

# Interim Police Complaints Information Bulletin: Northumbria



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

Most Similar Force (MSF) Group: Cleveland, Gwent, Humberside, Lancashire, Northumbria, South Wales, South Yorkshire, West Yorkshire

## About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable)

Please note: Data for one force was not available in time to be published in this bulletin. This should be considered when using national figures for comparison.

**Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.**

**Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March**

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## Acronyms used in this bulletin

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

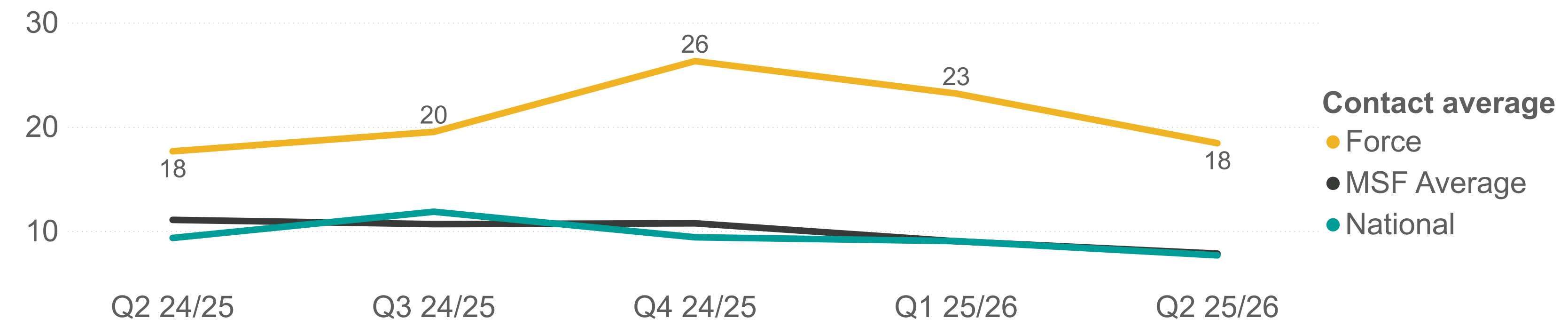
**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure



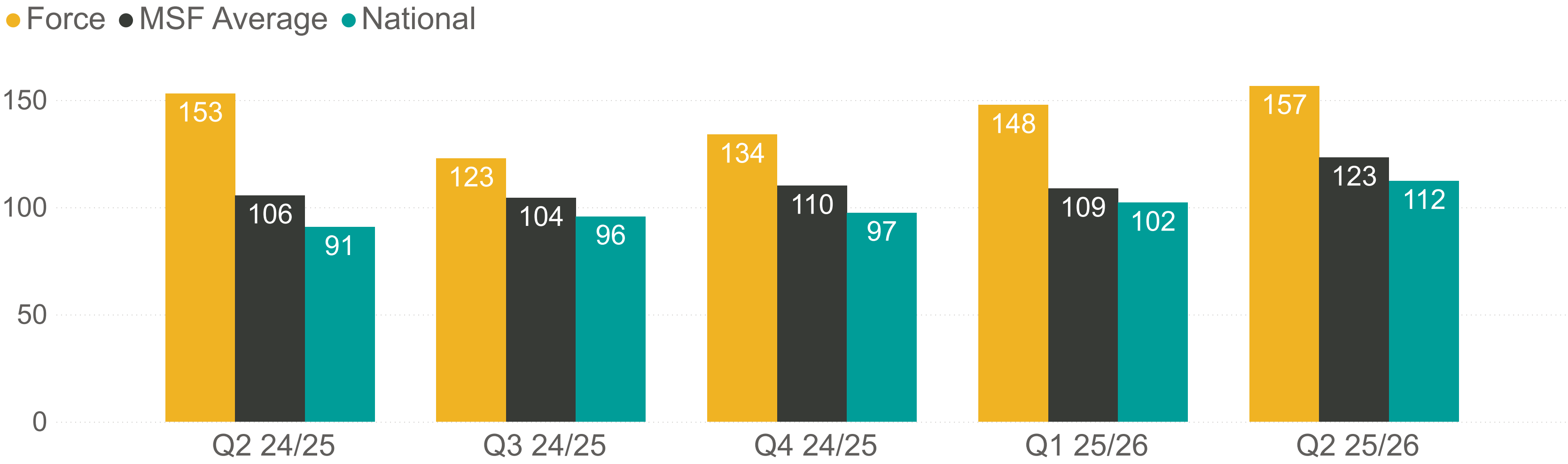
Section A1.1: Complaint cases and allegations logged

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

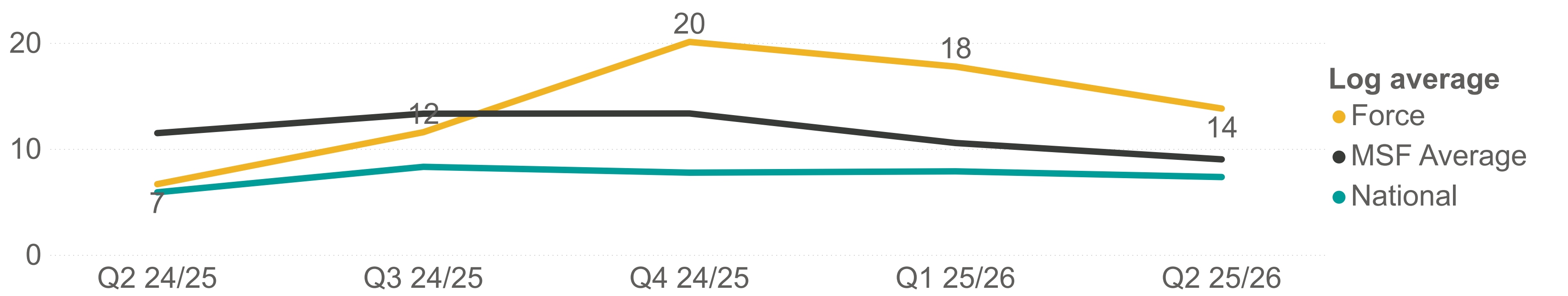
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)



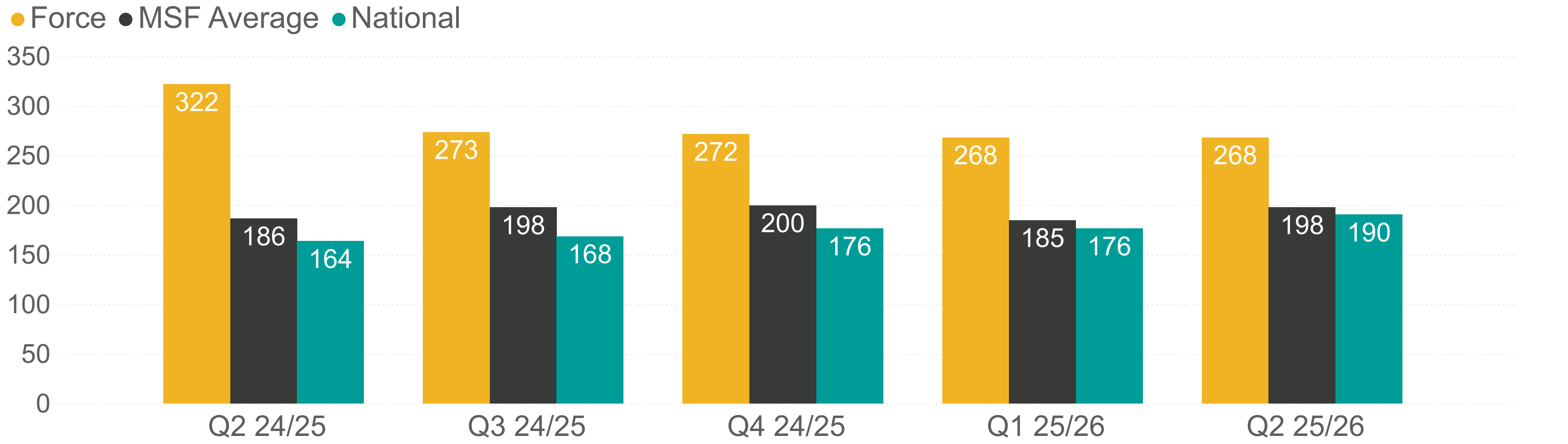
Complaints logged per 1,000 employees



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	1,846	304	3,254	536	21	16
SPLY	1,775	294	3,636	602	13	5
MSF Average	1,210	232	2,014	382	8	10
National	54,025	214	92,398	367	8	8



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	0	50	6,147
Complainant wishes the complaint be recorded	101	81	125	2,922
Dissatisfaction after initial handling	14	26	55	2,753
Nature of the allegation(s) in the complaint	233	232	184	5,061
Total	348	339	414	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	0 %	0 %	11 %	36 %
Complainant wishes the complaint be recorded	29 %	24 %	31 %	17 %
Dissatisfaction after initial handling	4 %	8 %	20 %	16 %
Nature of the allegation(s) in the complaint	67 %	68 %	37 %	30 %



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

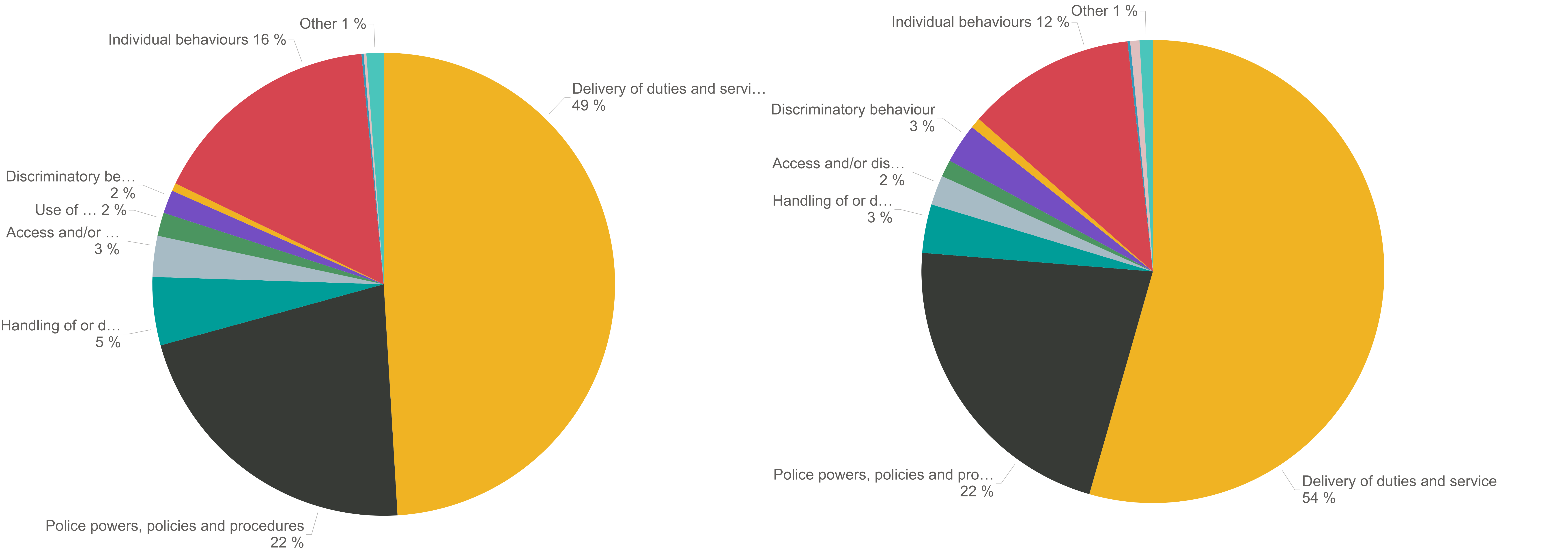
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	1,596	706	155	93	53	53	18	530	5	6	39	3,254
SPLY	1,701	738	140	131	50	86	23	656	2	2	107	3,636
MSF Average	1,052	454	71	51	26	52	15	258	3	10	22	2,014
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	1,596	49 %	1,701	47 %	1,052	54 %	50,289	54 %
	General level of service	513	32 %	566	33 %	288	28 %	14,998	30 %
	Police action following contact	499	31 %	693	41 %	421	40 %	21,478	43 %
	Decisions	402	25 %	238	14 %	216	20 %	8,005	16 %
	Information	182	11 %	204	12 %	127	12 %	5,808	12 %
Police powers, policies and procedures	Total	706	22 %	738	20 %	454	22 %	20,195	22 %
	Use of force	233	33 %	261	35 %	123	27 %	4,720	23 %
	Detention in police custody	150	21 %	142	19 %	63	13 %	2,555	13 %
	Power to arrest and detain	124	18 %	120	16 %	75	16 %	3,563	18 %
	Searches of premises and seizure of property	72	10 %	104	14 %	75	19 %	2,650	13 %
	Evidential procedures	45	6 %	27	4 %	40	7 %	1,828	9 %
	Stops, and stop and search	26	4 %	14	2 %	15	4 %	936	5 %
	Bail, identification and interview procedures	24	3 %	21	3 %	20	4 %	1,229	6 %
	Other policies and procedures	22	3 %	31	4 %	34	7 %	2,380	12 %
	Out of court disposals	10	1 %	18	2 %	9	2 %	334	2 %
Individual behaviours	Total	530	16 %	656	18 %	258	12 %	10,906	12 %
	Impolite and intolerant actions	144	27 %	188	29 %	43	14 %	1,625	15 %
	Unprofessional attitude and disrespect	127	24 %	150	23 %	72	30 %	3,042	28 %
	Overbearing or harassing behaviours	106	20 %	156	24 %	38	14 %	1,688	15 %
	Impolite language / tone	101	19 %	89	14 %	76	32 %	2,938	27 %
	Lack of fairness and impartiality	52	10 %	73	11 %	30	11 %	1,613	15 %
	Total	155	5 %	140	4 %	71	3 %	3,060	3 %
Handling of or damage to property/ premises	Handling of or damage to property/ premises	155	100 %	140	100 %	71	100 %	3,060	98 %
Access and/or disclosure of information	Total	93	3 %	131	4 %	51	2 %	1,916	2 %
	Handling of information	45	48 %	64	49 %	12	31 %	360	19 %
	Disclosure of information	41	44 %	62	47 %	32	57 %	1,319	69 %
	Accessing and handling of information from other sources	4	4 %	4	3 %	2	3 %	79	4 %
	Use of police systems	3	3 %	1	1 %	5	9 %	158	8 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	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	1,041	32 %	783	22 %	766	38 %	35,875	39 %
None	927	28 %	941	26 %	320	16 %	17,926	19 %
Arrest	399	12 %	315	9 %	292	14 %	11,122	12 %
Custody	256	8 %	182	5 %	133	6 %	5,234	6 %
Neighbourhood policing	189	6 %	128	4 %	98	5 %	4,427	5 %
Roads/traffic	116	4 %	145	4 %	137	7 %	5,674	6 %
Premises search	113	3 %	63	2 %	65	3 %	2,313	3 %
Domestic / gender abuse	112	3 %	126	3 %	126	7 %	5,308	6 %
Mental health	107	3 %	109	3 %	71	3 %	2,452	3 %
Call Handling	102	3 %	77	2 %	89	4 %	3,994	4 %
VAWG - dissatisfaction handling	67	2 %	34	1 %	91	4 %	3,994	4 %
Child protection / CSA / CSE	39	1 %	33	1 %	47	2 %	1,763	2 %
Restraint equipment	37	1 %	41	1 %	17	1 %	867	1 %
Drugs / alcohol	32	1 %	24	1 %	34	2 %	1,000	1 %
Stop and/or search	31	1 %	48	1 %	26	1 %	1,871	2 %
VAWG - police perpetrated	28	1 %	23	1 %	8	0 %	425	0 %
Death	18	1 %	27	1 %	18	1 %	772	1 %
Social media	17	1 %	11	0 %	15	1 %	479	1 %
Missing persons	15	0 %	23	1 %	18	1 %	622	1 %
Hate Crime	12	0 %	11	0 %	13	1 %	415	0 %
Firearms	10	0 %	6	0 %	10	0 %	387	0 %
Public order incident	7	0 %	25	1 %	13	1 %	659	1 %
Serious injury	6	0 %	6	0 %	7	0 %	193	0 %
Taser	4	0 %	3	0 %	3	0 %	100	0 %
Police dogs or horses	3	0 %	4	0 %	3	0 %	57	0 %
Fraud	2	0 %	3	0 %	10	1 %	643	1 %
Coronavirus - other	1	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 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	1	0 %	2	0 %	46	0 %
PPDA	0	0 %	0	0 %	0	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Unknown	0	0 %	1	0 %	0	0 %	6	0 %
VAWG - police victim	0	0 %	0	0 %	3	0 %	52	0 %

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

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



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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Individual behaviours
▼					
VAWG - police perpetrated	0	23	0	0	4
VAWG - dissatisfaction handling	59	1	0	0	7
Taser	0	3	0	0	1
Stop and/or search	2	23	0	0	1
Social media	6	2	0	4	2
Serious injury	2	4	0	0	0
Roads/traffic	42	13	3	1	17
Restraint equipment	0	35	0	0	0
Public order incident	3	2	0	0	2
Premises search	18	54	26	1	11
Prejudicial and improper behaviour	6	1	0	0	8
Police dogs or horses	1	2	0	0	0
None	433	95	61	39	228
Neighbourhood policing	131	8	1	5	39
Missing persons	6	5	0	0	4
Mental health	48	23	2	2	25
Investigation	806	48	31	27	111
Hate Crime	7	2	0	0	1
Fraud	2	0	0	0	0
Firearms	4	3	1	0	2
Drugs / alcohol	13	9	2	3	3
Domestic / gender abuse	73	13	2	2	12
Death	10	1	3	0	2
Custody	26	183	14	3	25
Coronavirus - other	0	1	0	0	0
Child protection / CSA / CSE	26	4	0	7	2
Call Handling	63	1	0	3	34
Arrest	46	290	18	1	32
Total	1,593	703	154	93	525

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	11	7	0	18
Q3 24/25	15	21	0	36
Q4 24/25	27	16	0	43
Q1 25/26	40	18	0	58
Q2 25/26	27	10	0	37
Total	120	72	0	192

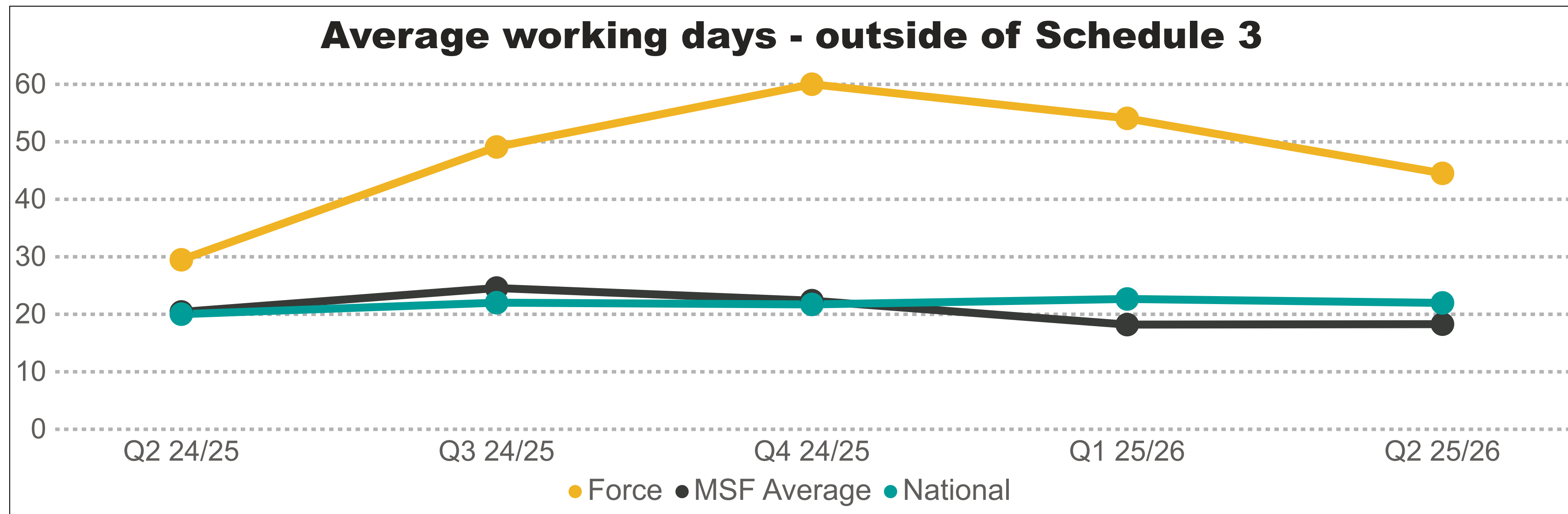
Section A2: Allegations timeliness

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.

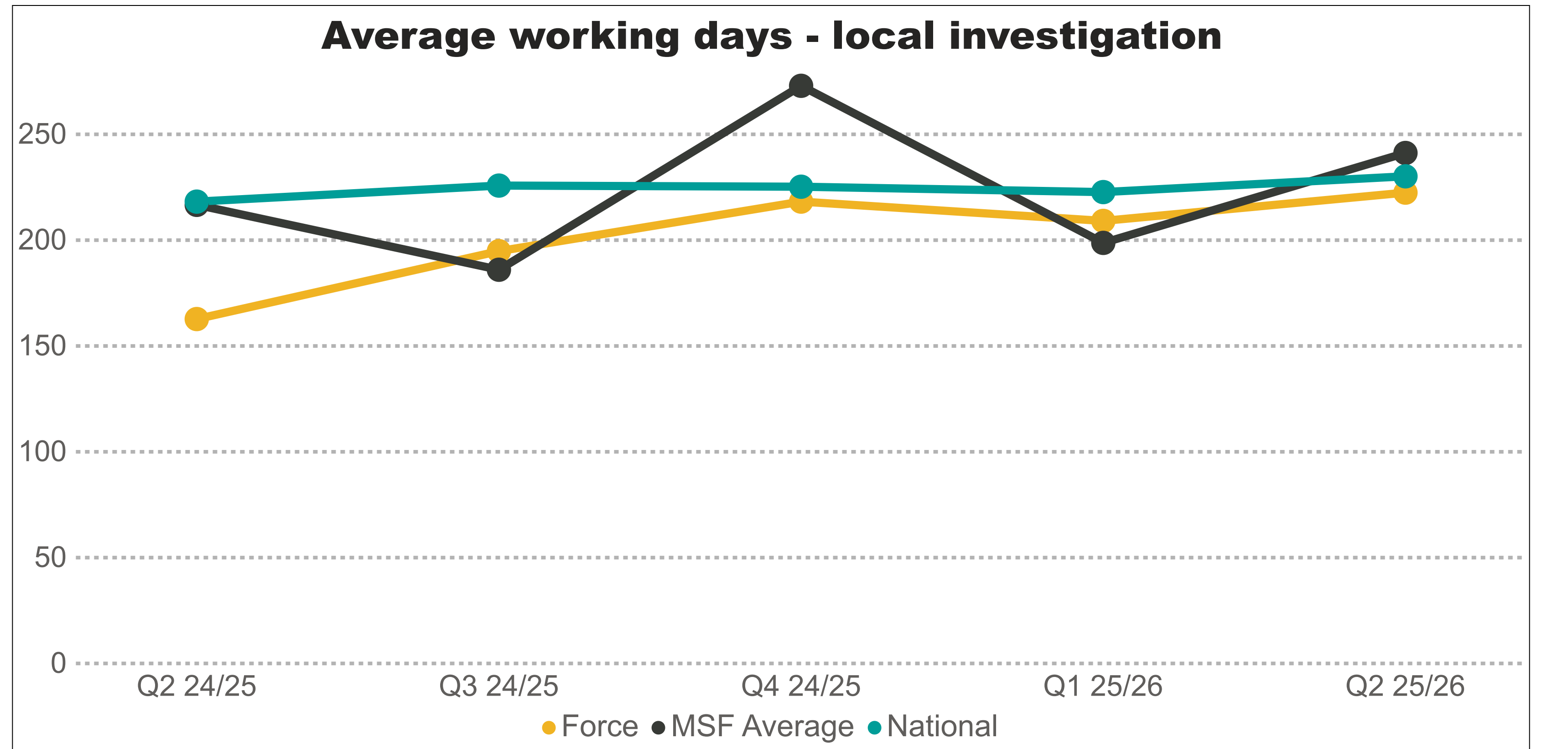
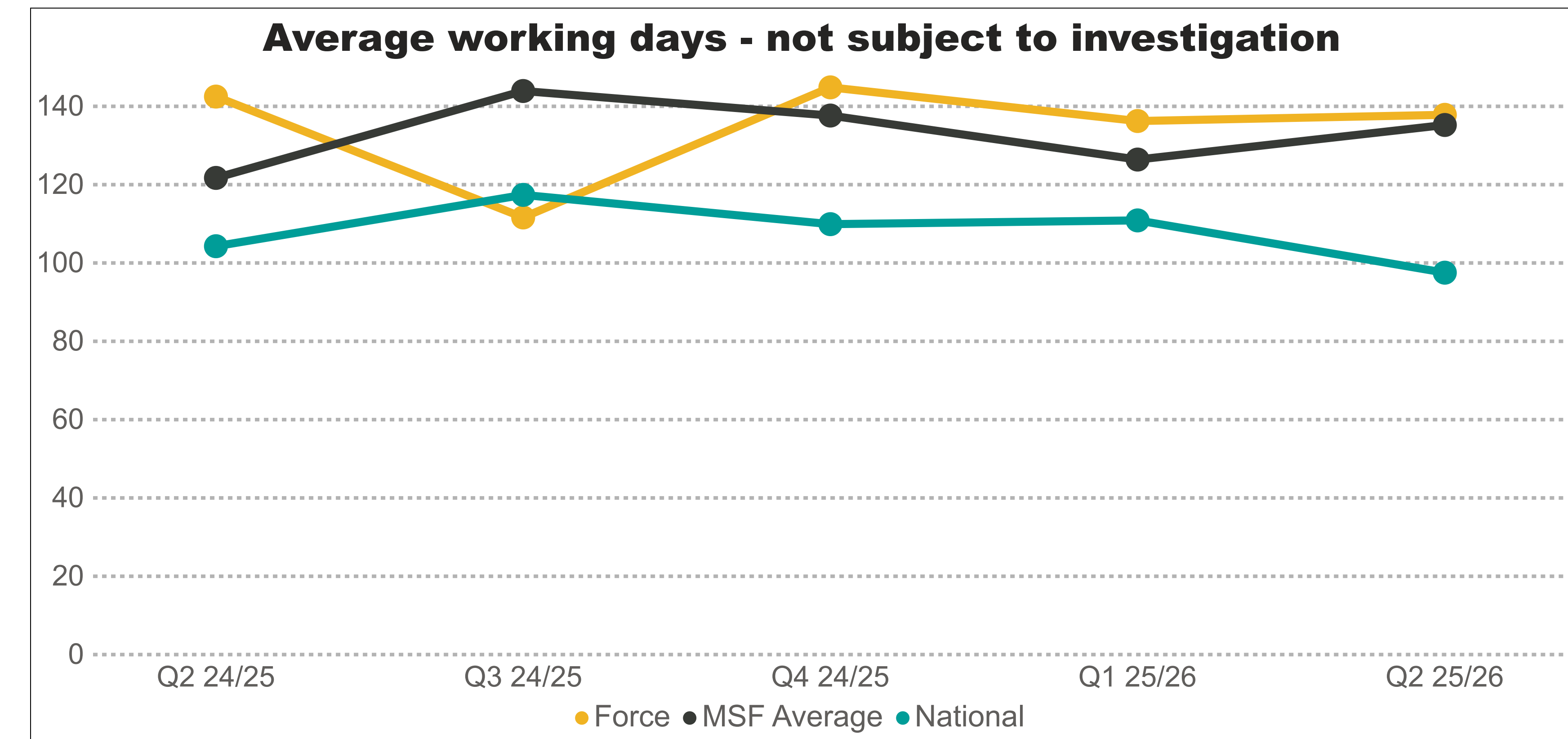
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,730	49	160	137	934	215	0	0
SPLY	1,633	25	116	115	884	172	0	0
MSF Average	852	18	875	129	215	225	4	113
National	40,759	22	37,787	104	7,711	226	102	362



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	1	49





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

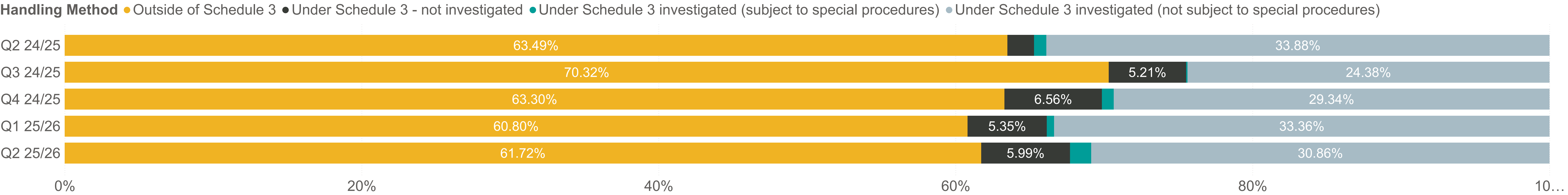
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National	National %
Under Schedule 3 investigated (not subject to special procedures)	907	32 %	205	8 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	27	1 %	13	1 %	756	1 %
Under Schedule 3 - not investigated	160	6 %	875	45 %	37,787	44 %
Outside of Schedule 3	1,730	61 %	852	45 %	40,759	47 %
Total	2,824	100 %	1945	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		75	47 %	2,670	7 %			10	1 %	3	0 %	248	4 %
Regulation 41 applies			0		18	11 %	90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		12	8 %	3,444	9 %			18	2 %	103	11 %	712	10 %
Service provided - not acceptable			0		3	2 %	4,757	13 %	3	11 %	33	4 %	172	19 %	970	14 %
Service provided - acceptable			1	0 %	46	29 %	25,819	68 %	10	37 %	126	17 %	592	65 %	4,785	68 %
Not Resolved			2,044	5 %			0				0				0	
Resolved	1730	100 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		6	22 %	386	51 %			0	
Case to Answer			0				0		8	30 %	141	19 %			0	
Withdrawal			0		6	4 %	1,005	3 %			40	5 %	37	4 %	231	3 %



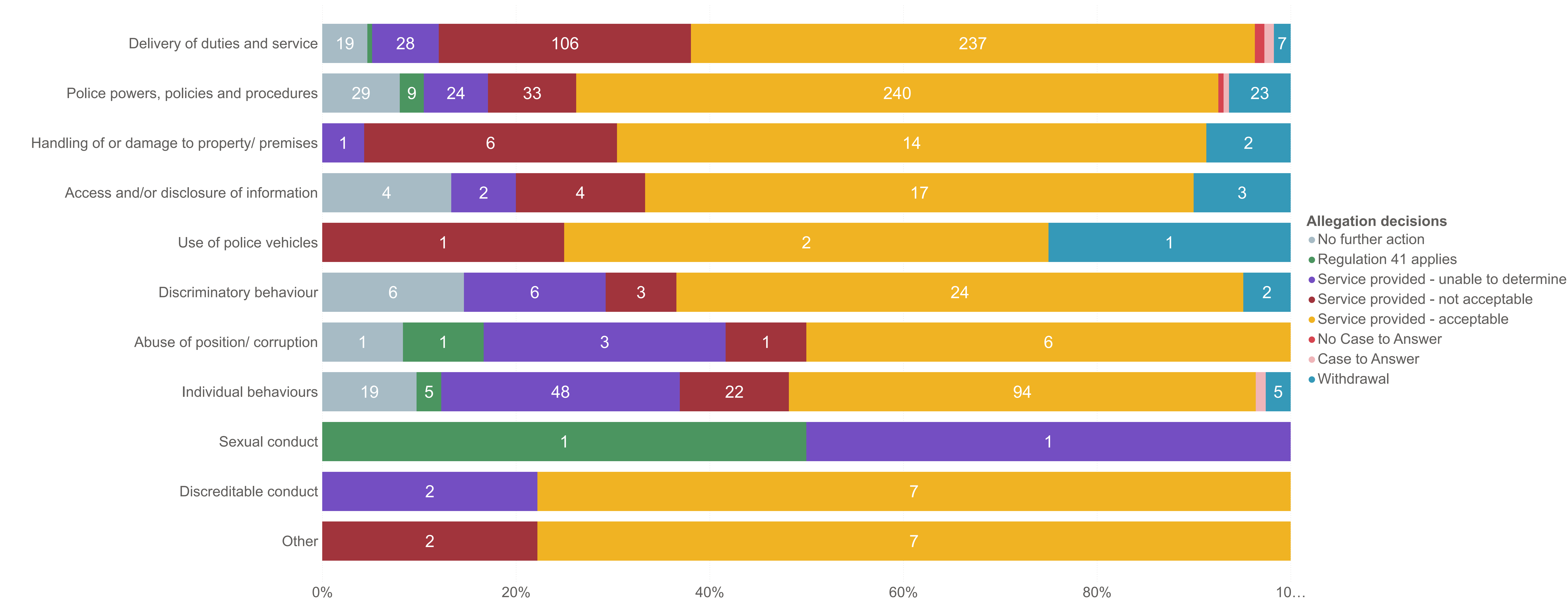
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,064	125	110	57	34	12	1	295	2	0	30	1,730
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0

Schedule 3 allegation decisions





Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

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

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

. Actions following outside of Schedule 3 complaint cases ▲	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	2	1 %	176	0 %
Learning from reflection	176	10 %	105	6 %	25	2 %	1,043	3 %
Policy review	1	0 %	1	0 %	0	0 %	29	0 %
Goodwill gesture	1	0 %	2	0 %	1	0 %	92	0 %
Apology	71	4 %	43	3 %	56	9 %	3,141	8 %
Debrief	4	0 %	4	0 %	3	1 %	387	1 %
Explanation	992	57 %	502	31 %	534	60 %	26,358	65 %
No further action	347	20 %	508	31 %	124	14 %	5,286	13 %
Other action	99	6 %	292	18 %	100	12 %	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	6	1 %	6	1 %	5	1 %	346	1 %
Apology	59	5 %	25	3 %	39	4 %	1,647	4 %
Debrief	0	0 %	0	0 %	2	0 %	1,823	4 %
Explanation	753	69 %	678	68 %	732	68 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	132	12 %	145	15 %	212	19 %	8,724	19 %
Other action	4	0 %	4	0 %	8	1 %	379	1 %
Learning from reflection	100	9 %	100	10 %	73	6 %	2,446	5 %
Referral to RPRP	31	3 %	38	4 %	15	2 %	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

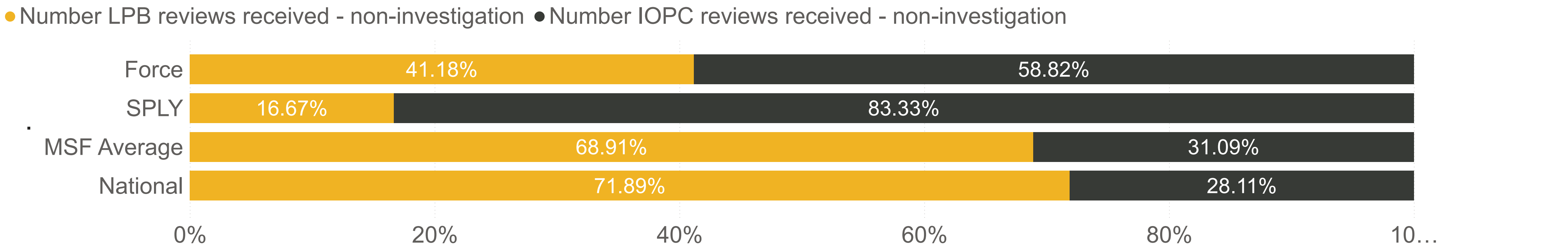
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	3	11 %	0	0 %	1	11 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	5	19 %	0	0 %	2	6 %	45	6 %
Referral to RPRP	2	7 %	2	17 %	1	13 %	92	12 %



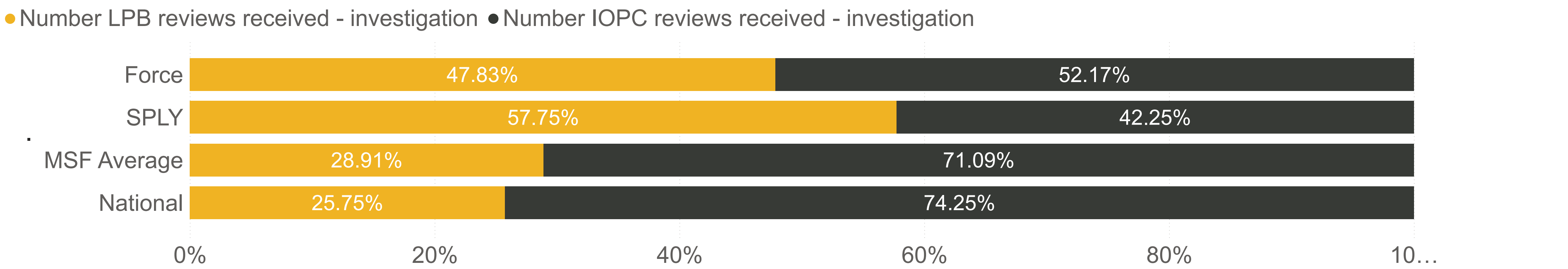
Section C1: Reviews received and timeliness (Year to date)

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	7	10
SPLY	1	5
MSF Average	47	21
National	2,222	869

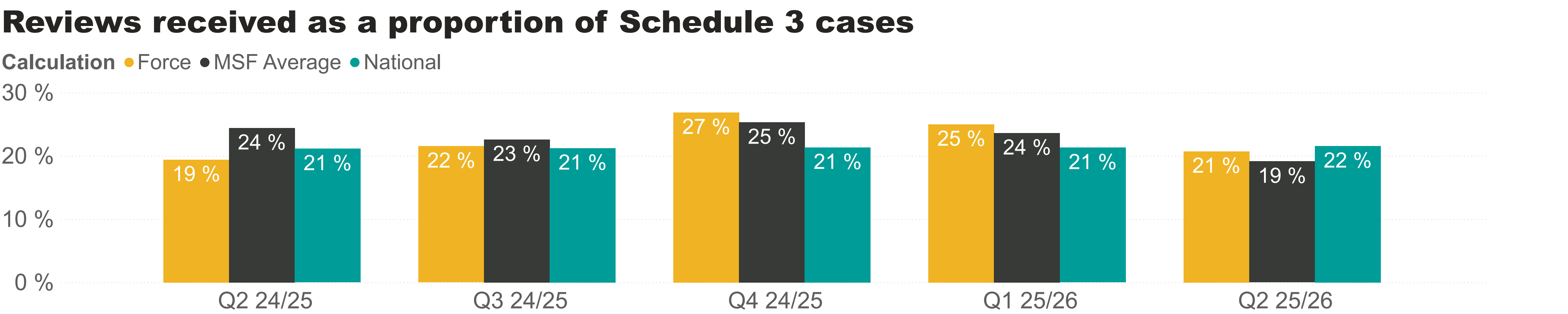


Investigation reviews received	LPB	IOPC
Force	33	36
SPLY	41	30
MSF Average	5	11
National	145	418



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	86	377
SPLY	77	383
MSF Average	85	436
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	25	17	38	46
Average number of working days to complete IOPC reviews	141	166	145	139



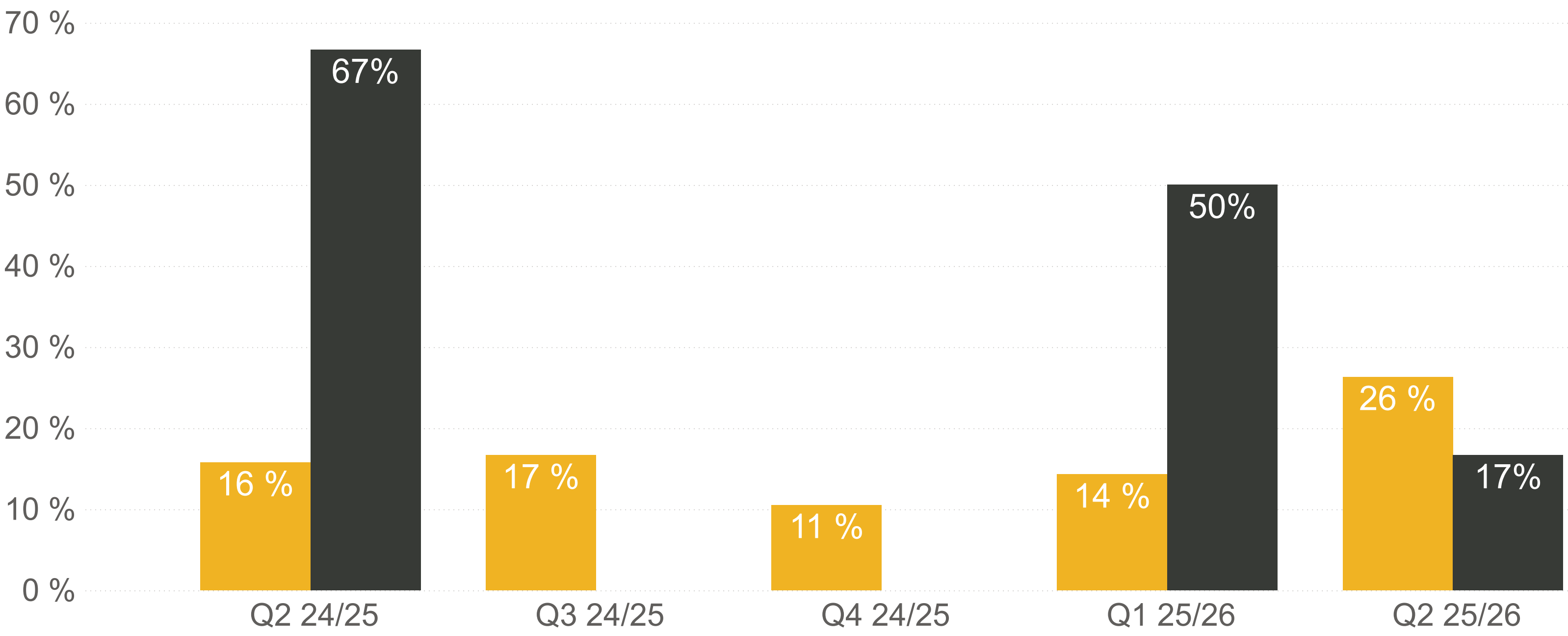
Section C2: Outcomes on reviews

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	40	8	32	9
SPLY	33	5	36	8
MSF Average	14	4	4	9
National	595	160	147	47

% IOPC reviews upheld - Force

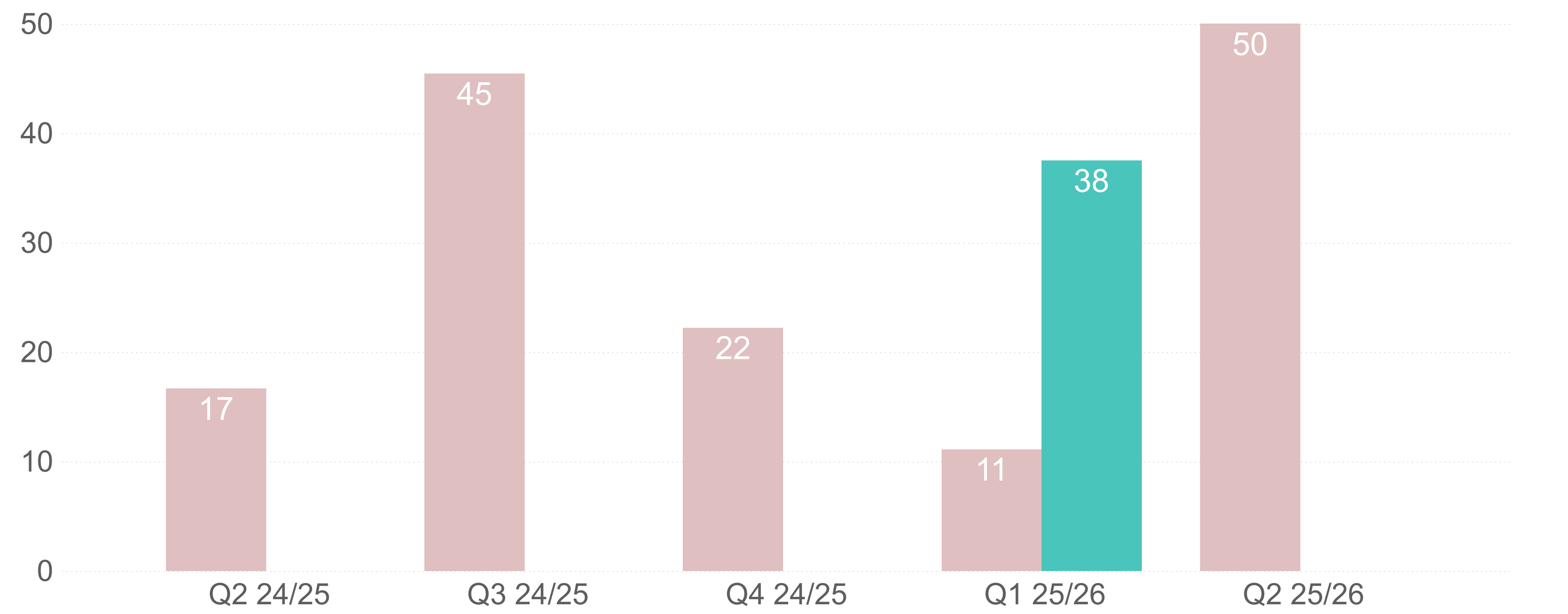
● Investigation ● Non-investigation



Non-investigation reviews (YTD) ▲	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	10	3	10	3
SPLY	7	3	2	
MSF Average	23	7	45	9
National	949	244	1,971	392

% LPB Reviews upheld - Force

● Investigation ● Non-investigation





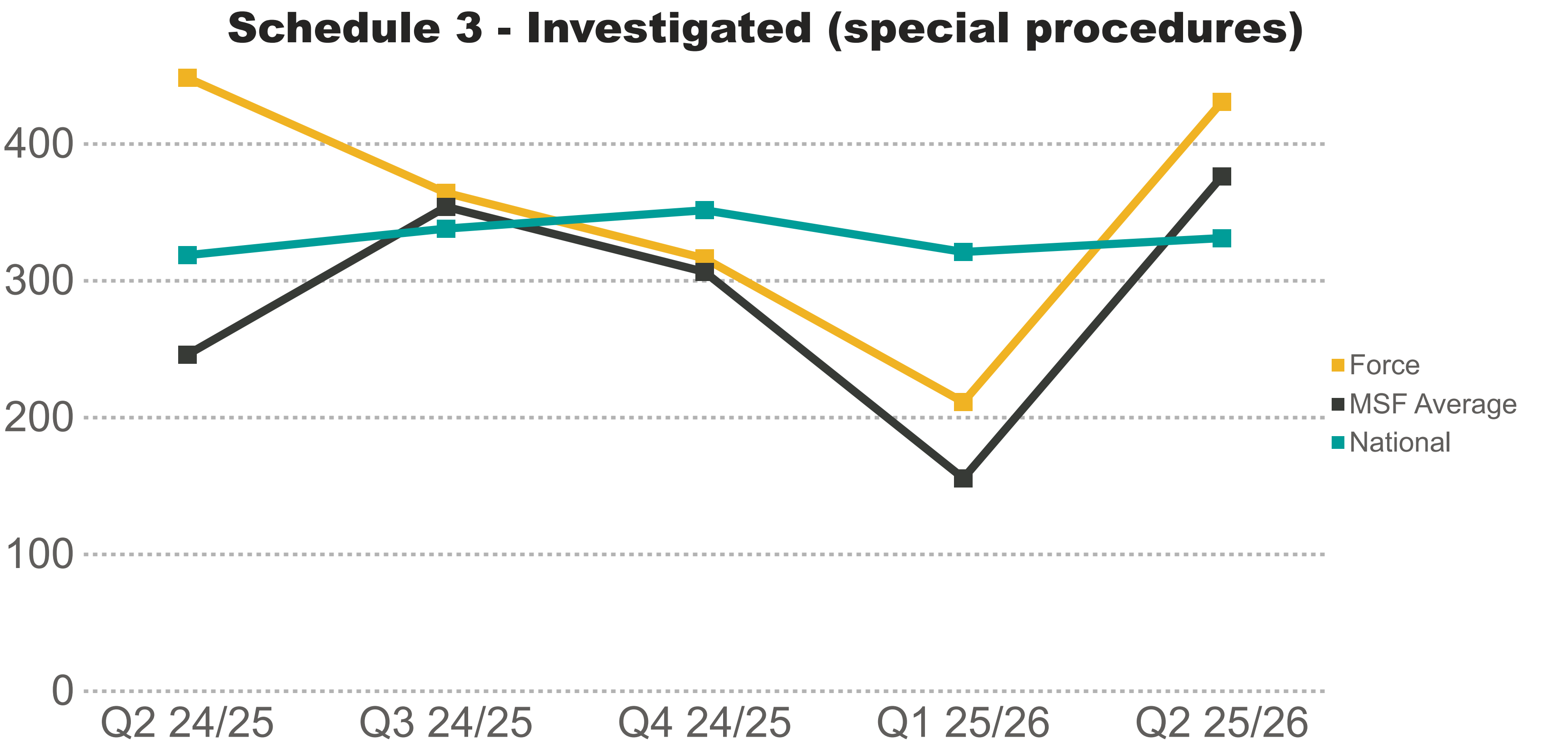
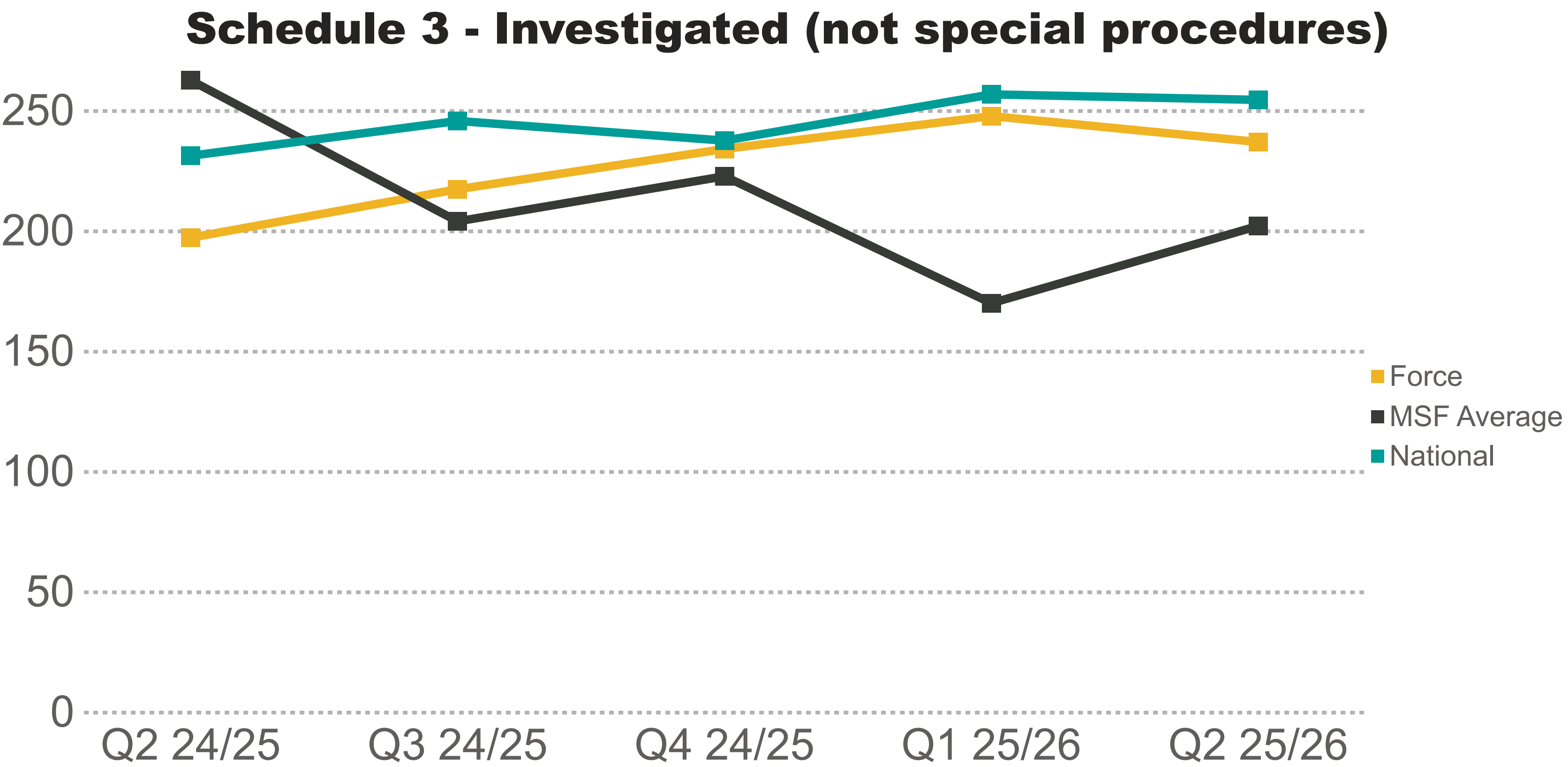
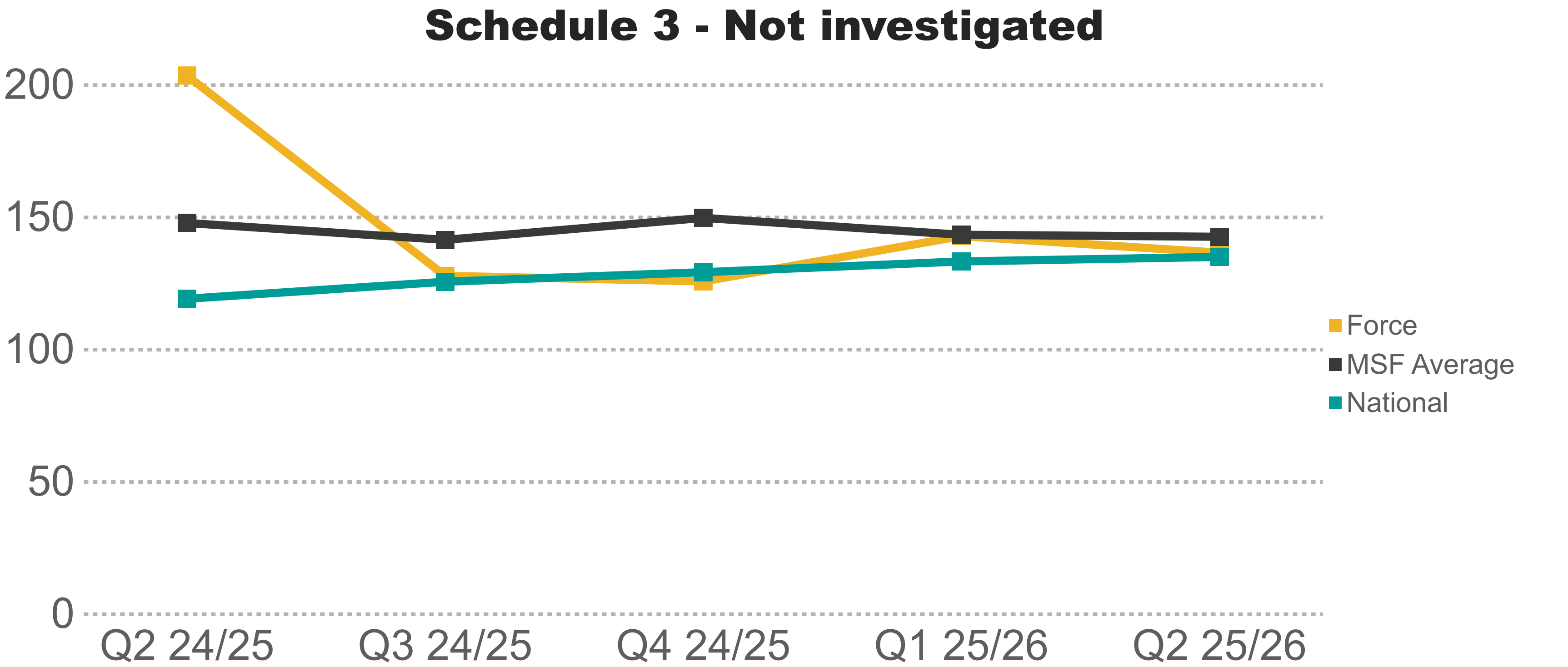
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	368	442	337	326
Under Schedule 3 investigated (not subject to special procedures)	242	187	195	256
Under Schedule 3 - not investigated	139	131	142	134
Total	225	184	157	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	71	47	363	14,328
Under Schedule 3 investigated (not subject to special procedures)	299	331	69	2,409
Under Schedule 3 investigated (subject to special procedures)	7	5	5	321
Total	377	383	436	17,058

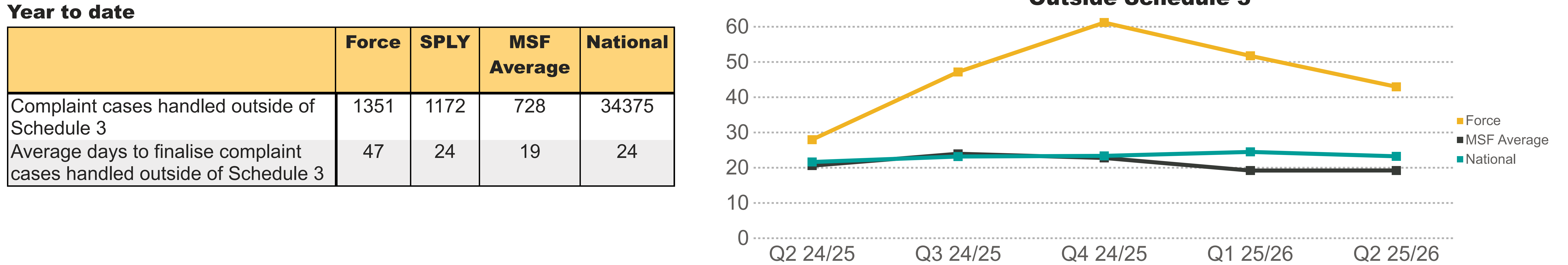




Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

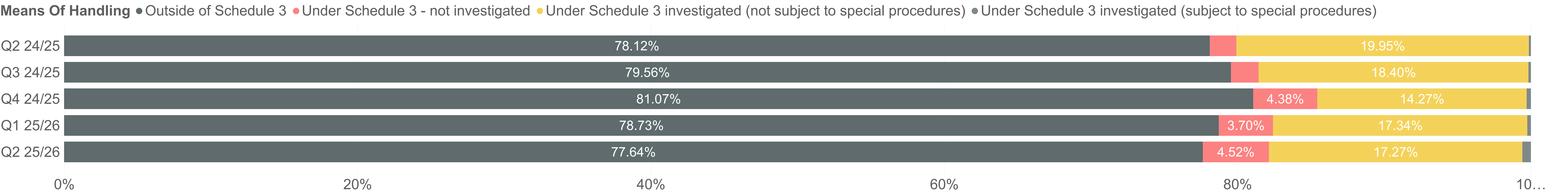


Section D3: How complaint cases handled

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	1,351	78%	1,172	75%	728	63%	34,375	67%
Under Schedule 3 - not investigated	71	4%	47	3%	363	31%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	299	17%	331	21%	69	6%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	7	0%	5	0%	5	0%	321	1%
Total	1,728	100%	1,555	100%	1,164	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.

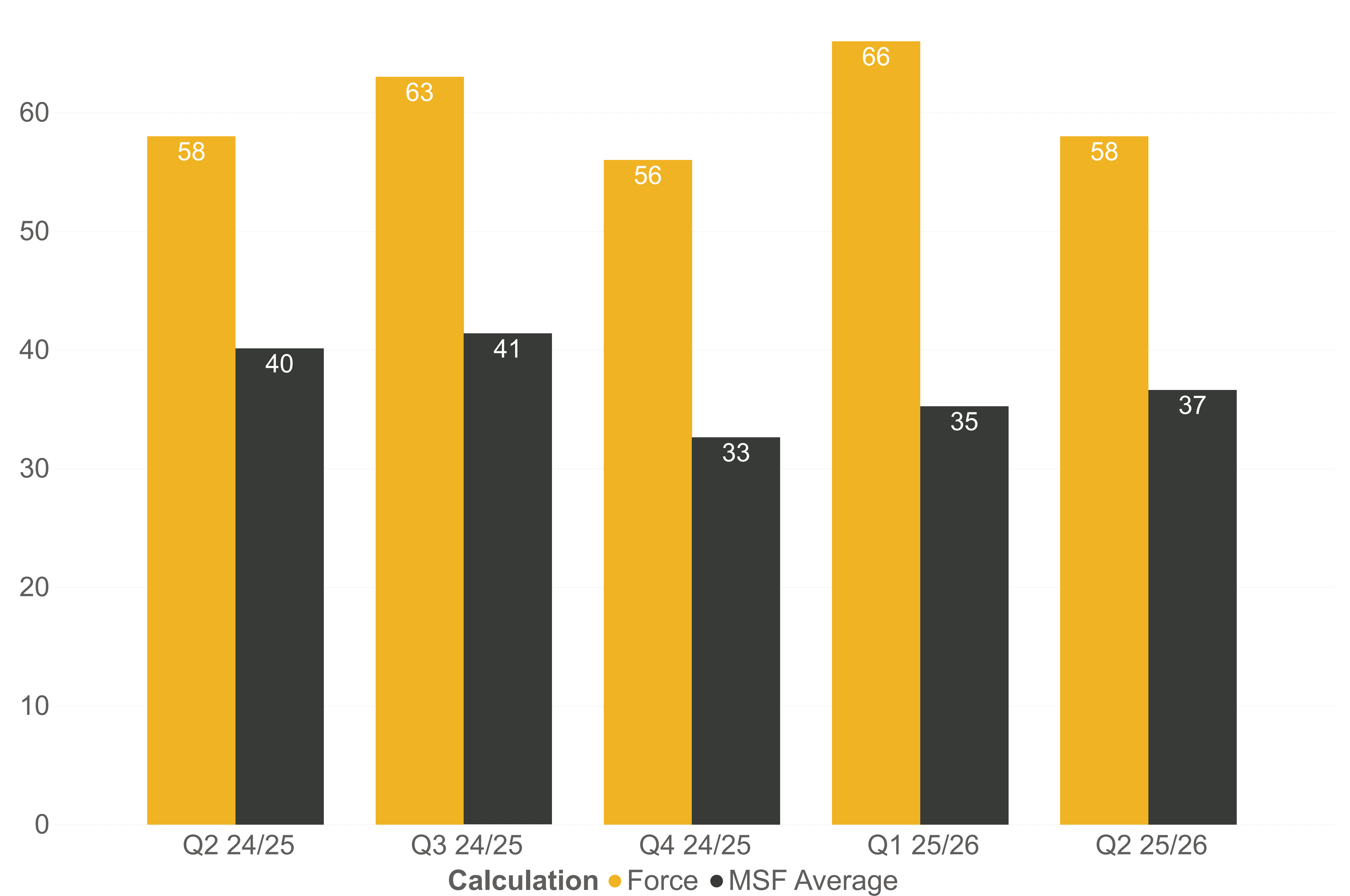
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	124	111	72	3,397
Number referrals completed	125	111	71	3,401
Decision: Independent Investigation	4	3	2	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	40	42	30	1,702
Decision: Return to Force	81	65	38	1,448
Decision: Invalid	0	1	1	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cleveland, Gwent, Humberside, Lancashire, Northumbria, South Wales, South Yorkshire, West Yorkshire

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to ‘Action Fraud’. Action Fraud is the UK’s national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC’s [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC’s [Statutory Guidance on the police complaints system \(February 2020\)](#).