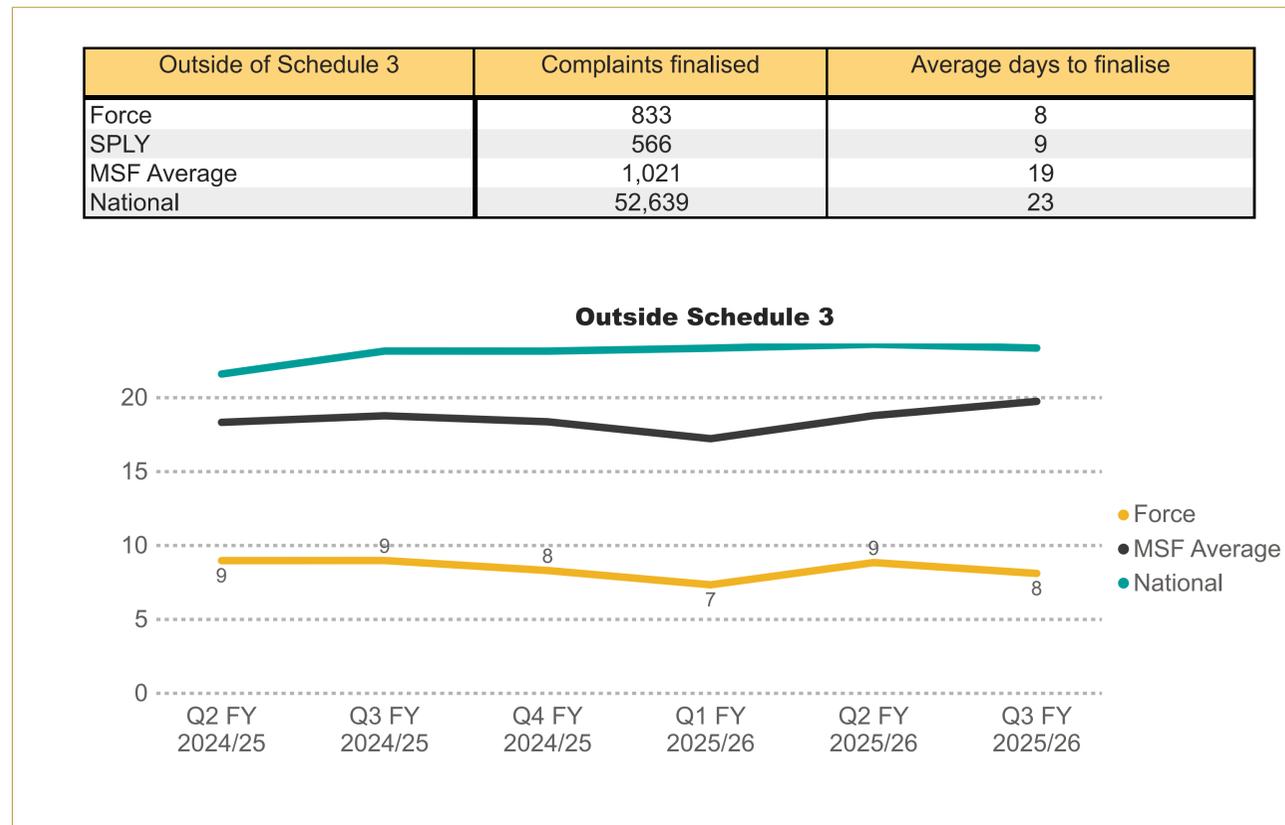
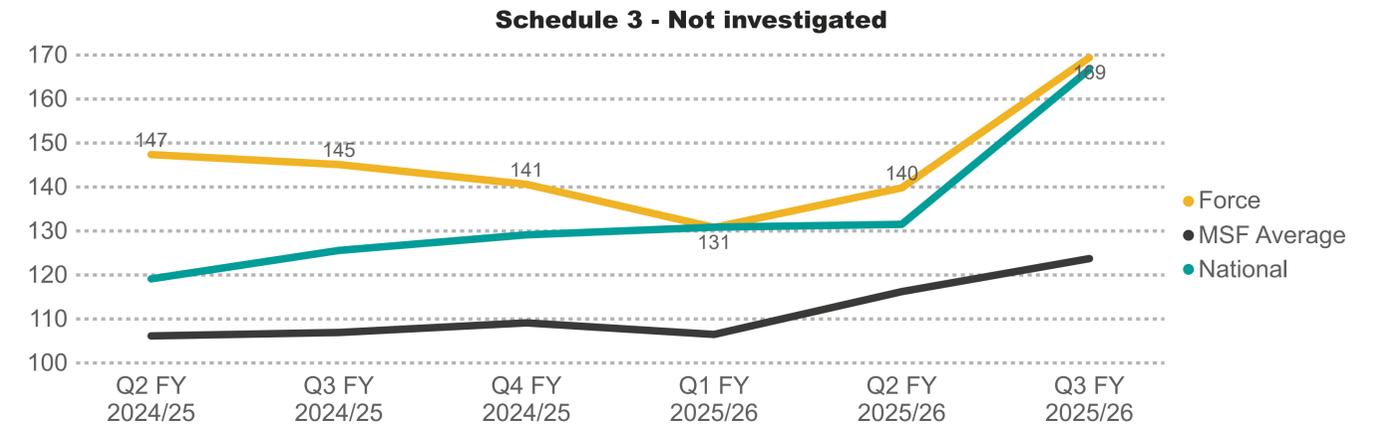


Complaint timeliness

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.

Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	185	147	46	176	4	445
SPLY	208	139	54	220	9	221
MSF Average	577	115	73	212	9	326
National	23,280	144	3,732	257	452	329



Findings and actions on Outside Schedule 3 allegations

01 April 2025 - 31 December 2025 (Q3 2025/26)

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%.

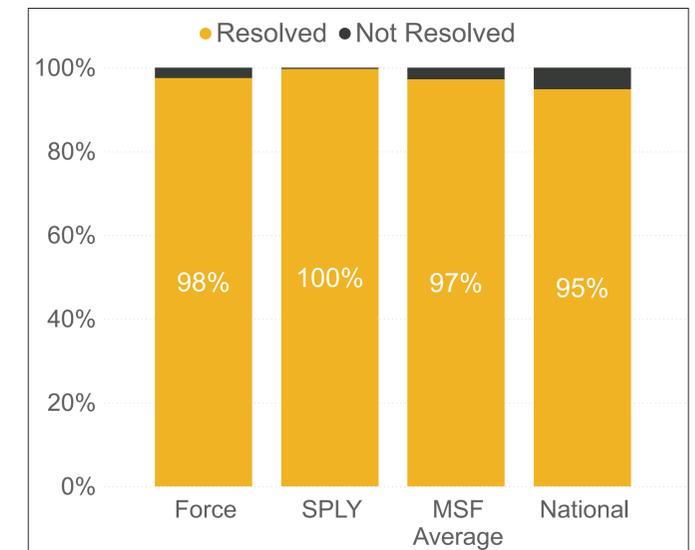
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

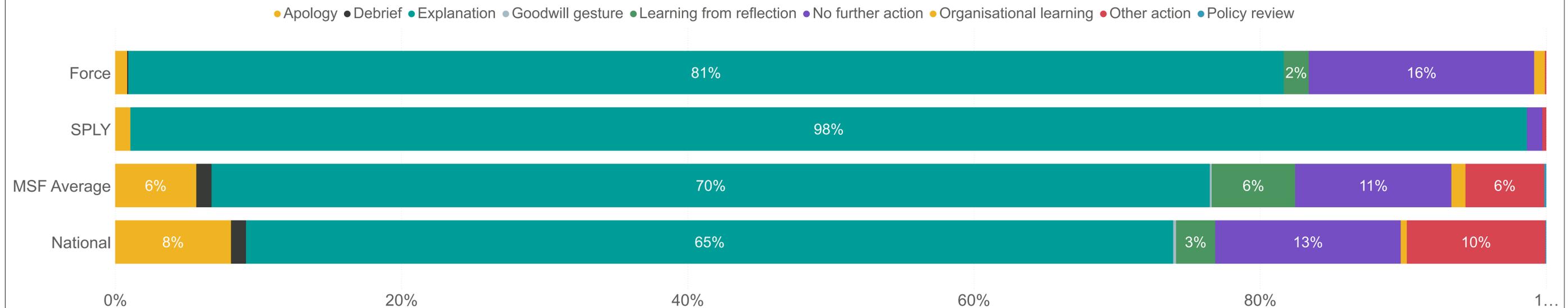
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,057	743	1,163	58,993
Not Resolved	26	2	32	3,204
Total	1,083	745	1,195	62,197

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Measure Actions on allegations outside of Schedule 3	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent						
Explanation	871	81%	727	98%	832	70%	40,094	65%
No further action	170	16%	8	1%	130	11%	8,024	13%
Learning from reflection	19	2%			70	6%	1,691	3%
Apology	9	1%	8	1%	68	6%	5,009	8%
Organisational learning	8	1%			12	1%	260	0%
Debrief	1	0%			13	1%	656	1%
Other action	1	0%	2	0%	66	6%	5,993	10%
Goodwill gesture					1	0%	124	0%
Policy review					2	0%	39	0%
Total	1,079	100%	745	100%	1,192	100%	61,890	100%



Outside Schedule 3 allegation actions



Findings on Schedule 3 allegations

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.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

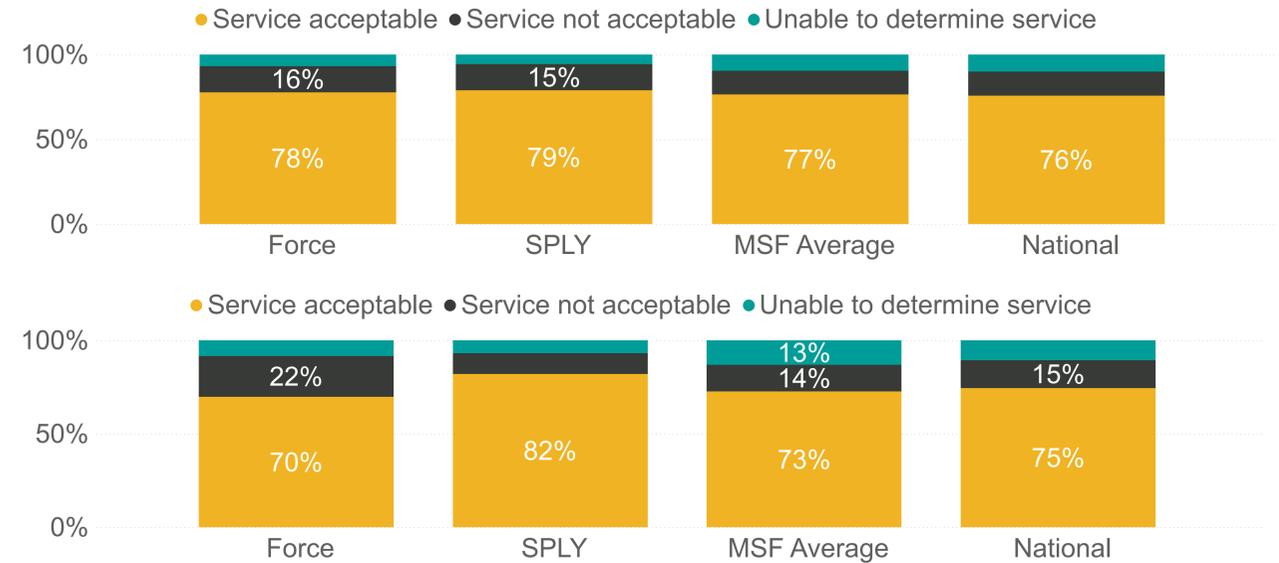
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	329	423	1,154	41,834
Service not acceptable	66	83	209	7,727
Unable to determine service	28	30	143	5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	Force	SPLY	MSF Average	National
Service acceptable	134	96	181	7,659
Service not acceptable	42	13	36	1,531
Unable to determine service	16	8	33	1,083



An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

Investigated - subject to special procedures	Force	SPLY	MSF Average	National
Case to Answer	14	11	8	229
No case to answer	2	11	11	601
Not able to determine if the service provided was acceptable			1	23
The service provided was acceptable		10	2	196
The service provided was not acceptable	2	2	1	53

In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

All Schedule 3	Force	SPLY	MSF Average	National
Withdrawal	29	8	71	1,947
Regulation 41 applies			7	347
No further action	83	66	177	4,615

Actions on Schedule 3 allegations

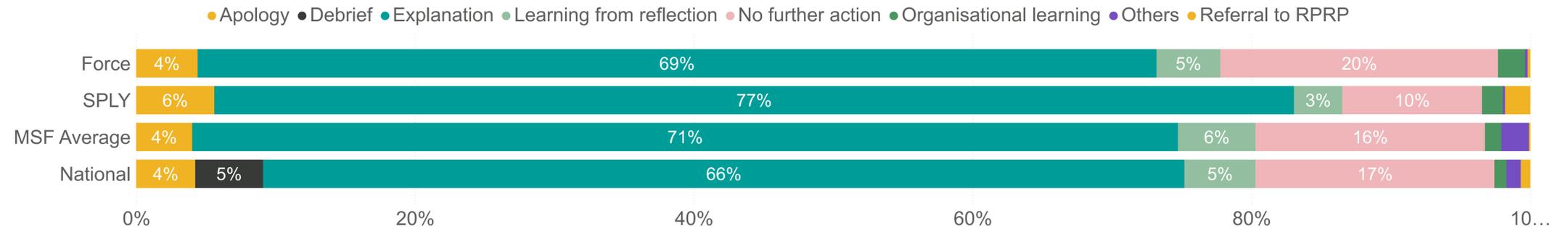
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

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.

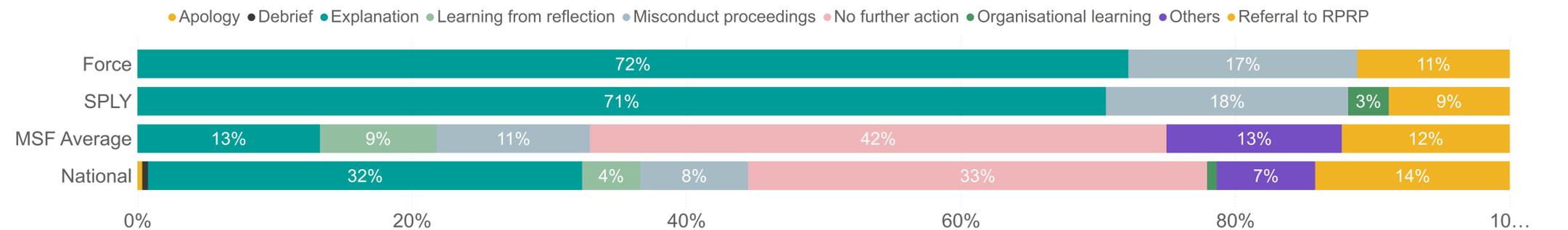
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	526	71%	602	79%	1,413	70%	47,661	65%
No further action	114	15%	63	8%	339	17%	13,233	18%
Learning from reflection	44	6%	23	3%	116	6%	3,925	5%
Apology	33	4%	39	5%	75	4%	2,837	4%
Organisational learning	17	2%	10	1%	24	1%	646	1%
Referral to RPRP	7	1%	17	2%	10	0%	927	1%
Misconduct proceedings	3	0%	6	1%	3	0%	91	0%
Others	1	0%	1	0%	45	2%	865	1%
Debrief					1	0%	3,037	4%
Total	745	100%	761	100%	2,026	100%	73,222	100%

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures

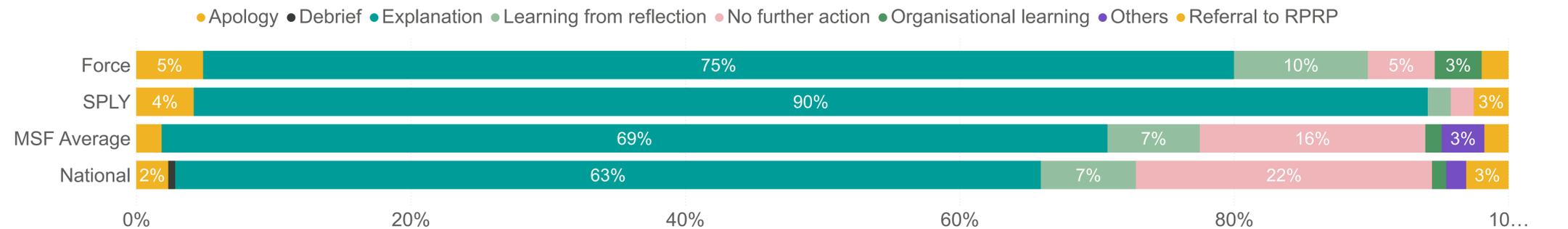
Not investigated



Investigated (subject to special procedures)



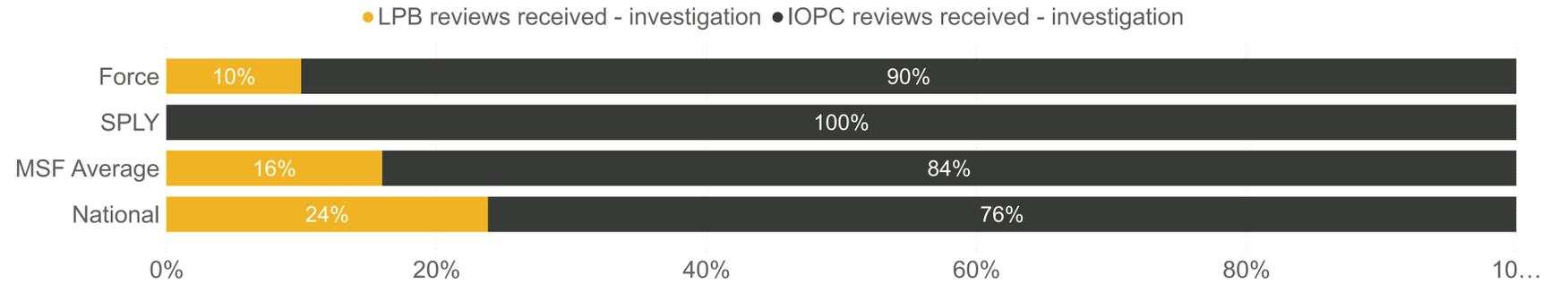
Investigated (not subject to special procedures)



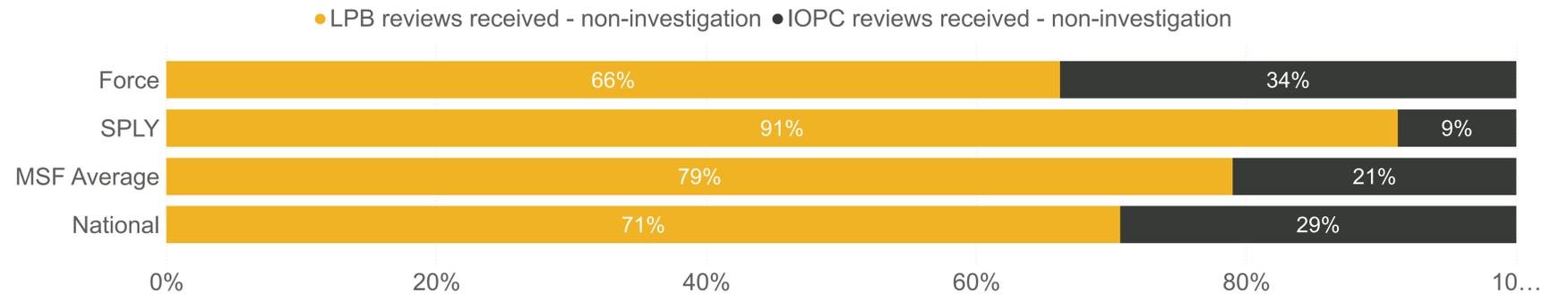
Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	1	49
SPLY	0	52
MSF Average	3	108
National	220	3,562



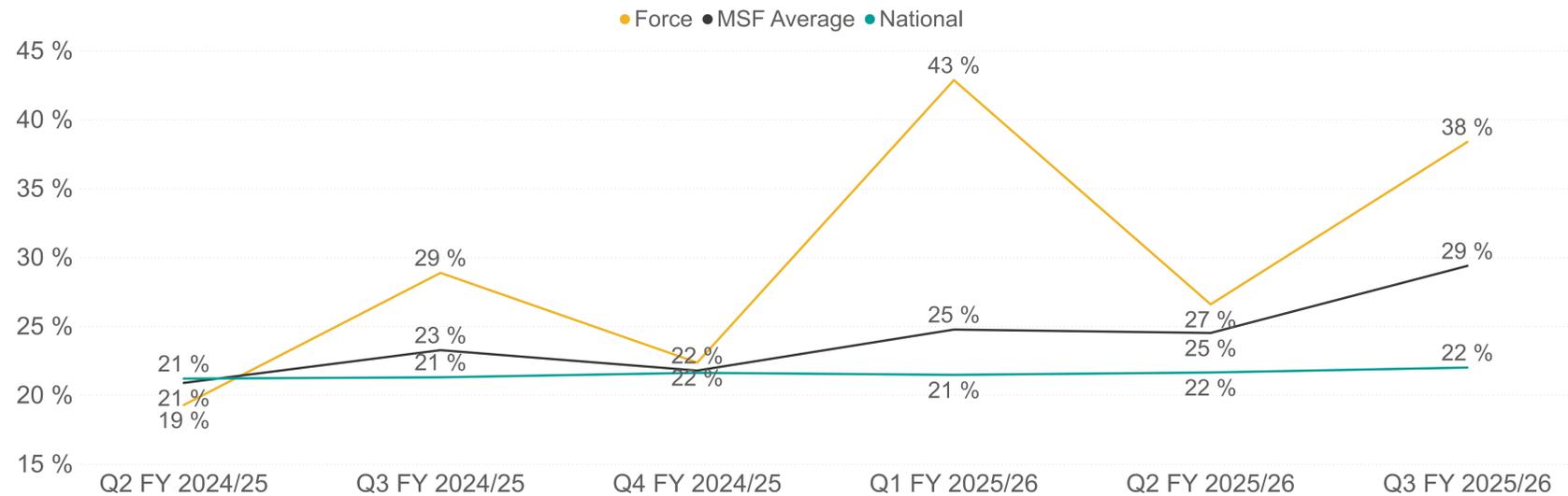
IOPC Reviews	Investigation	Non-investigation
Force	9	25
SPLY	6	5
MSF Average	16	29
National	703	1478



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.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	84	235
SPLY	63	271
MSF Average	156	659
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

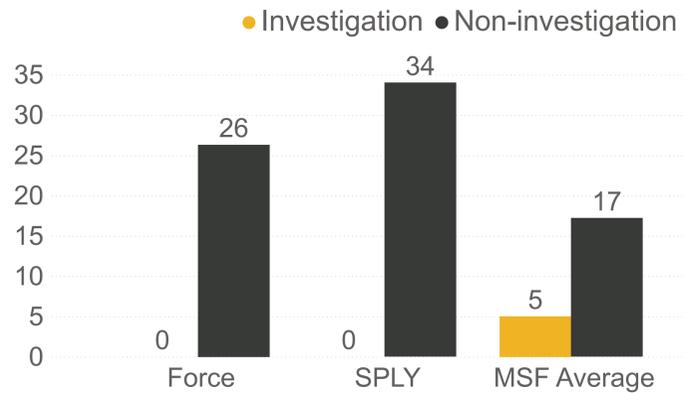
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

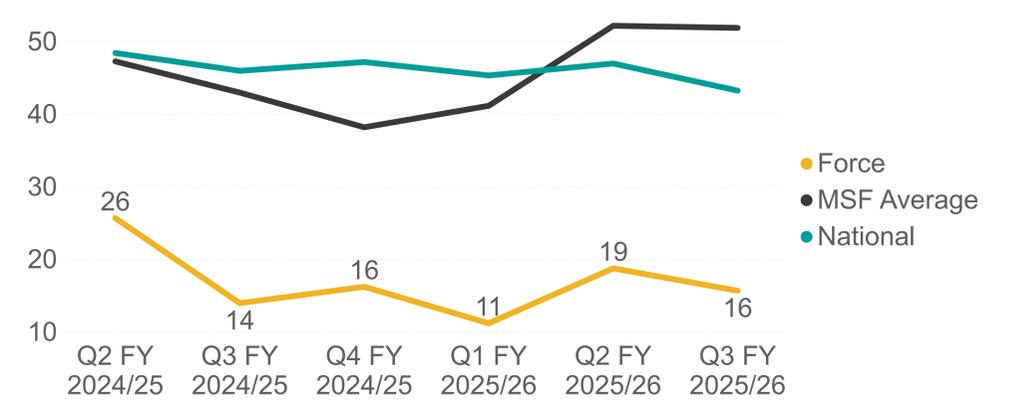
Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
MSF Average	3	1
National	225	69
Non-investigation		
Force	38	10
SPLY	50	17
MSF Average	87	14
National	3149	601

Review type	Average duration
Investigation	
Force	1
SPLY	0
MSF Average	38
National	57
Non-investigation	
Force	16
SPLY	19
MSF Average	48
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

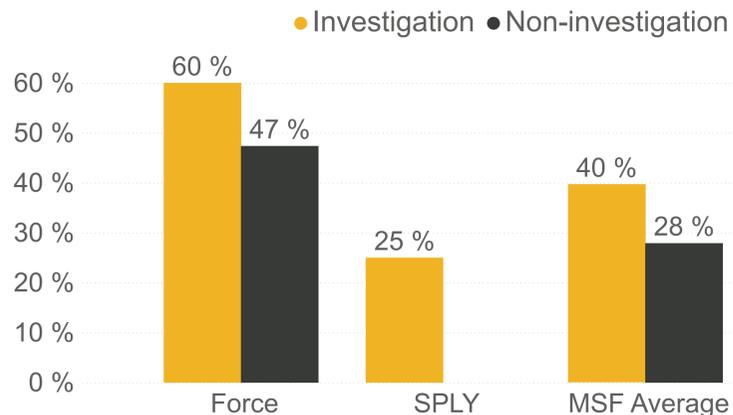
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

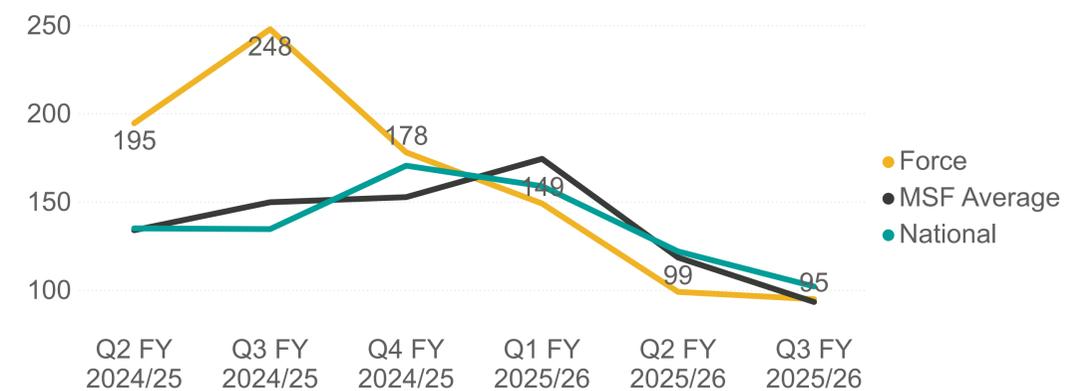
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	10	6	19	9
SPLY	8	2	2	
MSF Average	22	7	29	8
National	871	243	1,576	418

Measure	Average duration
Force	112
SPLY	179
MSF Average	133
National	125

% IOPC reviews upheld



Average durations



Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. 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.

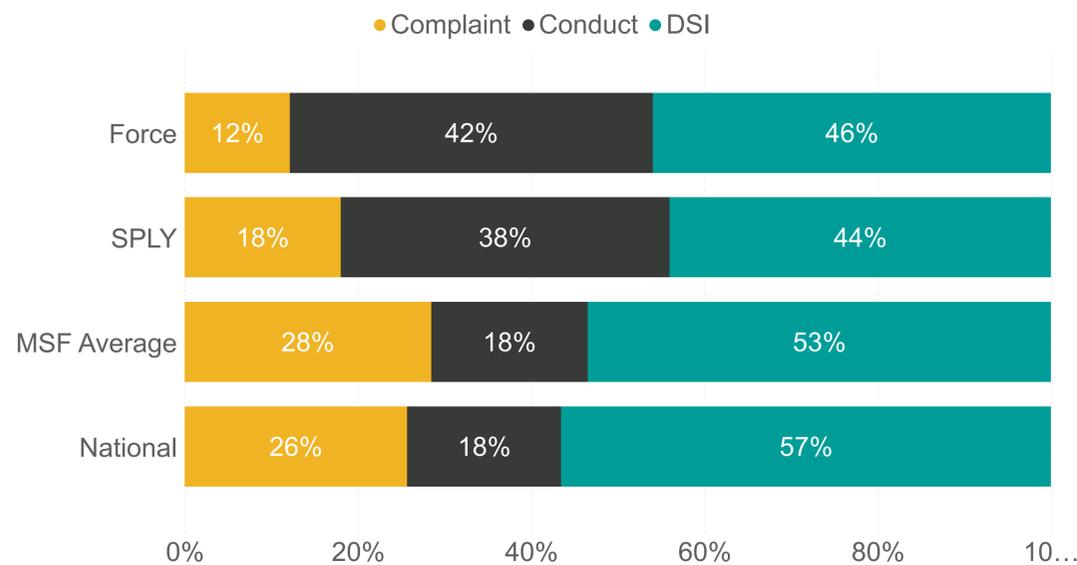
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

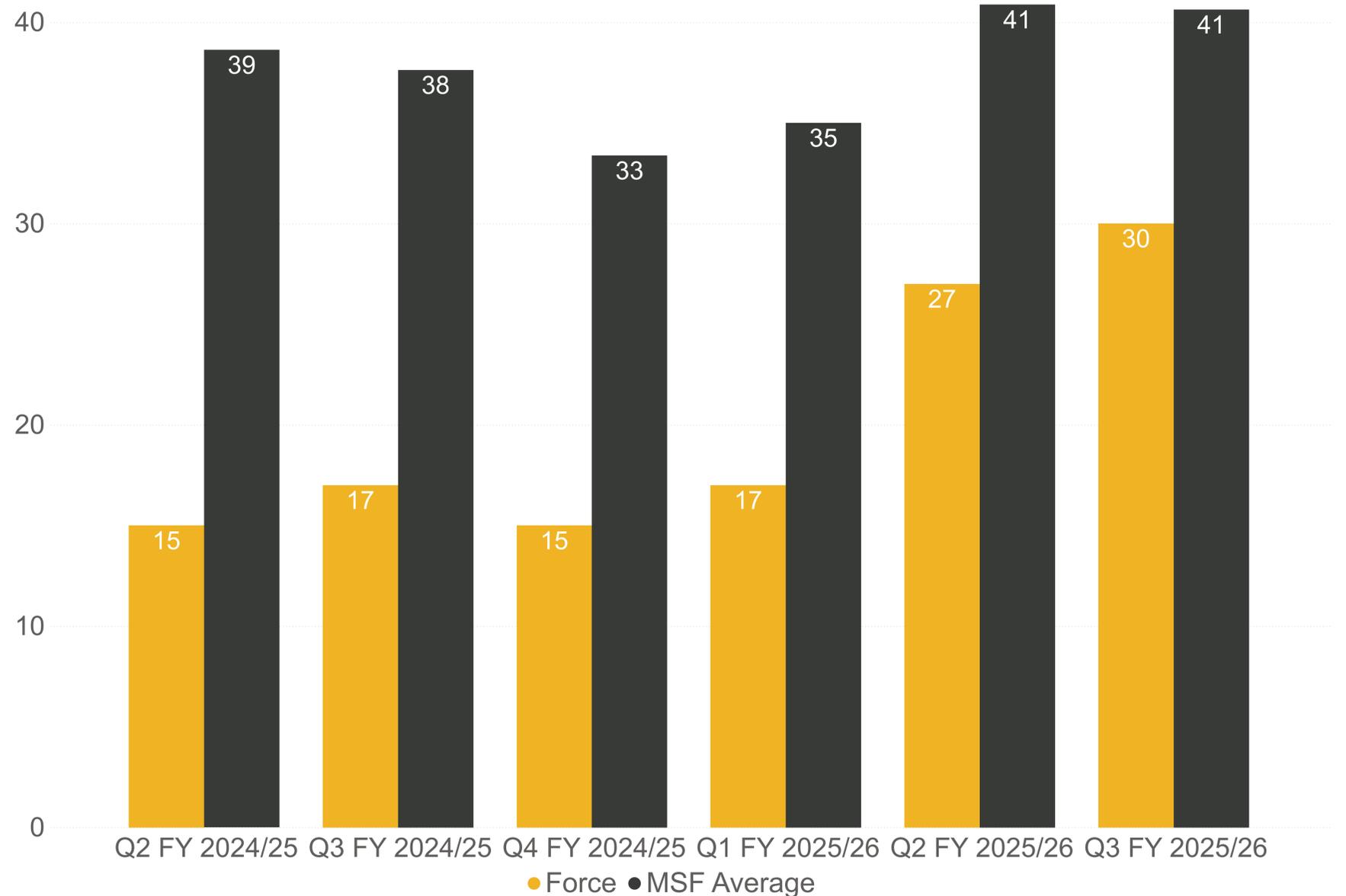
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	74	50	117	5,244
Number referrals completed	73	50	116	5,262
Decision: Directed Investigation	1		0	18
Decision: Independent Investigation	5	3	5	328
Decision: Invalid	1	2	2	74
Decision: Local Investigation	44	34	65	2,638
Decision: Return to Force	22	11	44	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	9	9	33	1,347
Conduct	31	19	21	933
DSI	34	22	62	2,964
Total	74	50	117	5,244



Force and MSF Group referrals received



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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).

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 \(February 2020\)](#).