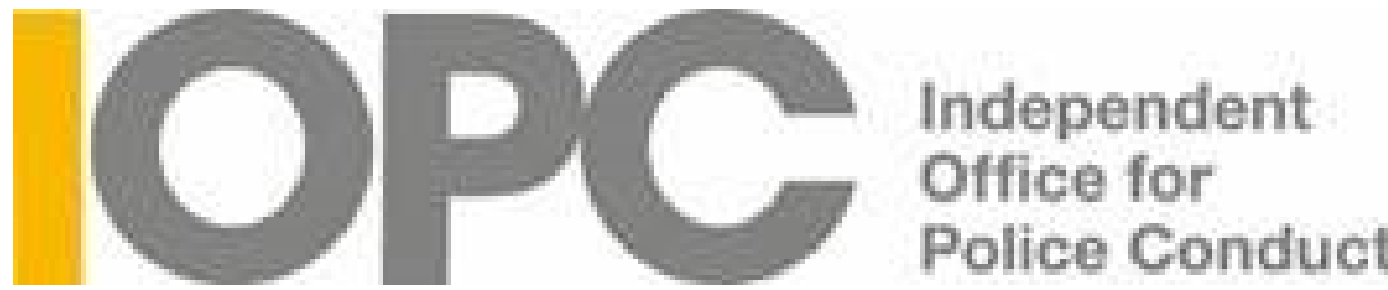


Police Complaints Information Bulletin: Avon And Somerset



Reporting Period: 01 April 2024 - 31 March 2025 (Q4 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

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

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

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

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Acronyms used in this bulletin

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

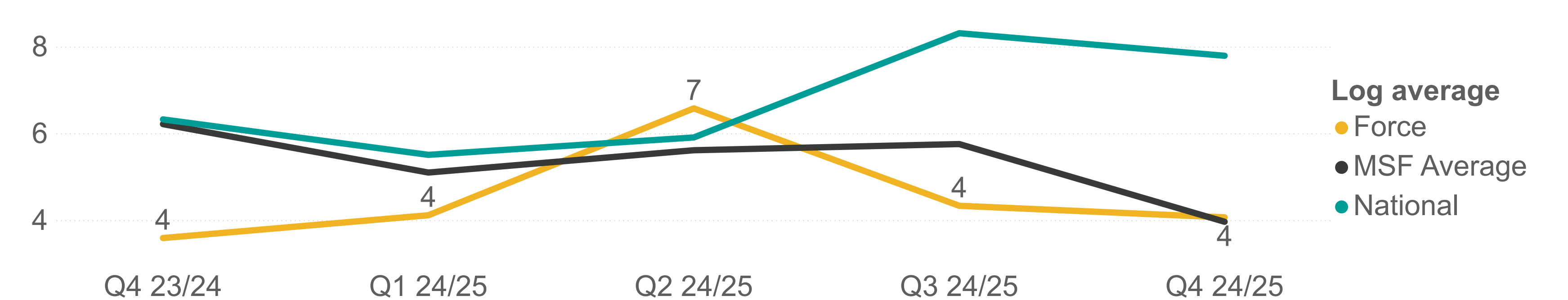
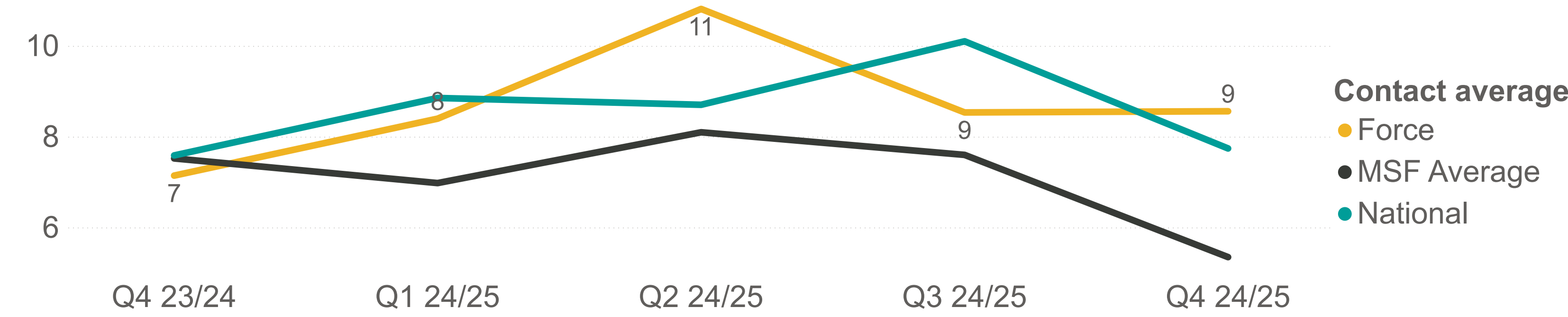
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

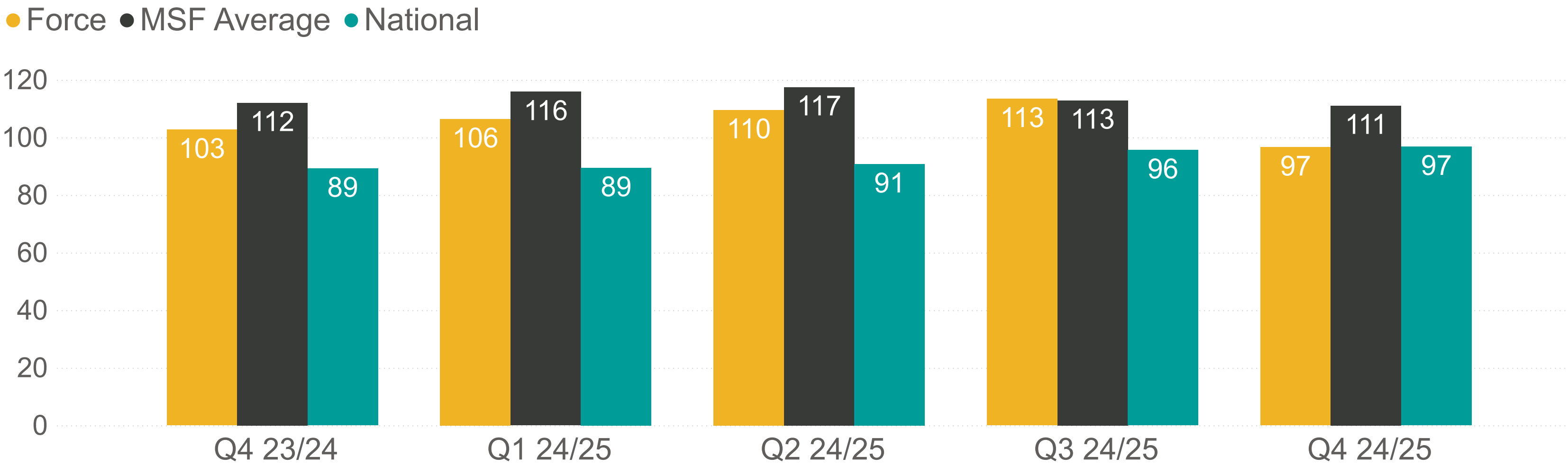
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

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

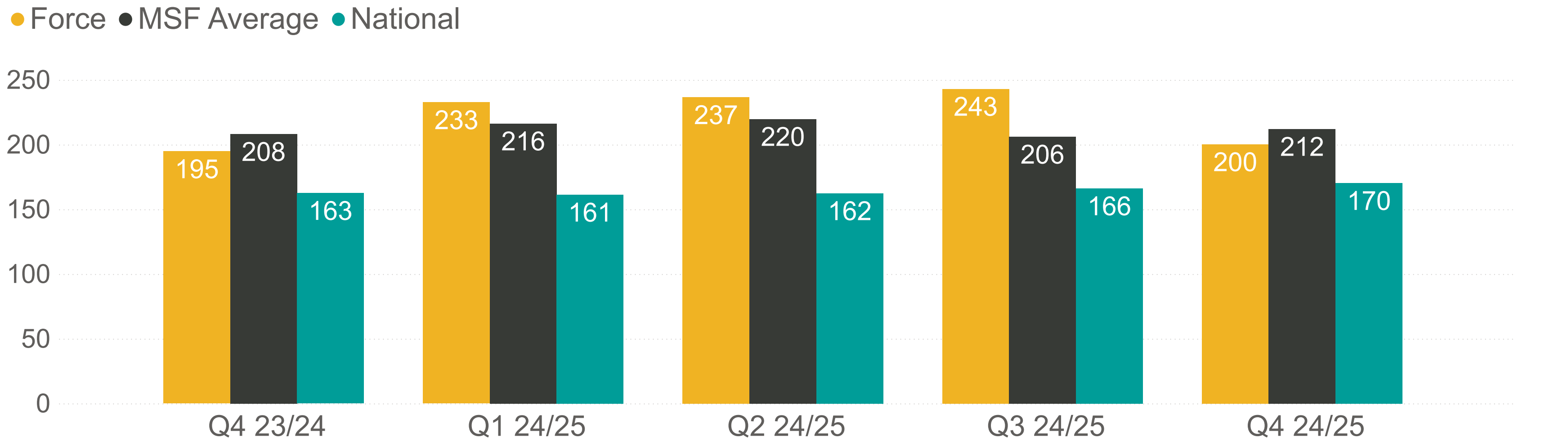
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,835	426	6,075	913	9	5
SPLY	2,647	394	5,149	767	10	5
MSF Average	2,572	457	4,764	854	7	5
National	94,940	373	168,249	660	9	7



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	339	448	412	12,831
Complainant wishes the complaint be recorded	217	252	109	6,465
Dissatisfaction after initial handling	146	118	156	5,283
Nature of the allegation(s) in the complaint	580	477	268	7,593
Total	1,282	1,295	945	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	26 %	35 %	43 %	40 %
Complainant wishes the complaint be recorded	17 %	19 %	11 %	20 %
Dissatisfaction after initial handling	11 %	9 %	20 %	16 %
Nature of the allegation(s) in the complaint	45 %	37 %	27 %	24 %

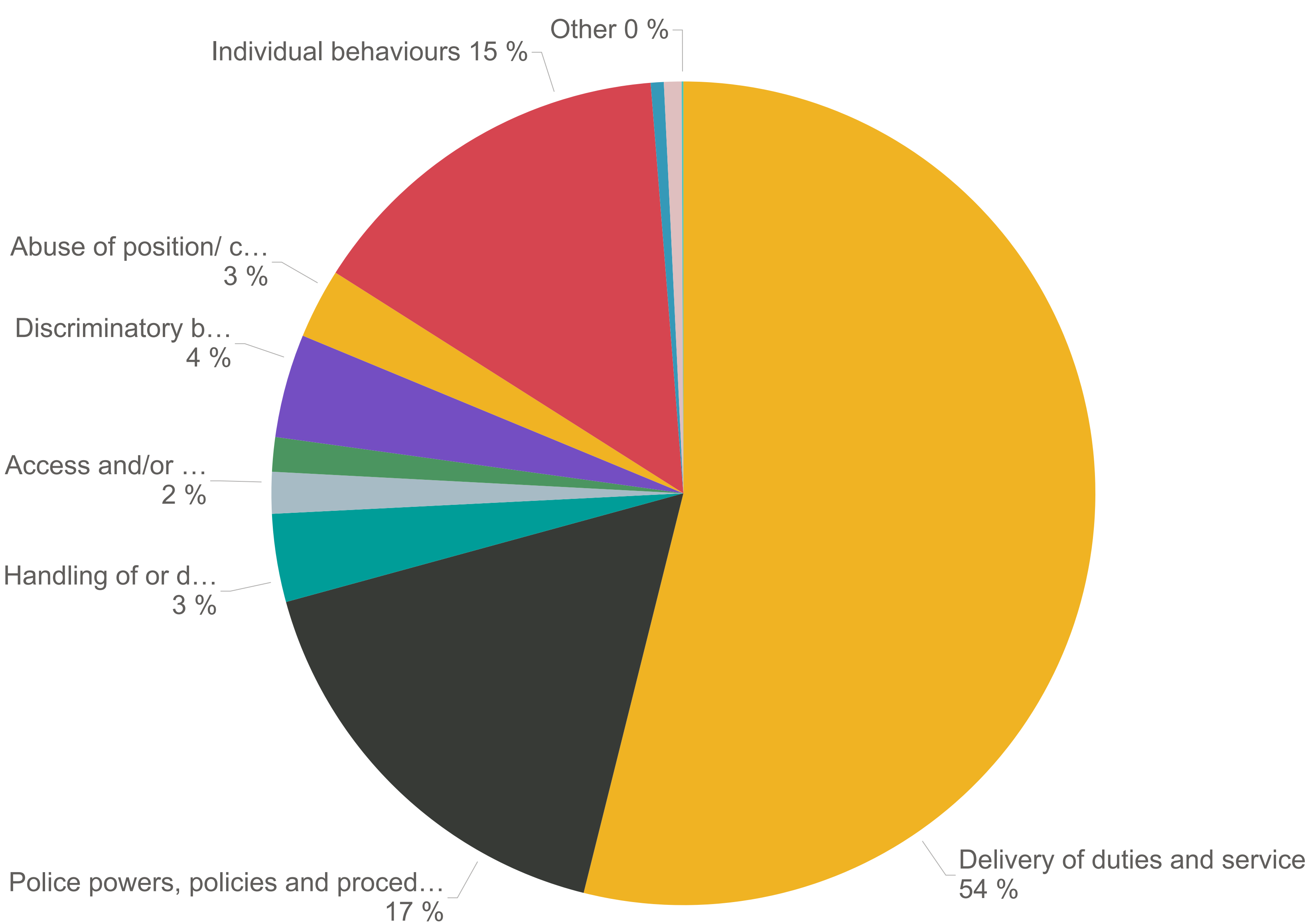
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

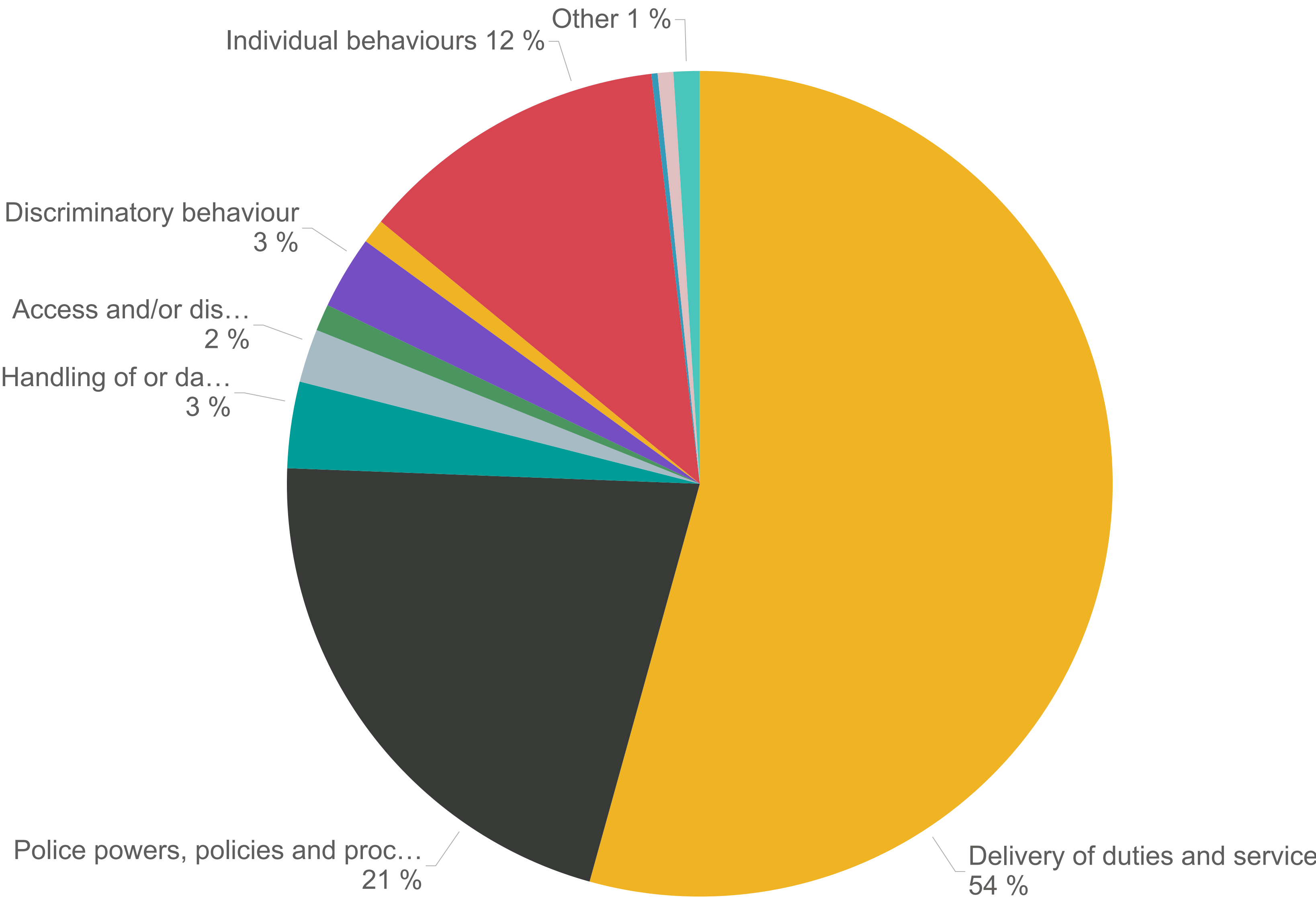
What has been complained about (YTD)

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	3,274	1,024	210	99	82	247	167	895	31	42	4	6,075
SPLY	2,659	882	145	100	80	223	167	845	10	33	5	5,149
MSF Average	2,567	1,006	146	92	49	140	54	635	13	30	33	4,764
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

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	3,274	54 %	2,659	52 %	2,567	54 %	91,353	54 %
	Police action following contact	1,604	49 %	1,432	54 %	1,180	47 %	37,667	41 %
	Information	586	18 %	413	16 %	367	15 %	10,515	12 %
	Decisions	550	17 %	383	14 %	442	17 %	13,479	15 %
	General level of service	534	16 %	431	16 %	577	21 %	29,691	32 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	1,024	17 %	882	17 %	1,005	21 %	35,830	21 %
	Use of force	263	26 %	262	30 %	225	23 %	8,826	25 %
	Power to arrest and detain	220	21 %	169	19 %	194	20 %	6,460	18 %
	Detention in police custody	201	20 %	171	19 %	139	15 %	5,122	14 %
	Searches of premises and seizure of property	121	12 %	104	12 %	133	13 %	4,603	13 %
	Bail, identification and interview procedures	70	7 %	34	4 %	71	7 %	2,122	6 %
	Other policies and procedures	49	5 %	43	5 %	95	9 %	3,735	10 %
	Stops, and stop and search	43	4 %	19	2 %	41	4 %	1,790	5 %
	Out of court disposals	31	3 %	56	6 %	26	3 %	540	2 %
	Evidential procedures	26	3 %	24	3 %	81	7 %	2,631	7 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	895	15 %	845	16 %	635	13 %	20,480	12 %
	Unprofessional attitude and disrespect	251	28 %	228	27 %	174	27 %	5,808	28 %
	Overbearing or harassing behaviours	214	24 %	213	25 %	111	17 %	3,415	17 %
	Lack of fairness and impartiality	213	24 %	173	20 %	111	16 %	2,807	14 %
	Impolite language / tone	153	17 %	141	17 %	170	28 %	5,352	26 %
	Impolite and intolerant actions	64	7 %	90	11 %	69	11 %	3,098	15 %
Discriminatory behaviour	Total	247	4 %	223	4 %	140	3 %	4,832	3 %
	Race	116	47 %	109	49 %	66	47 %	2,335	48 %
	Disability	57	23 %	58	26 %	27	20 %	911	19 %
	Sex	43	17 %	36	16 %	25	18 %	769	16 %
	Other	12	5 %	6	3 %	11	7 %	421	9 %
	Age	10	4 %	5	2 %	3	2 %	73	2 %
	Sexual orientation	7	3 %	4	2 %	4	3 %	134	3 %
	Religion or belief	2	1 %	4	2 %	3	2 %	127	3 %
	Gender reassignment	0	0 %	1	0 %	2	1 %	56	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	0 %
Handling of or damage to property/ premises	Total	210	3 %	145	3 %	137	3 %	5,556	3 %
	Handling of or damage to property/ premises	210	100 %	145	100 %	137	92 %	5,555	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	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	1,893	31 %	1,588	31 %	1,937	42 %	65,409	39 %
None	1,601	26 %	1,043	20 %	794	15 %	31,766	19 %
Arrest	638	11 %	588	11 %	562	12 %	21,786	13 %
Custody	296	5 %	217	4 %	244	5 %	9,989	6 %
Roads/traffic	282	5 %	365	7 %	272	6 %	10,386	6 %
Neighbourhood policing	264	4 %	232	5 %	264	6 %	7,856	5 %
VAWG - dissatisfaction handling	264	4 %	200	4 %	163	3 %	7,183	4 %
Call Handling	255	4 %	331	6 %	235	5 %	7,140	4 %
Domestic / gender abuse	140	2 %	162	3 %	267	6 %	9,507	6 %
Premises search	138	2 %	93	2 %	102	2 %	4,308	3 %
Mental health	134	2 %	146	3 %	123	3 %	5,164	3 %
Public order incident	85	1 %	54	1 %	35	1 %	1,327	1 %
Missing persons	63	1 %	38	1 %	29	1 %	1,077	1 %
Child protection / CSA / CSE	62	1 %	52	1 %	79	2 %	3,021	2 %
Stop and/or search	55	1 %	42	1 %	74	2 %	3,755	2 %
Restraint equipment	28	0 %	38	1 %	46	1 %	1,866	1 %
Death	21	0 %	41	1 %	39	1 %	1,585	1 %
VAWG - police perpetrated	20	0 %	75	1 %	29	1 %	1,085	1 %
Drugs / alcohol	15	0 %	40	1 %	44	1 %	2,046	1 %
Hate Crime	15	0 %	32	1 %	26	1 %	942	1 %
Social media	9	0 %	14	0 %	16	0 %	720	0 %
Firearms	7	0 %	34	1 %	19	0 %	742	0 %
Taser	6	0 %	0	0 %	4	0 %	196	0 %
Fraud	5	0 %	11	0 %	13	0 %	1,113	1 %
Covert policing	4	0 %	3	0 %	3	0 %	86	0 %
Police dogs or horses	1	0 %	2	0 %	2	0 %	102	0 %
Serious injury	1	0 %	1	0 %	4	0 %	346	0 %
Unknown	1	0 %	0	0 %	2	0 %	28	0 %
VAWG - police victim	1	0 %	4	0 %	6	0 %	141	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infection	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restriction	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	4	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	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	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police perpetrated	1	0	0	0	0
VAWG - dissatisfaction handling	212	10	0	4	32
Unknown	0	1	0	0	0
Taser	1	5	0	0	0
Stop and/or search	5	38	0	6	6
Social media	3	0	0	1	1
Serious injury	0	1	0	0	0
Roads/traffic	136	21	7	8	37
Restraint equipment	2	23	1	0	2
Public order incident	58	5	1	2	18
Premises search	18	94	9	2	14
None	834	118	93	77	322
Neighbourhood policing	172	4	0	4	74
Missing persons	43	8	3	0	8
Mental health	57	33	1	5	32
Investigation	1,404	82	64	80	171
Hate Crime	10	1	0	4	0
Fraud	4	0	0	0	0
Firearms	7	0	0	0	0
Drugs / alcohol	12	0	1	0	1
Domestic / gender abuse	104	3	0	7	20
Death	18	0	3	0	0
Custody	25	214	5	9	29
Covert policing	2	0	0	0	0
Child protection / CSA / CSE	49	2	0	2	5
Call Handling	211	0	1	3	38
Arrest	75	376	21	35	107
Total	3,247	1,014	210	244	893

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
▼				
Q4 23/24	64	8	0	72
Q1 24/25	83	0	0	83
Q2 24/25	48	3	0	50
Q3 24/25	41	15	1	56
Q4 24/25	92	2	0	94
Total	328	28	1	355

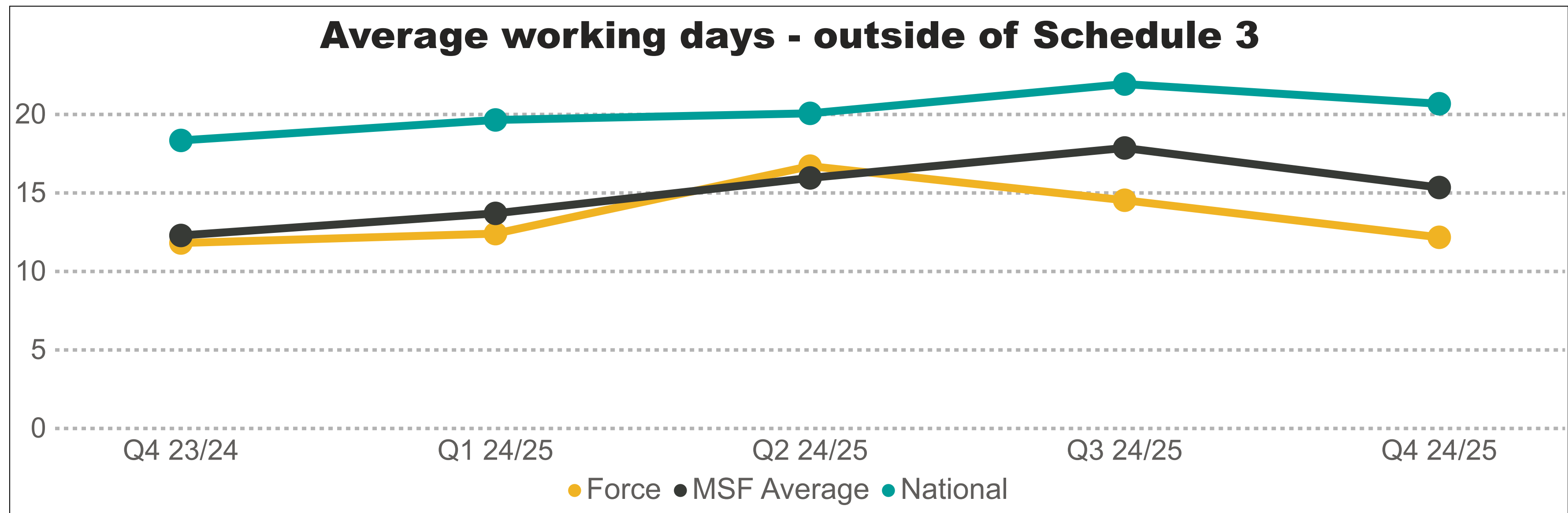
Section A2: Allegations timeliness

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.

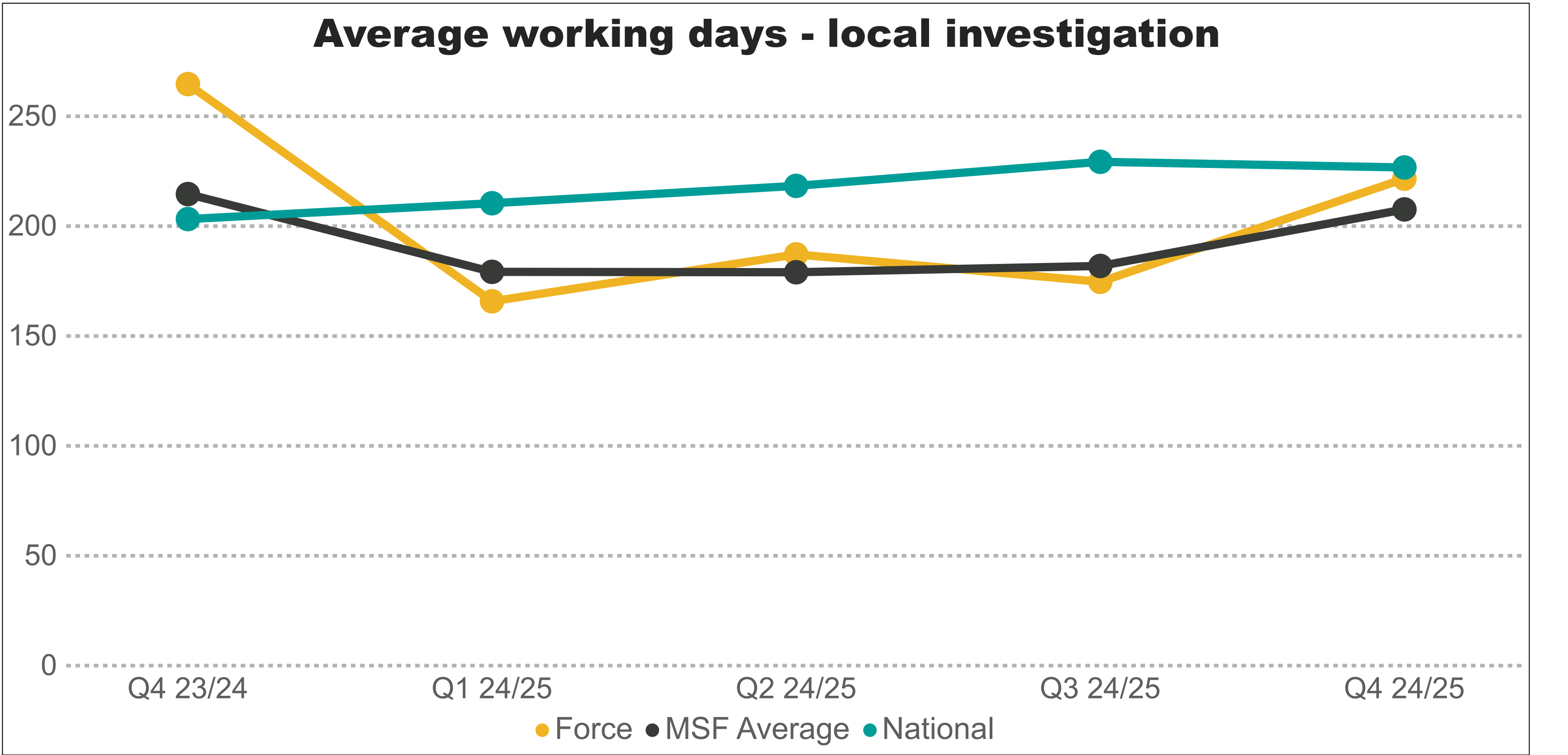
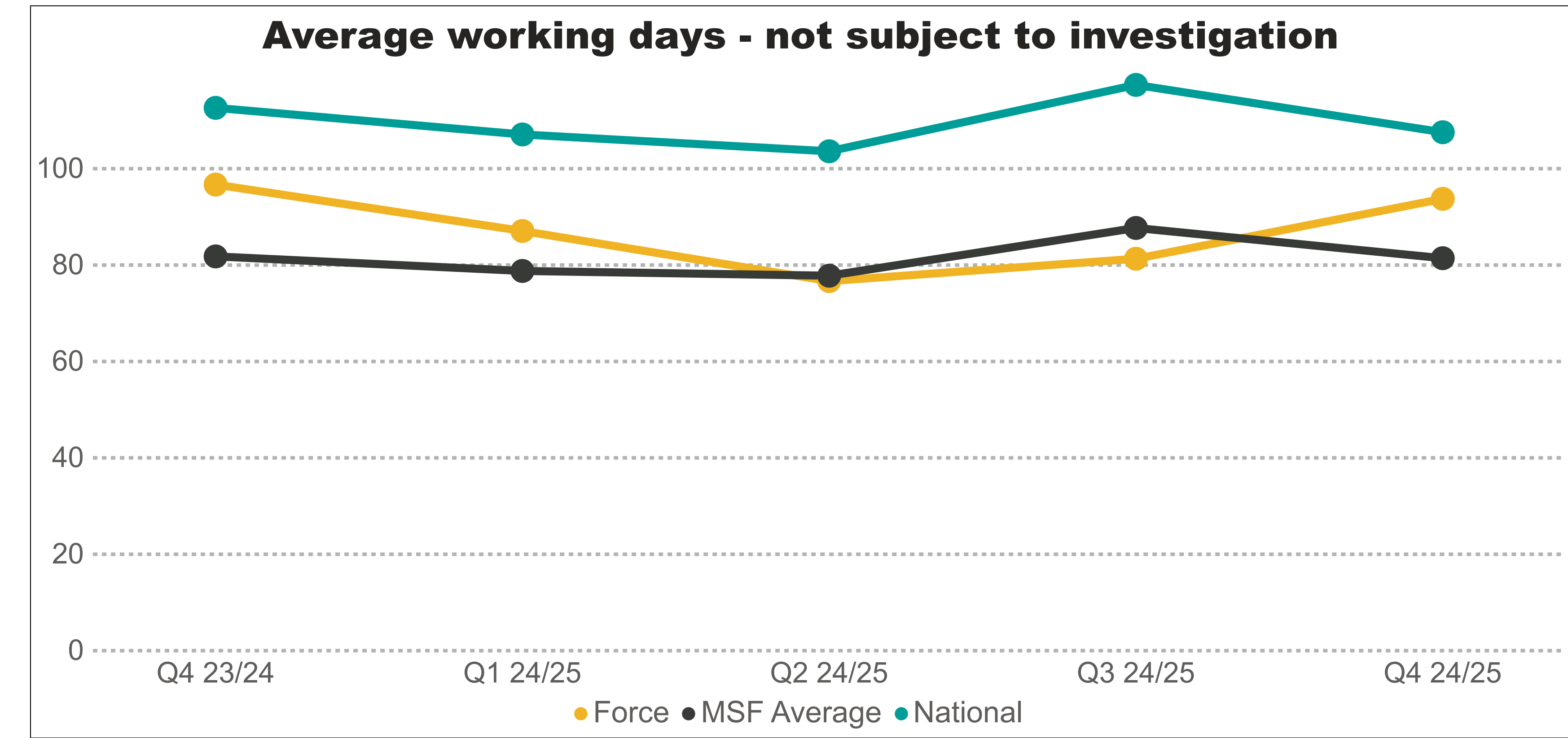
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,998	14	2,994	84	569	188	5	388
SPLY	1,634	13	2,550	101	722	212	8	145
MSF Average	1,895	16	2,228	81	405	180	1	73
National	71,979	20	73,237	109	17,701	220	348	380



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	1	465
MSF Average	0	0
National	23	618



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

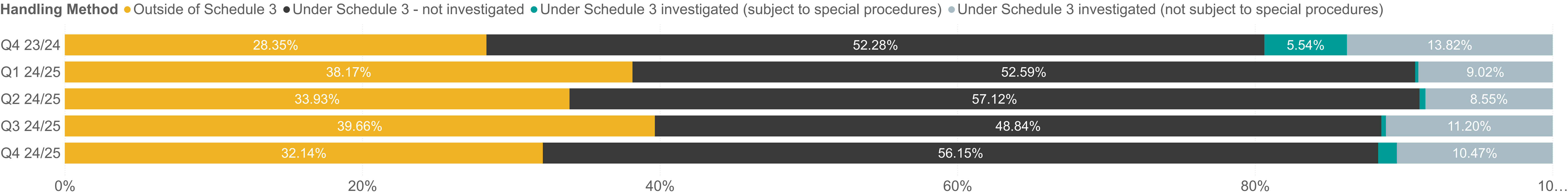
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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

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

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	544	10 %	383	8 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	30	1 %	24	1 %	2,071	1 %
Under Schedule 3 - not investigated	2,994	54 %	2228	49 %	73,237	45 %
Outside of Schedule 3	1,998	36 %	1895	43 %	71,979	44 %
Total	5,566	100 %	4530	100 %	163,288	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					364	12 %	5,604	8 %	2	7 %	26	1 %	32	6 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					237	8 %	6,698	9 %			38	2 %	97	18 %	1,499	9 %
Service provided - not acceptable					351	12 %	9,844	13 %			79	4 %	64	12 %	1,931	12 %
Service provided - acceptable					1939	65 %	48,901	67 %	1	3 %	338	16 %	336	62 %	11,450	72 %
Not Resolved	53	3 %	3,637	5 %												
Resolved	1945	97 %	68,336	95 %												
No Case to Answer									17	57 %	1,081	52 %				
Case to Answer									10	33 %	454	22 %				
Withdrawal					103	3 %	2,080	3 %			52	3 %	15	3 %	426	3 %

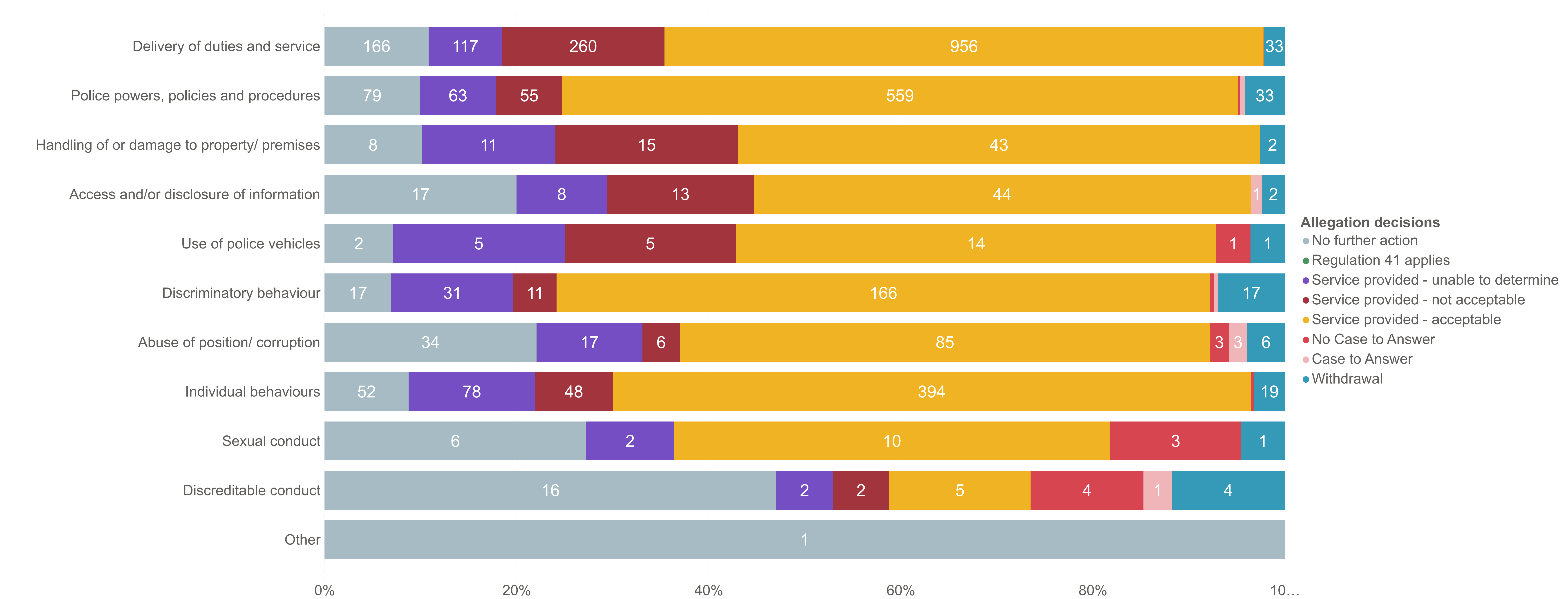
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,436	105	120	4	52	1	2	220	0	3	2	1,945
Not Resolved	29	1	1	0	3	1	1	16	0	0	1	53

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	3	0 %	2	0 %	11	1 %	272	0 %
Learning from reflection	11	1 %	12	1 %	95	5 %	1,991	3 %
Policy review	0	0 %	1	0 %	3	0 %	59	0 %
Goodwill gesture	1	0 %	0	0 %	2	0 %	114	0 %
Apology	149	7 %	121	7 %	156	7 %	6,555	9 %
Debrief	3	0 %	1	0 %	19	1 %	545	1 %
Explanation	1,593	80 %	1,288	79 %	1,332	70 %	45,379	63 %
No further action	129	6 %	111	7 %	186	11 %	8,079	11 %
Other action	103	5 %	92	6 %	78	4 %	8,339	12 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations. 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	39	1 %	17	1 %	19	1 %	813	1 %
Apology	115	3 %	158	5 %	133	5 %	3,493	4 %
Debrief	4	0 %	1	0 %	4	0 %	2,874	3 %
Explanation	1,488	42 %	754	23 %	1,528	63 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	2	0 %	29	0 %
No further action	1,682	47 %	2,044	62 %	734	24 %	19,619	21 %
Other action	16	0 %	17	1 %	66	2 %	921	1 %
Learning from reflection	182	5 %	209	6 %	117	4 %	5,009	5 %
Referral to RPRP	21	1 %	53	2 %	16	1 %	1,426	2 %

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

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

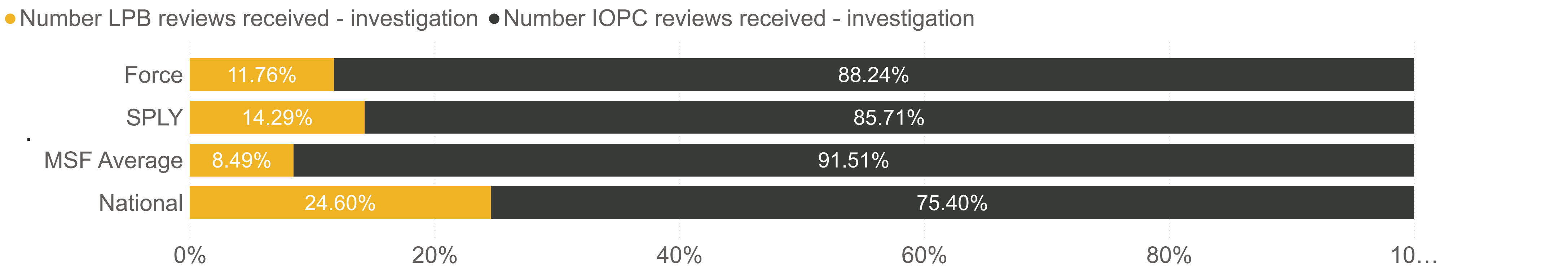
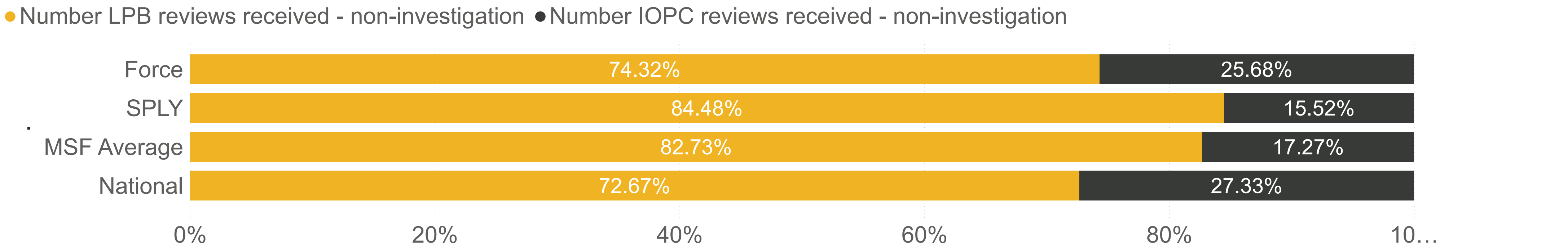
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	4	13 %	16	13 %	2	10 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	3 %	11	1 %
Other actions following a case to answer decision	3	10 %	0	0 %	2	9 %	139	7 %
Referral to RPRP	2	7 %	33	26 %	3	18 %	354	17 %

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](#)

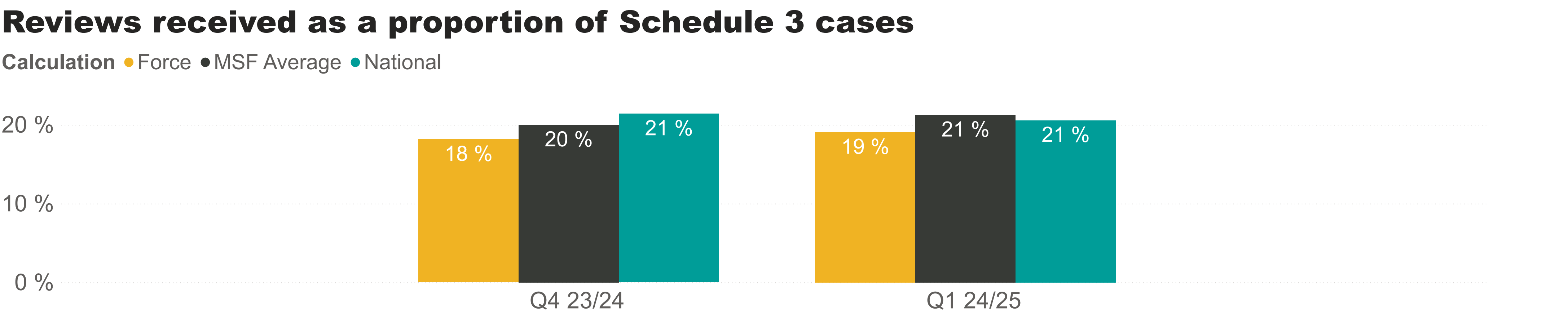
Non-investigation reviews received	LPB	IOPC
Force	136	47
SPLY	147	27
MSF Average	131	27
National	3,938	1,481

Investigation reviews received	LPB	IOPC
Force	4	30
SPLY	5	30
MSF Average	2	24
National	309	947



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	217	1,104
SPLY	209	1,157
MSF Average	185	890
National	6,675	31,687



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	6	9	57	48
Average number of working days to complete IOPC reviews	156	141	145	148

Section C2: Outcomes on reviews

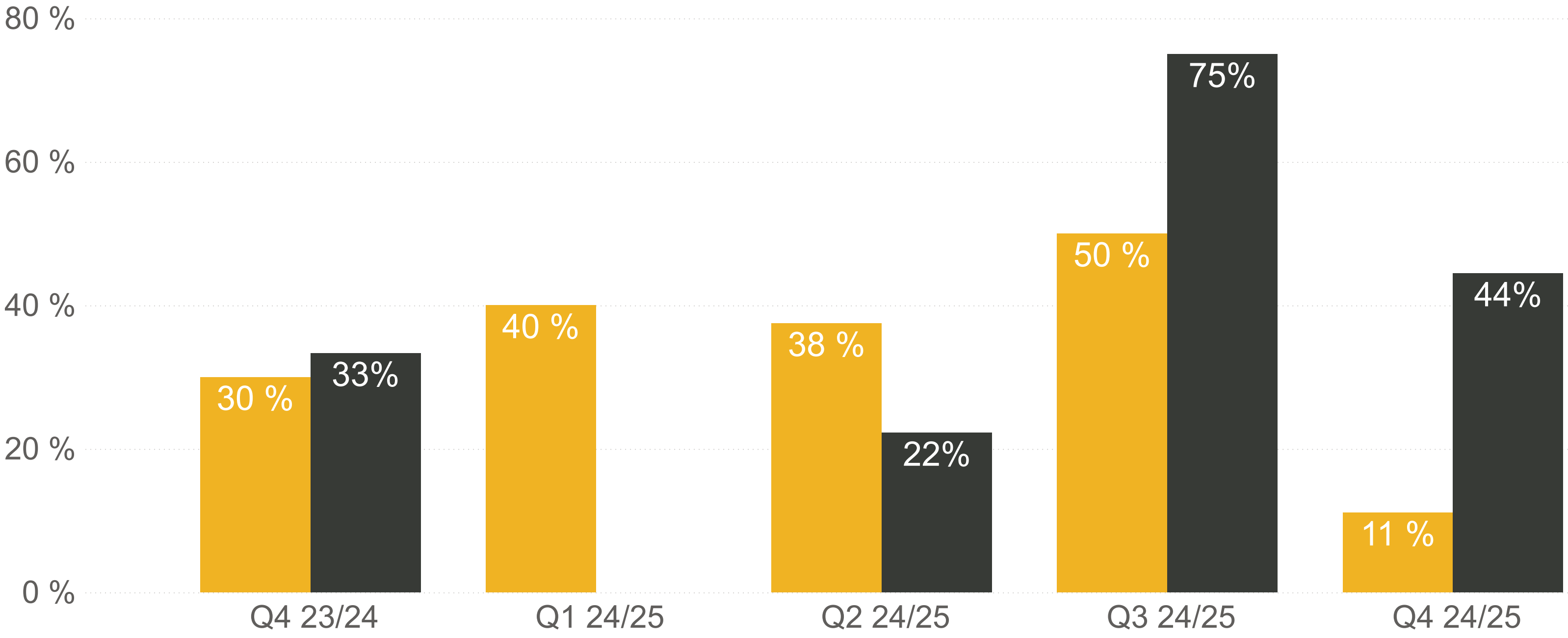
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	28	9	4	
SPLY	31	5	5	1
MSF Average	24	7	1	
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	26	9	127	25
SPLY	23	8	146	33
MSF Average	22	5	114	19
National	1,112	330	3,747	802

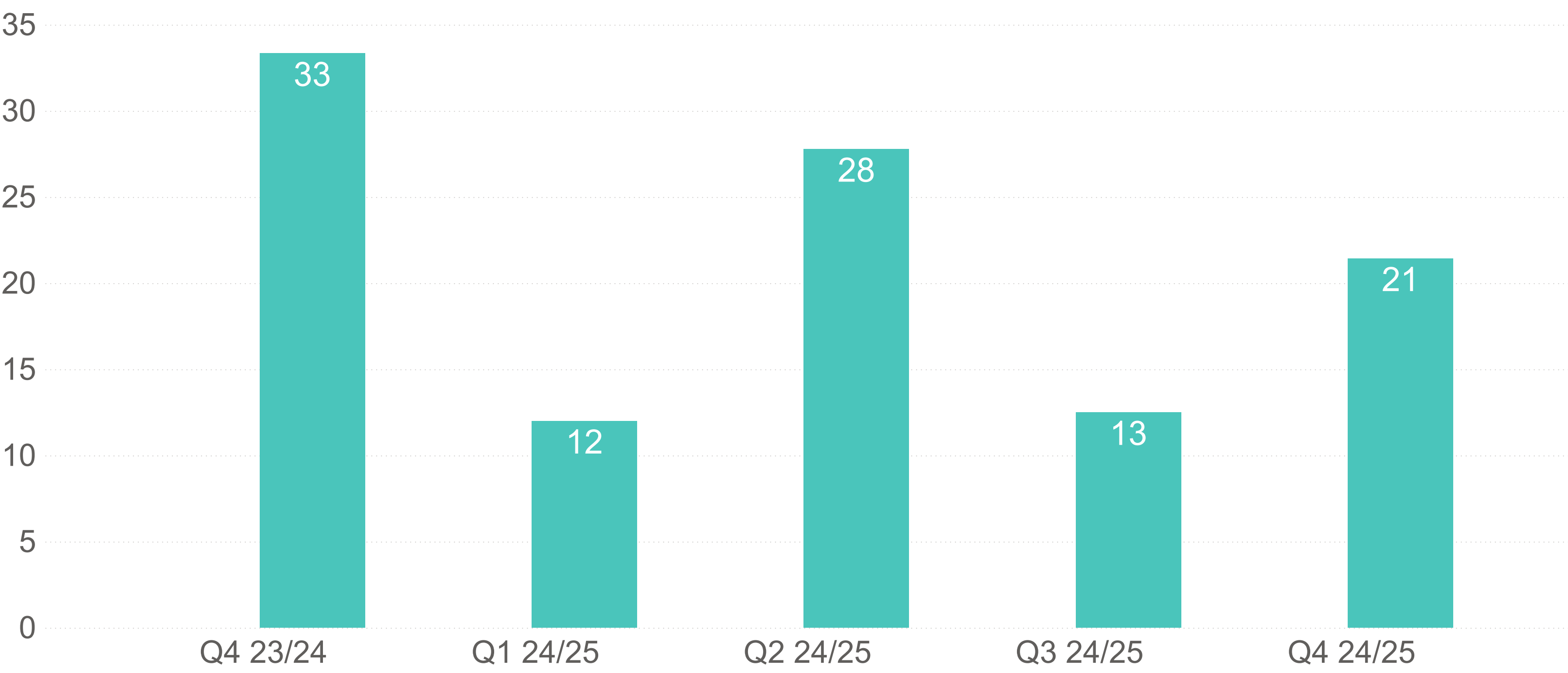
% IOPC reviews upheld - Force

Investigation Non-investigation



% LPB Reviews upheld - Force

Investigation Non-investigation



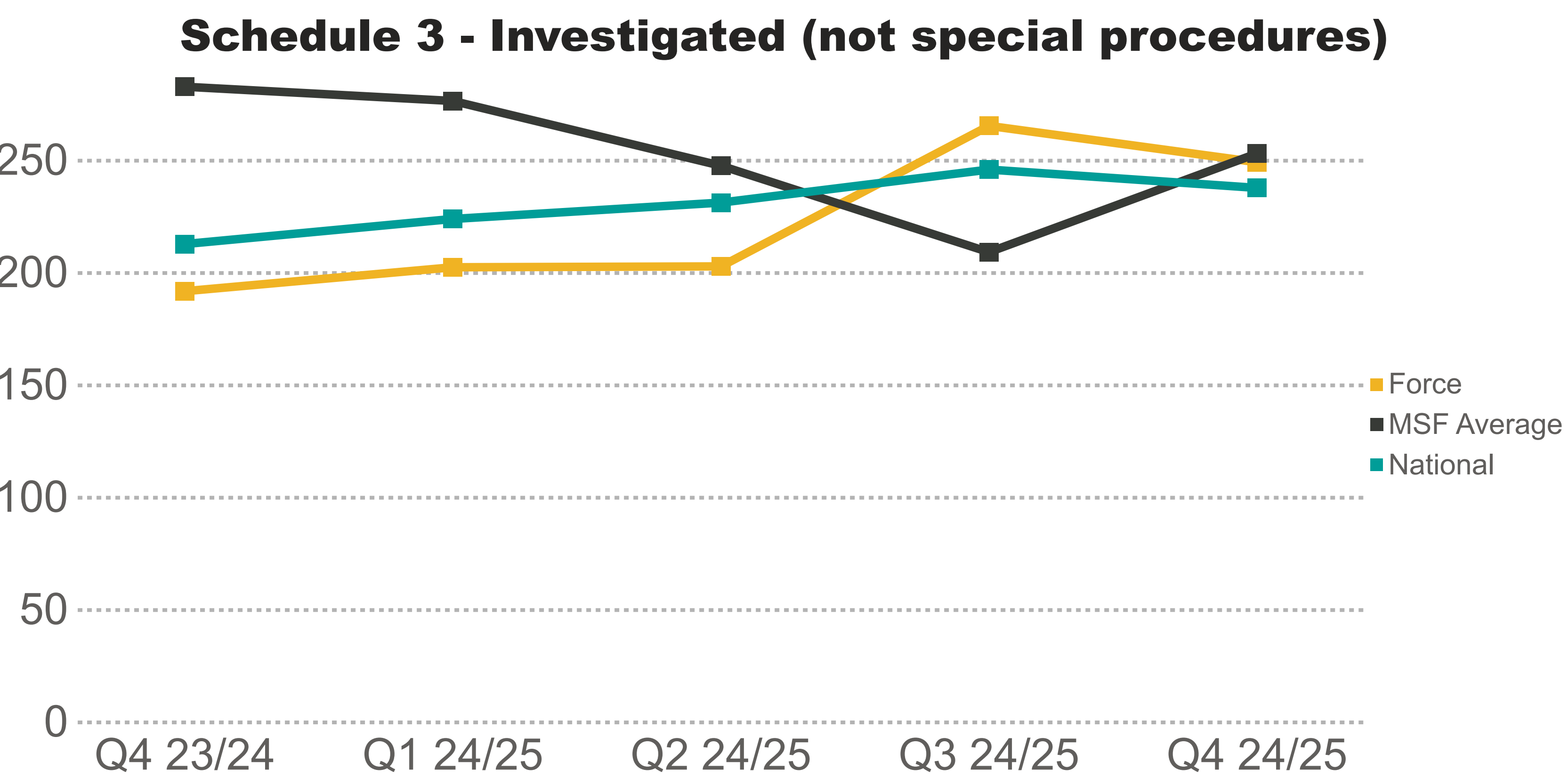
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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.

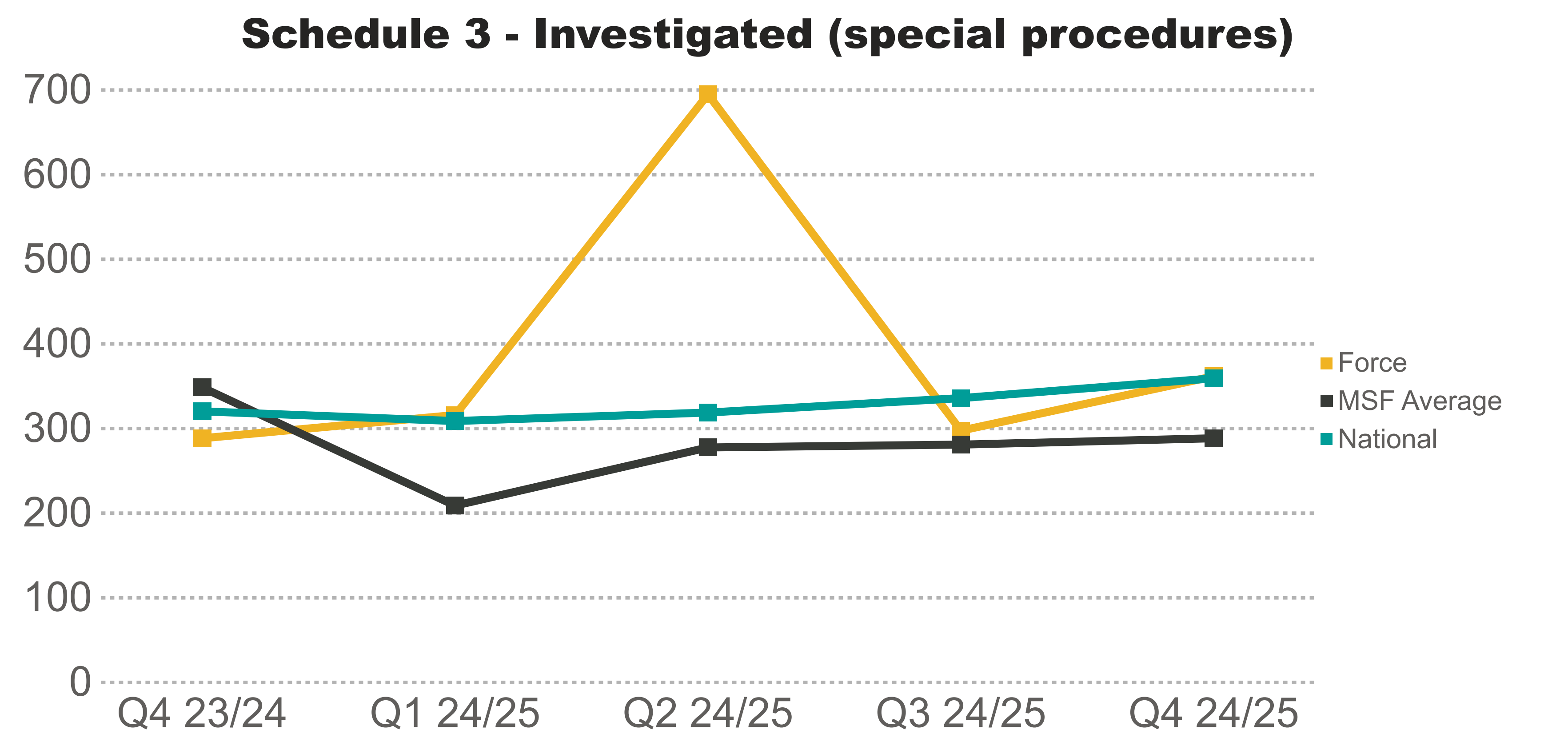
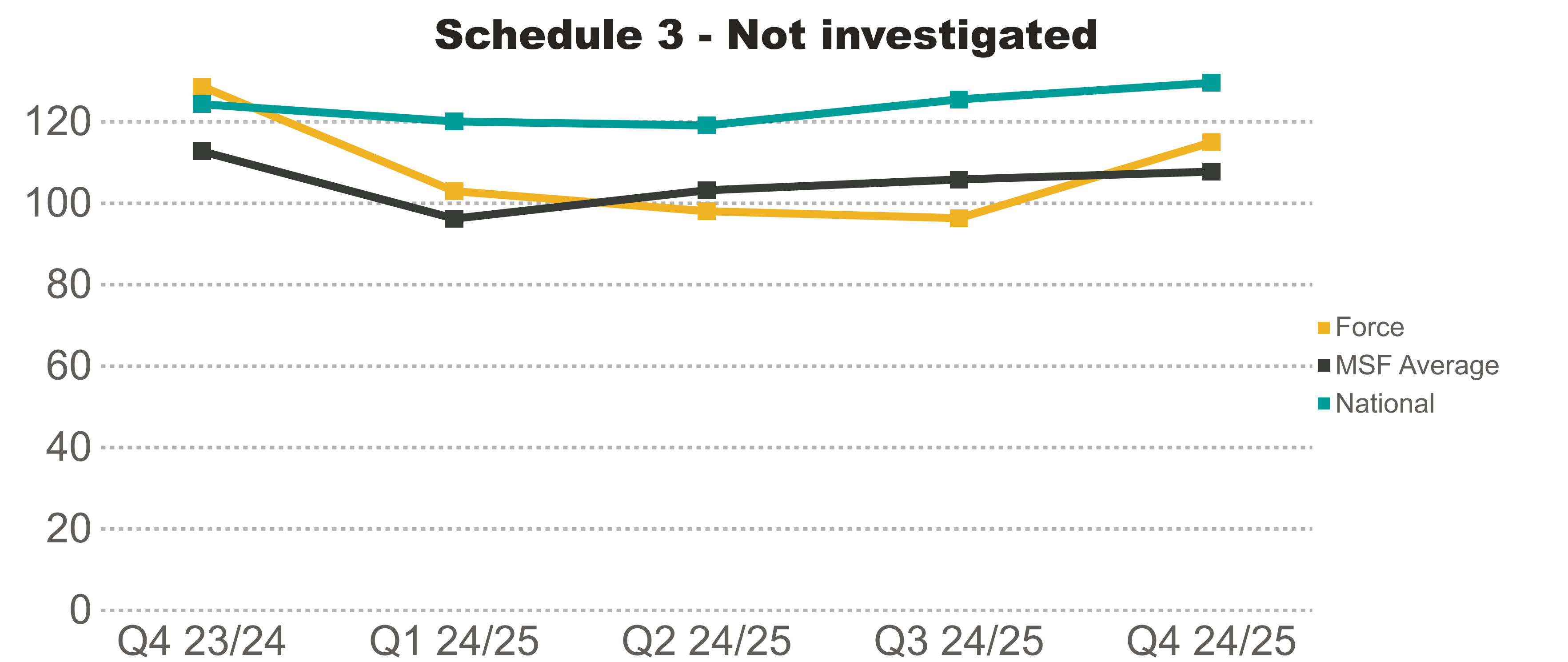
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with 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)	402	253	345	329
Under Schedule 3 investigated (not subject to special procedures)	228	207	234	234
Under Schedule 3 - not investigated	104	123	103	124
Total	123	136	120	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	954	986	779	25,876
Under Schedule 3 investigated (not subject to special procedures)	135	154	100	5,122
Under Schedule 3 investigated (subject to special procedures)	15	17	11	689
Total	1,104	1,157	890	31,687



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex



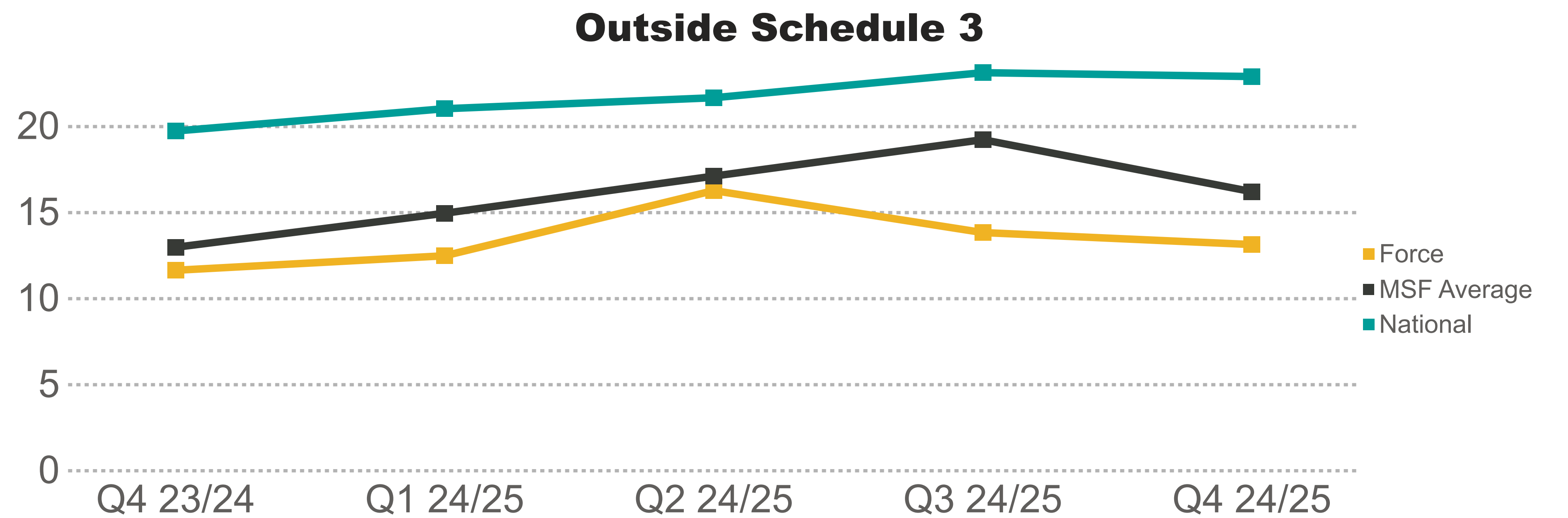
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	1543	1330	1545	60061
Average days to finalise complaint cases handled outside of Schedule 3	14	13	17	22

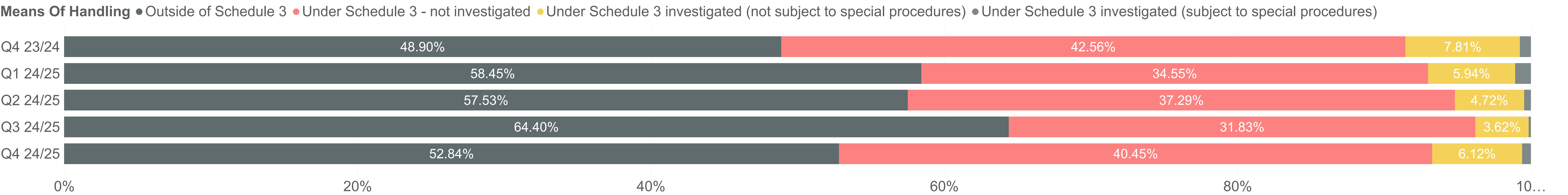


Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,543	58%	1,330	53%	1,545	63%	60,061	65%
Under Schedule 3 - not investigated	954	36%	986	40%	779	32%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	135	5%	154	6%	100	4%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	15	1%	17	1%	11	0%	689	1%
Total	2,647	100%	2,487	100%	2,435	100%	91,750	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.

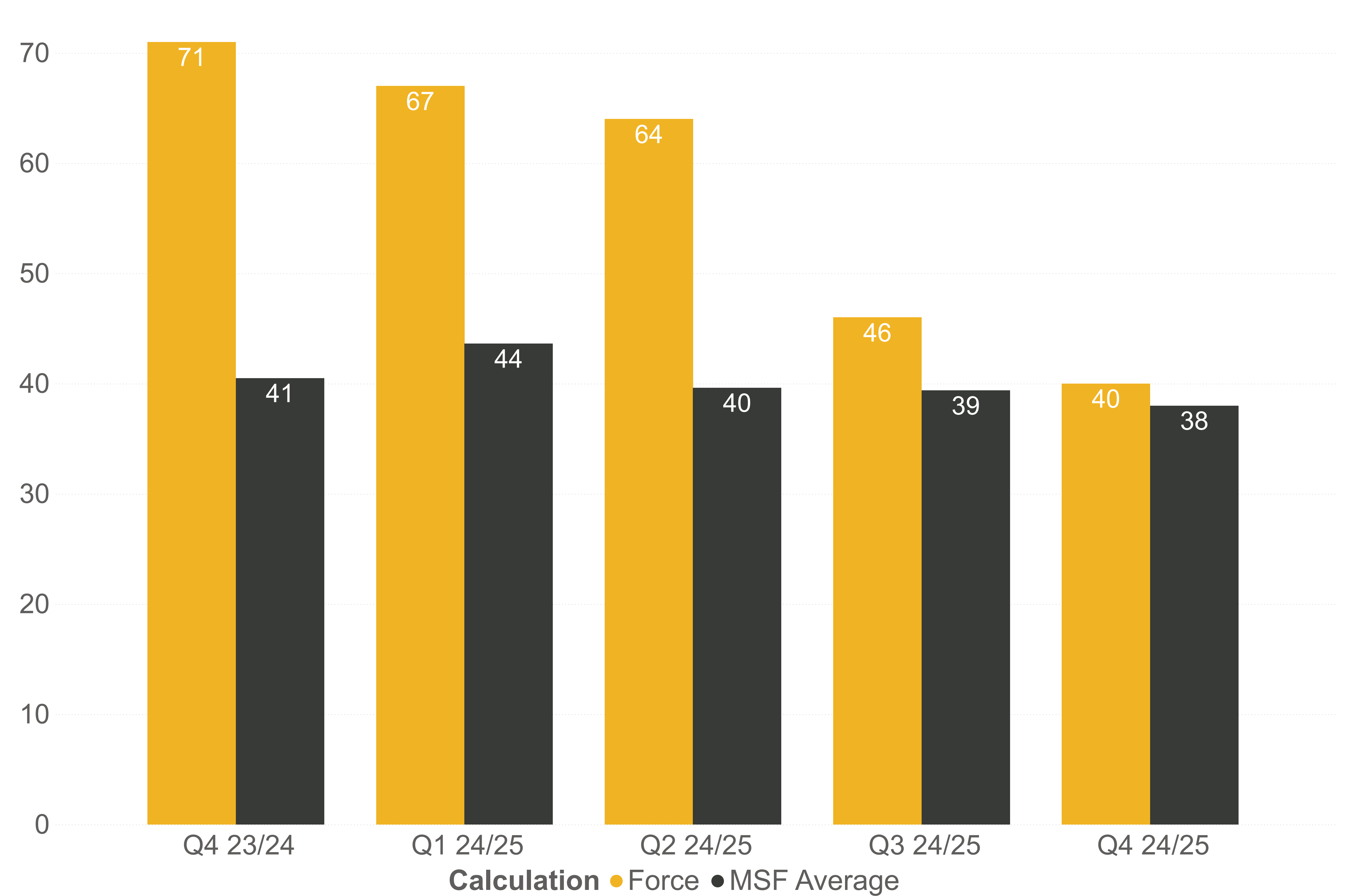
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	217	264	161	6,713
Number referrals completed	217	264	162	6,786
Decision: Independent Investigation	7	23	8	351
Decision: Directed Investigation	0	0	0	30
Decision: Local Investigation	152	192	88	3,629
Decision: Return to Force	56	42	61	2,634
Decision: Invalid	2	7	4	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

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 \(February 2020\)](#).