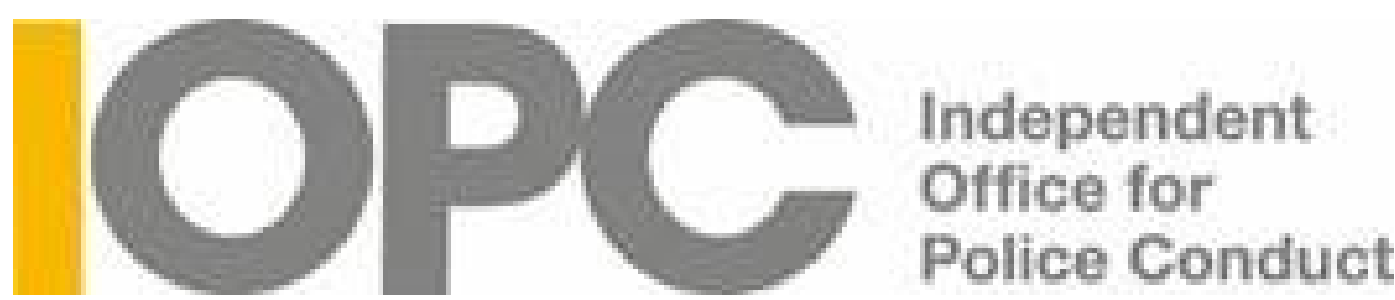


Police Complaints Information Bulletin: Beds, Cambs, Herts



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

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.

Please note: Due to one force being unable to submit data for this quarter, national figures are incomplete. Therefore these figures should not be considered definitive.

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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

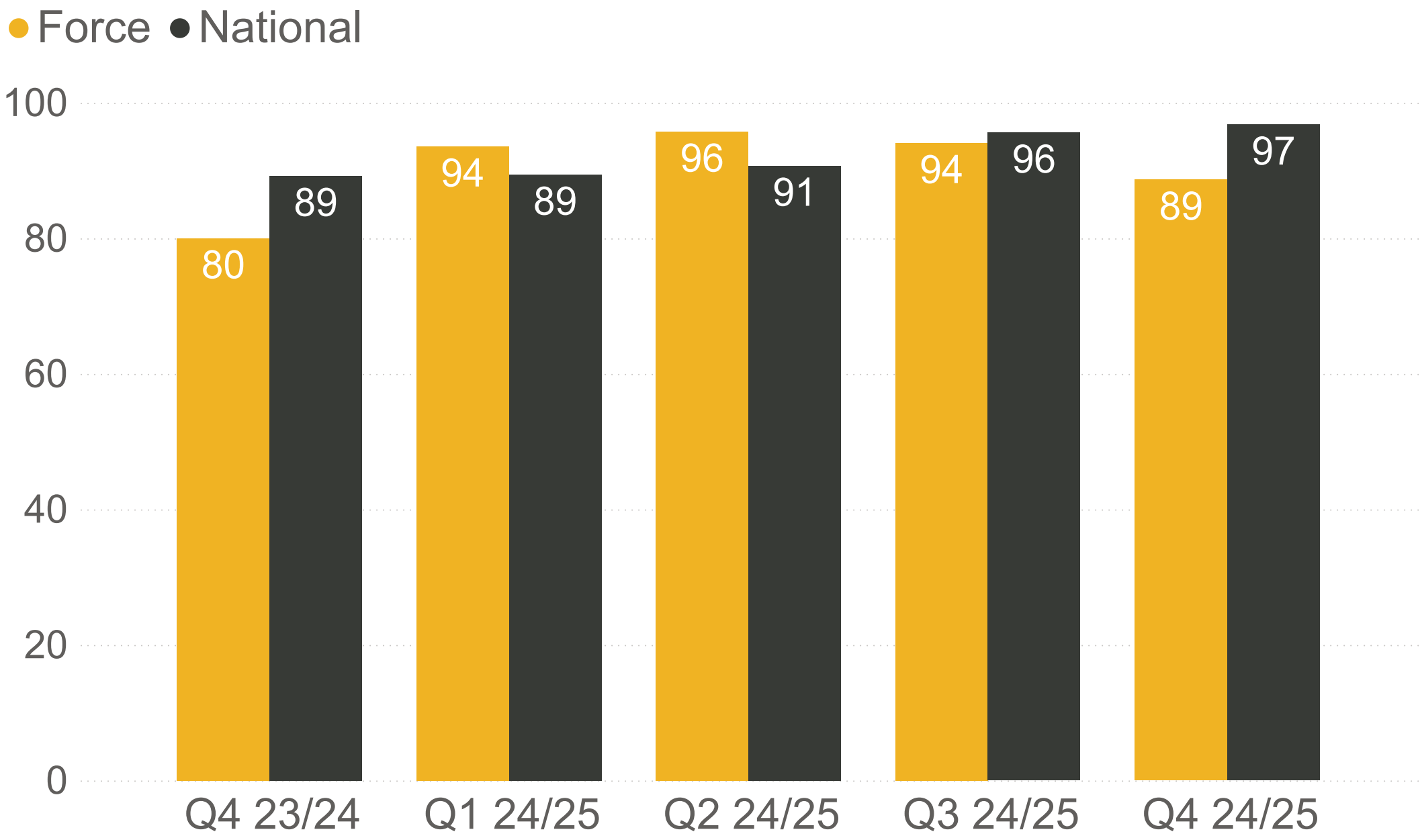
Section A1.1: Complaint cases and allegations logged

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. Contact and log days are from the customer perspective.

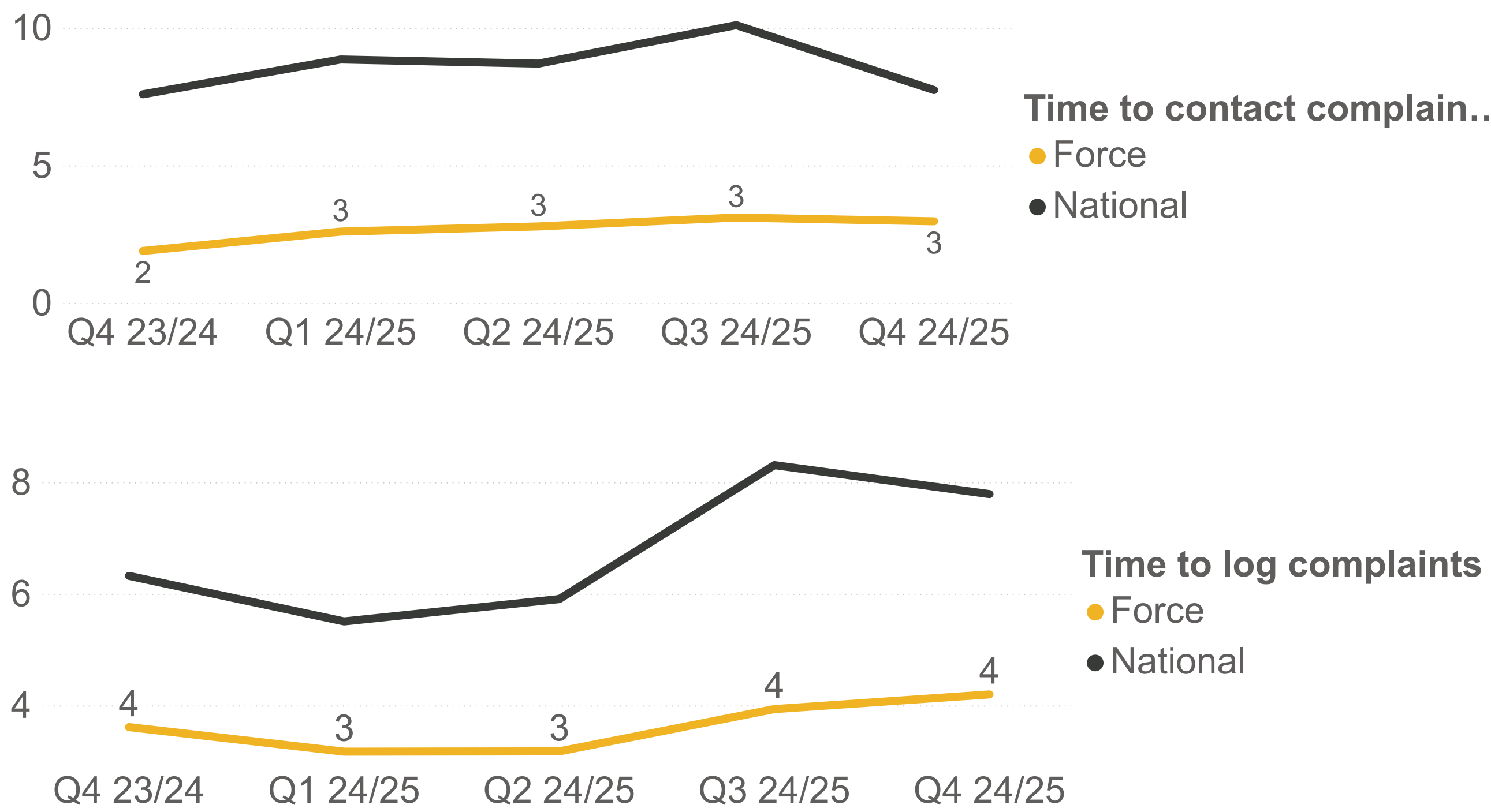
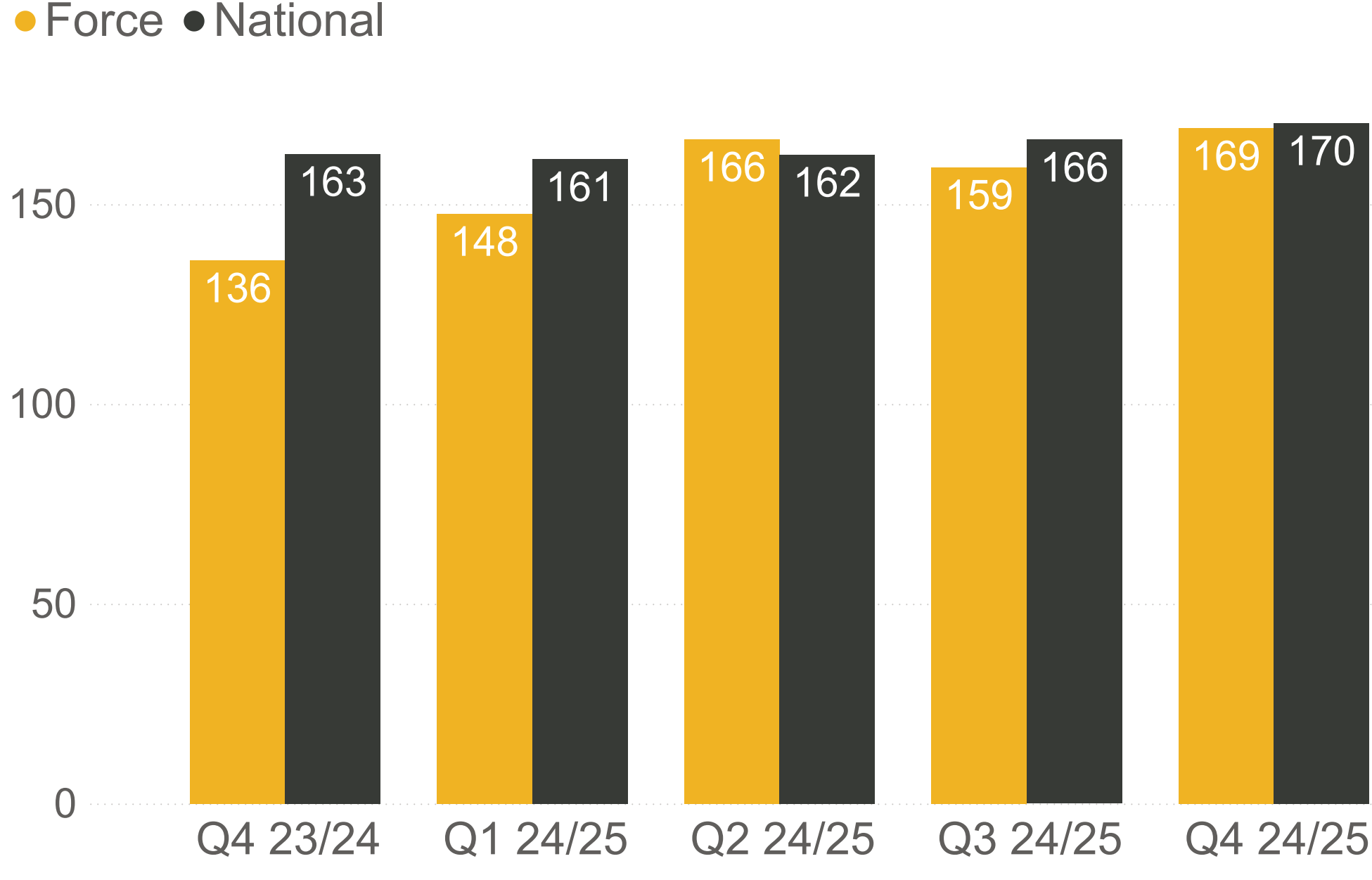
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	3,726	372	6,431	642	3	4
SPLY	3,446	347	6,058	610	2	3
National	94,940	373	168,249	660	9	7

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



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

For space reasons, the figures in the above charts are the force averages only

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	National
AA/body responsible for initial handling decides	178	205	12,831
Complainant wishes the complaint be recorded	132	102	6,465
Dissatisfaction after initial handling	332	288	5,283
Nature of the allegation(s) in the complaint	369	406	7,593
Total	1,011	1,001	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	National
AA/body responsible for initial handling decides	18 %	20 %	40 %
Complainant wishes the complaint be recorded	13 %	10 %	20 %
Dissatisfaction after initial handling	33 %	29 %	16 %
Nature of the allegation(s) in the complaint	36 %	41 %	24 %

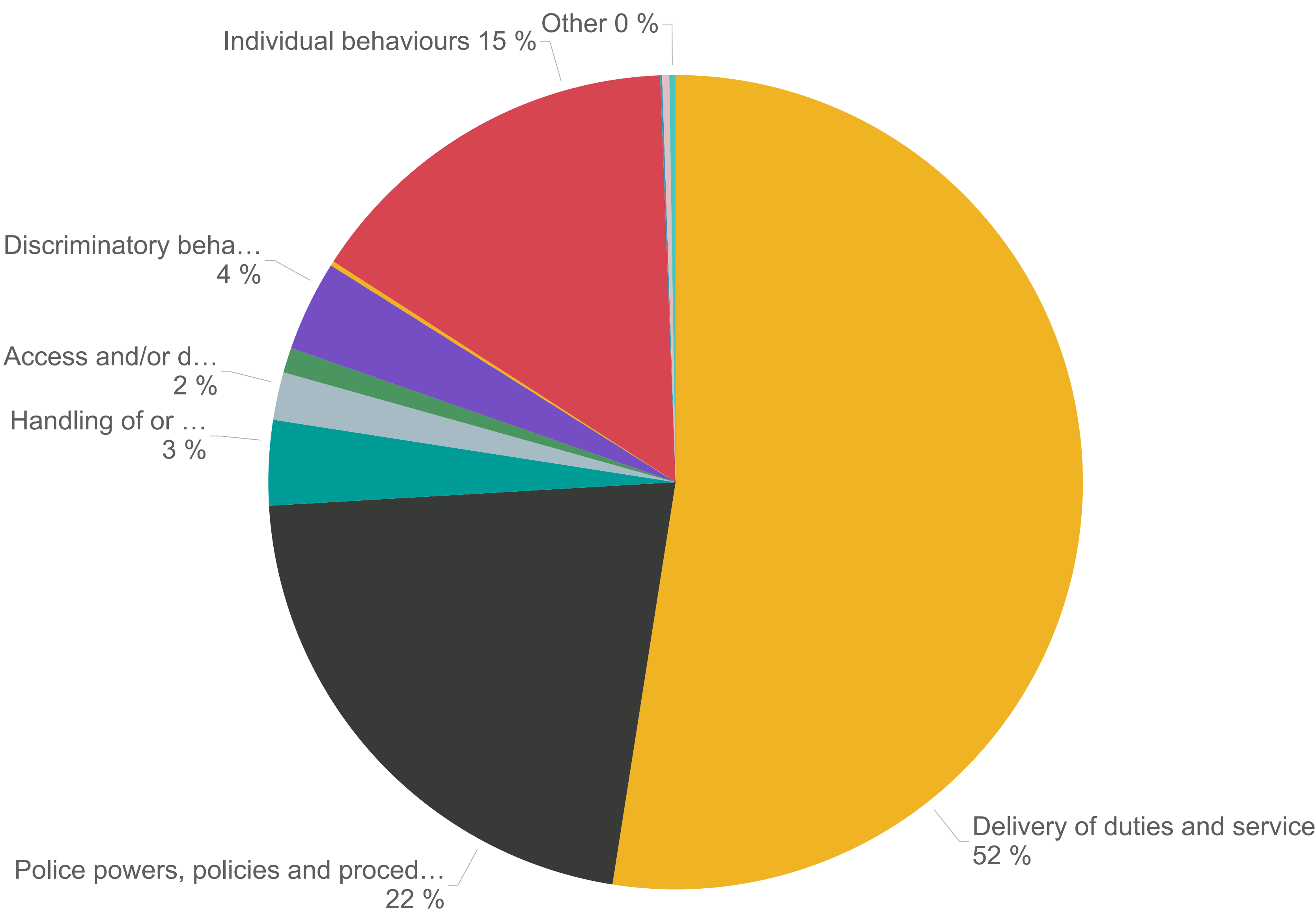
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

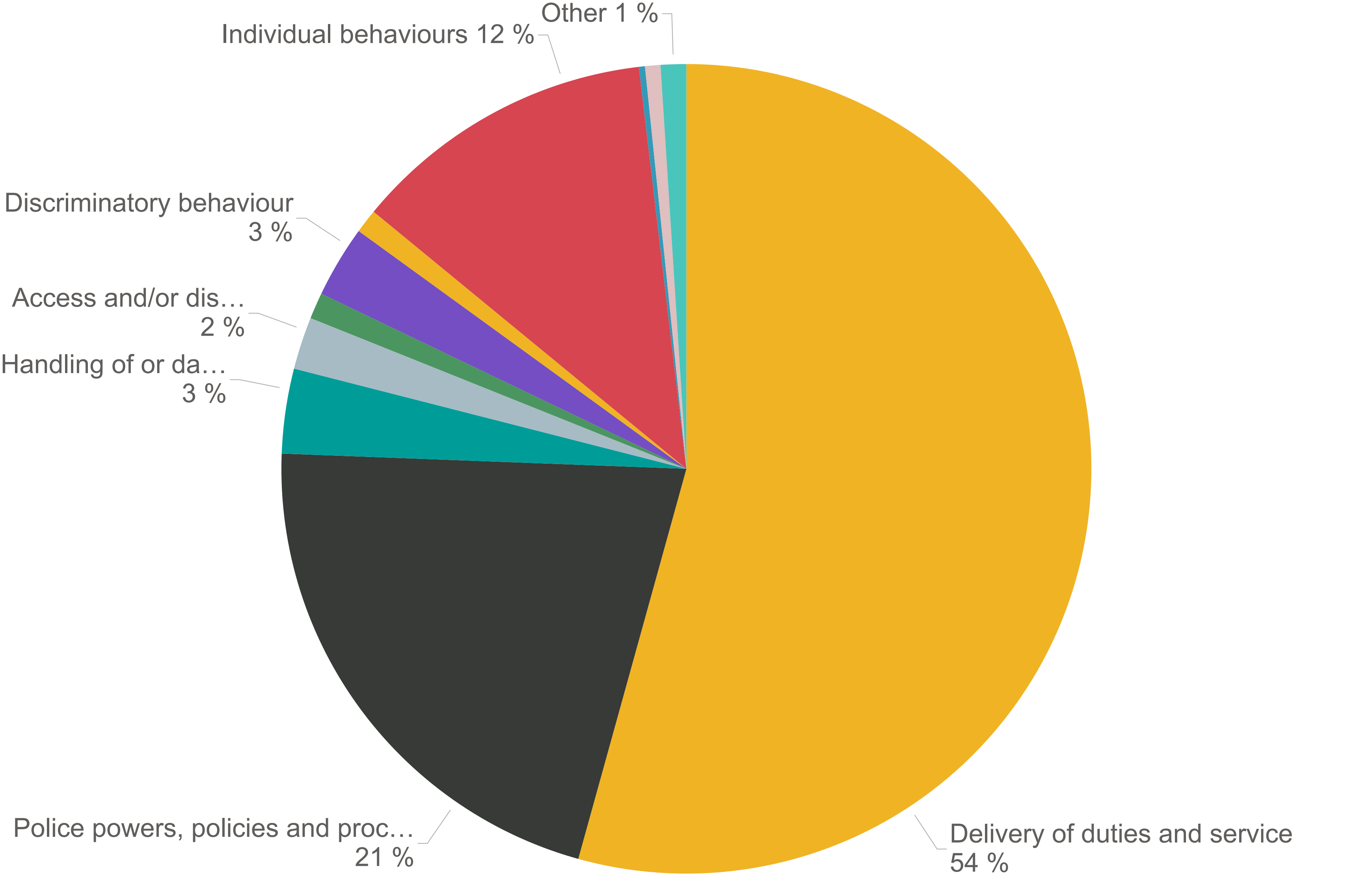
What has been complained about (YTD)

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	3,375	1,389	217	122	64	231	12	982	5	18	16	6,431
SPLY	2,950	1,279	260	128	65	231	51	1,039	8	27	20	6,058
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		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	3,375	52 %	2,950	49 %	91,353	54 %
	Police action following contact	1,620	48 %	1,423	48 %	37,667	41 %
	Decisions	699	21 %	650	22 %	13,479	15 %
	Information	654	19 %	588	20 %	10,515	12 %
	General level of service	402	12 %	289	10 %	29,691	32 %
	Searches of premises and seizure of property	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	1,389	22 %	1,279	21 %	35,830	21 %
	Use of force	322	23 %	320	25 %	8,826	25 %
	Power to arrest and detain	279	20 %	237	19 %	6,460	18 %
	Detention in police custody	194	14 %	178	14 %	5,122	14 %
	Other policies and procedures	173	12 %	136	11 %	3,735	10 %
	Searches of premises and seizure of property	146	11 %	168	13 %	4,603	13 %
	Evidential procedures	103	7 %	83	6 %	2,631	7 %
	Bail, identification and interview procedures	98	7 %	77	6 %	2,122	6 %
	Stops, and stop and search	46	3 %	67	5 %	1,790	5 %
	Out of court disposals	28	2 %	13	1 %	540	2 %
	Information	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	982	15 %	1,039	17 %	20,480	12 %
	Unprofessional attitude and disrespect	277	28 %	334	32 %	5,808	28 %
	Impolite language / tone	268	27 %	216	21 %	5,352	26 %
	Lack of fairness and impartiality	157	16 %	177	17 %	2,807	14 %
	Overbearing or harassing behaviours	149	15 %	200	19 %	3,415	17 %
	Impolite and intolerant actions	131	13 %	112	11 %	3,098	15 %
Discriminatory behaviour	Total	231	4 %	231	4 %	4,832	3 %
	Race	125	54 %	119	52 %	2,335	48 %
	Disability	45	19 %	61	26 %	911	19 %
	Sex	37	16 %	34	15 %	769	16 %
	Age	6	3 %	1	0 %	73	2 %
	Sexual orientation	6	3 %	6	3 %	134	3 %
	Religion or belief	5	2 %	6	3 %	127	3 %
	Other	5	2 %	4	2 %	421	9 %
	Gender reassignment	1	0 %	0	0 %	56	1 %
	Pregnancy and maternity	1	0 %	0	0 %	4	0 %
	Marriage and civil partnership	0	0 %	0	0 %	2	0 %
Access and/or disclosure of information	Total	122	2 %	128	2 %	3,518	2 %
	Disclosure of information	90	74 %	96	75 %	2,349	67 %
	Handling of information	18	15 %	17	13 %	789	22 %
	Use of police systems	11	9 %	12	9 %	245	7 %
	Accessing and handling of information from other sources	3	2 %	3	2 %	133	4 %
	Decisions	0	0 %	0	0 %	0	0 %
	Information	0	0 %	0	0 %	2	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		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	2,761	43 %	1,970	33 %	65,409	39 %
None	979	15 %	1,439	24 %	31,766	19 %
Arrest	977	15 %	583	10 %	21,786	13 %
Call Handling	518	8 %	499	8 %	7,140	4 %
Domestic / gender abuse	443	7 %	342	6 %	9,507	6 %
Custody	400	6 %	324	5 %	9,989	6 %
Roads/traffic	324	5 %	348	6 %	10,386	6 %
Neighbourhood policing	293	5 %	350	6 %	7,856	5 %
Mental health	223	3 %	223	4 %	5,164	3 %
VAWG - dissatisfaction handling	200	3 %	174	3 %	7,183	4 %
Premises search	173	3 %	220	4 %	4,308	3 %
Child protection / CSA / CSE	142	2 %	121	2 %	3,021	2 %
Stop and/or search	121	2 %	168	3 %	3,755	2 %
Restraint equipment	109	2 %	143	2 %	1,866	1 %
Drugs / alcohol	97	2 %	143	2 %	2,046	1 %
Firearms	60	1 %	59	1 %	742	0 %
Fraud	44	1 %	27	0 %	1,113	1 %
Missing persons	44	1 %	32	1 %	1,077	1 %
Public order incident	43	1 %	71	1 %	1,327	1 %
Hate Crime	40	1 %	32	1 %	942	1 %
Death	27	0 %	37	1 %	1,585	1 %
Social media	25	0 %	24	0 %	720	0 %
VAWG - police perpetrated	17	0 %	35	1 %	1,085	1 %
Serious injury	15	0 %	43	1 %	346	0 %
Police dogs or horses	5	0 %	6	0 %	102	0 %
Taser	5	0 %	13	0 %	196	0 %
Covert policing	3	0 %	1	0 %	86	0 %
PPDA	2	0 %	0	0 %	65	0 %
Unknown	1	0 %	1	0 %	28	0 %
Coronavirus - other	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	4	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	12	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	24	0 %
VAWG - police victim	0	0 %	2	0 %	141	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	6	0	1	3
VAWG - dissatisfaction handling	145	27	1	3	21
Unknown	0	1	0	0	0
Taser	0	5	0	0	0
Stop and/or search	26	63	4	10	13
Social media	14	1	1	1	3
Serious injury	9	4	1	0	0
Roads/traffic	143	48	4	4	61
Restraint equipment	8	98	0	1	2
Public order incident	19	12	0	1	11
Premises search	26	92	35	0	17
PPDA	2	0	0	0	0
Police dogs or horses	1	1	0	0	1
None	548	98	46	44	183
Neighbourhood policing	202	18	3	3	63
Missing persons	24	9	0	0	10
Mental health	107	43	4	13	51
Investigation	1,903	282	86	101	328
Hate Crime	29	1	0	6	3
Fraud	36	2	0	0	6
Firearms	27	23	4	1	4
Drugs / alcohol	47	25	10	0	13
Domestic / gender abuse	278	80	13	4	64
Death	20	5	1	0	1
Custody	58	269	16	10	42
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	95	18	1	1	21
Call Handling	335	11	1	6	159
Arrest	189	588	46	45	99
Total	3,372	1,388	217	231	982

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	37	12	0	47
Q1 24/25	45	6	0	51
Q2 24/25	81	4	0	84
Q3 24/25	34	6	0	40
Q4 24/25	40	1	0	41
Total	237	29	0	263

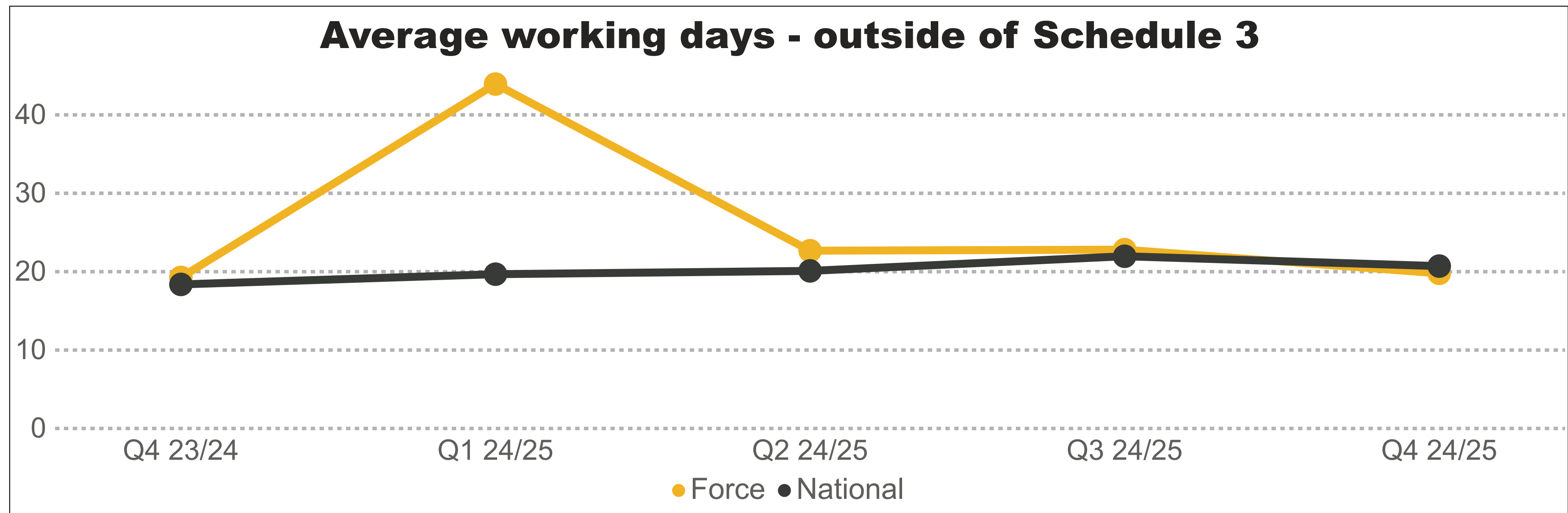
Section A2: Allegations timeliness

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.

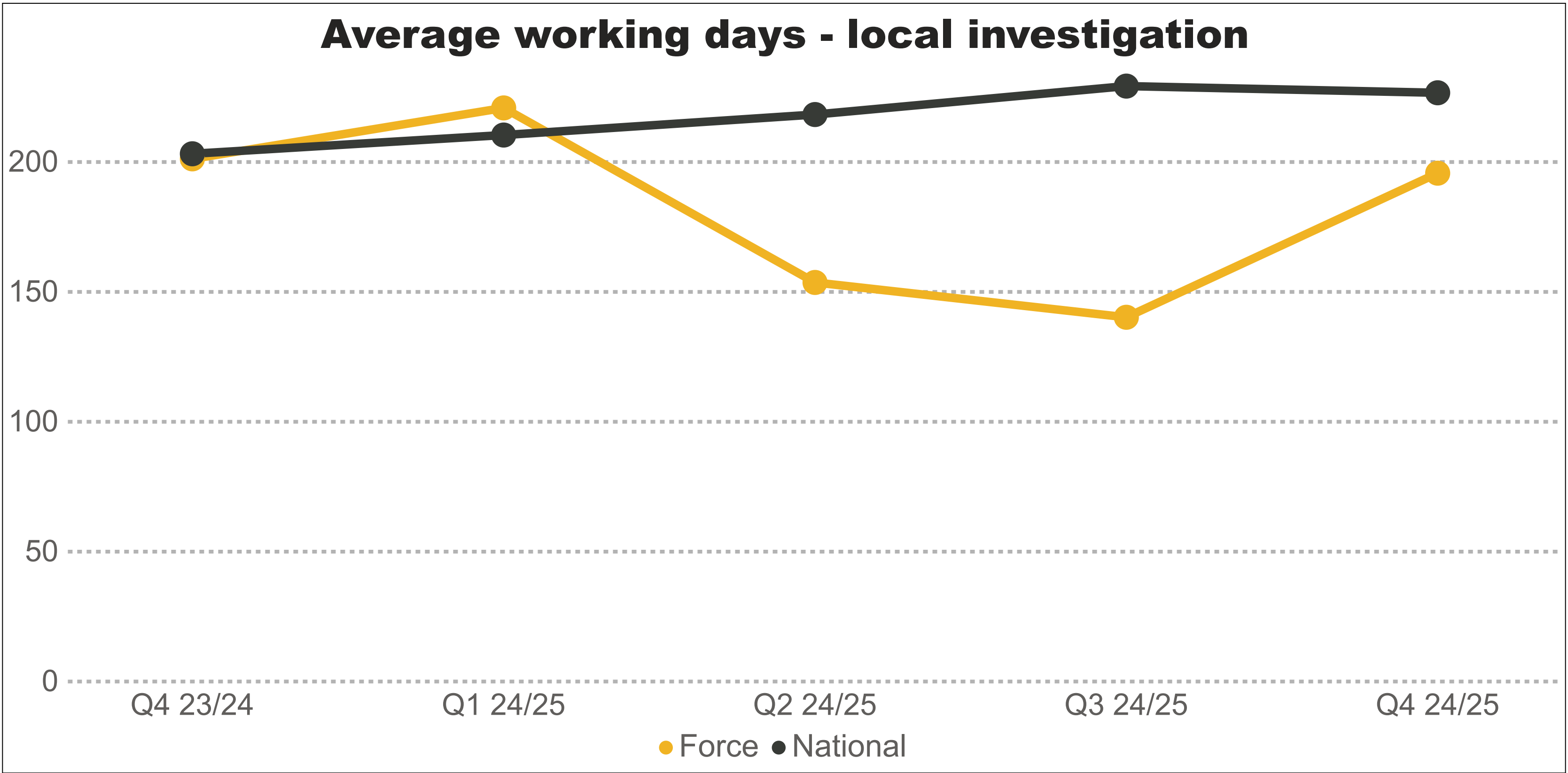
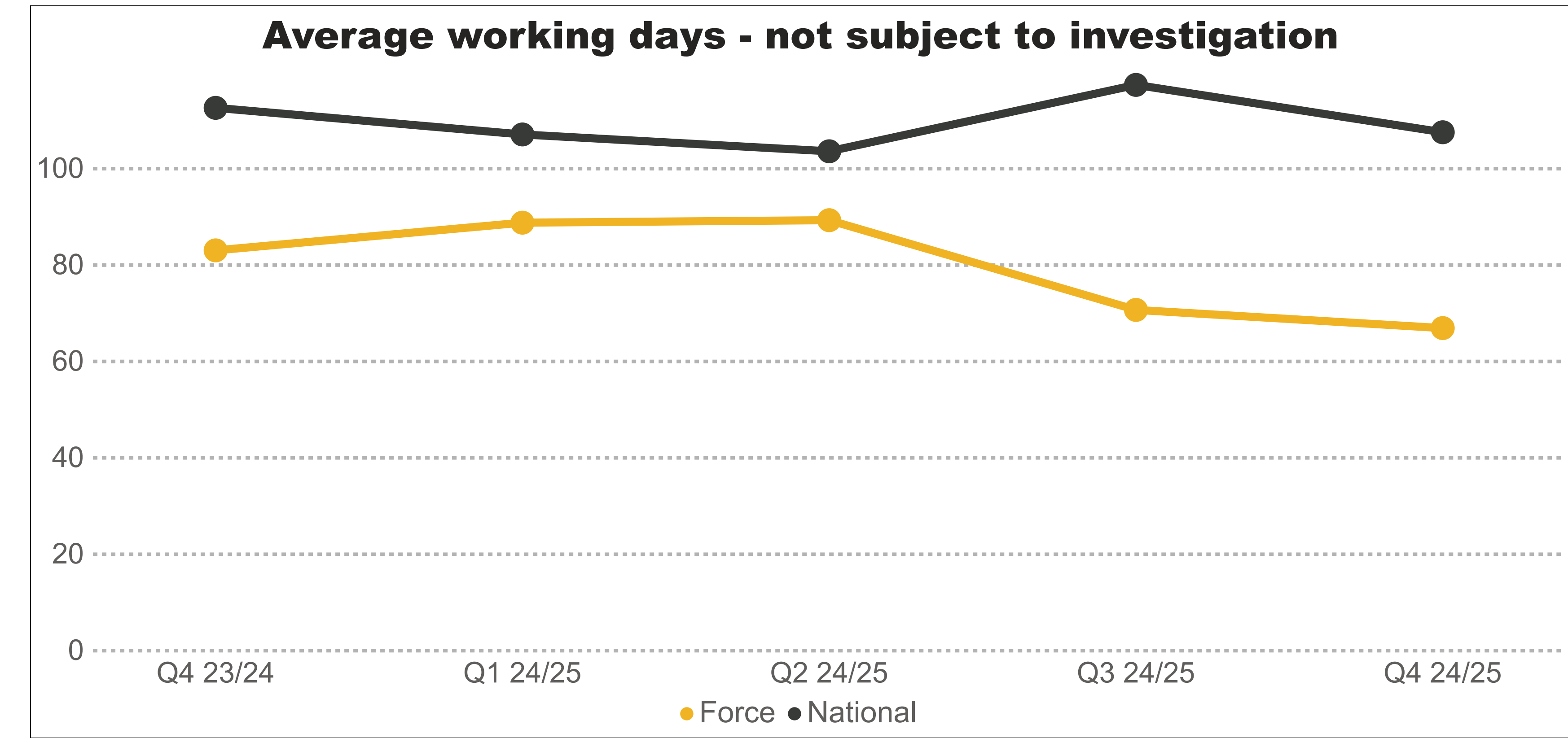
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	3,760	27	2,225	77	567	178	7	243
SPLY	3,144	24	2,207	75	893	199	1	287
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	4	325
SPLY	0	0
National	23	618



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

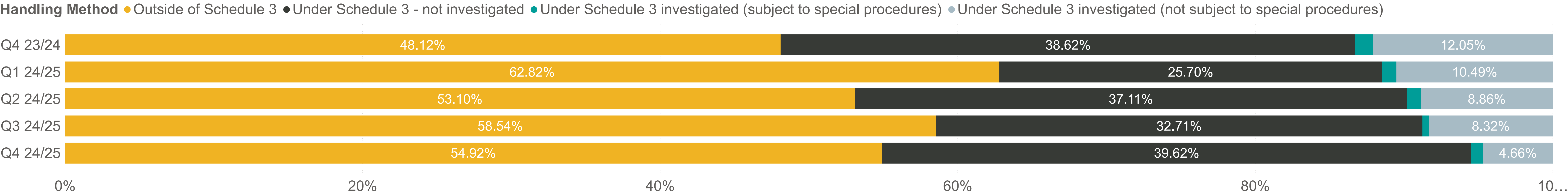
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	526	8 %	384	10 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	52	1 %	29	1 %	2,071	1 %
Under Schedule 3 - not investigated	2,225	34 %	1455	43 %	73,237	45 %
Outside of Schedule 3	3,760	57 %	1480	46 %	71,979	44 %
Total	6,563	100 %	3348	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				0 %	93	4 %	5,604	3 %			26	0 %	1	0 %	503	0 %
Regulation 41 applies				0 %			107	0 %			2	0 %			192	0 %
Service provided - unable to determine				0 %	171	8 %	6,698	4 %			38	0 %	59	11 %	1,499	1 %
Service provided - not acceptable				0 %	272	12 %	9,844	6 %	4	8 %	79	0 %	65	12 %	1,931	1 %
Service provided - acceptable				0 %	1649	74 %	48,901	30 %	2	4 %	338	0 %	388	74 %	11,450	7 %
Not Resolved	272	7 %	3,637	2 %				0 %				0 %				0 %
Resolved	3488	93 %	68,336	42 %				0 %				0 %				0 %
No Case to Answer				0 %				0 %	22	42 %	1,081	1 %				0 %
Case to Answer				0 %				0 %	23	44 %	454	0 %				0 %
Withdrawal				0 %	40	2 %	2,080	1 %	1	2 %	52	0 %	13	2 %	426	0 %
Total	3760	57 %	71,973	44 %	2225	34 %	73,234	45 %	52	1 %	2,070	1 %	526	8 %	16,001	10 %

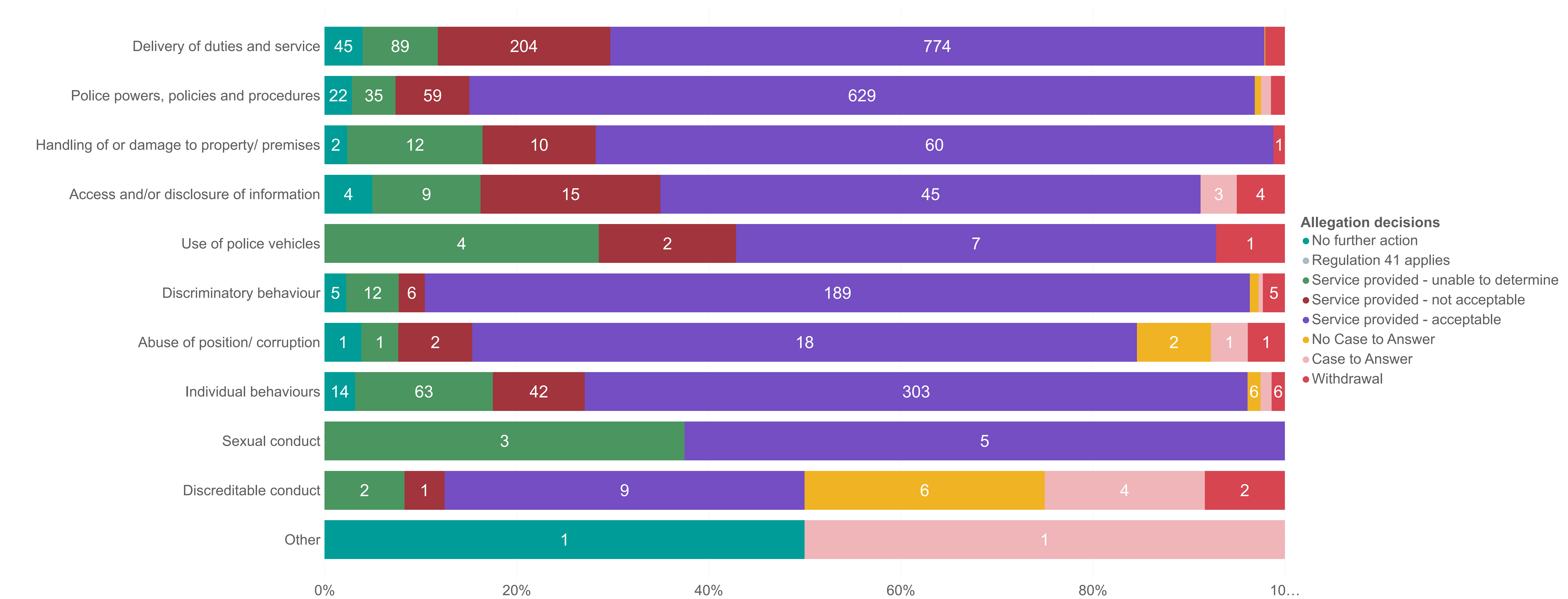
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	2,144	562	128	36	48	11	1	544	0	1	13	3,488
Not Resolved	161	45	6	8	4	5	0	37	1	2	3	272

Schedule 3 allegation decisions



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

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

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

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

. Actions following outside of Schedule 3 complaint cases ▲	Force		SPLY		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	95	3 %	66	2 %	272	0 %
Learning from reflection	574	15 %	471	15 %	1,991	3 %
Policy review	9	0 %	8	0 %	59	0 %
Goodwill gesture	15	0 %	8	0 %	114	0 %
Apology	268	7 %	232	7 %	6,555	9 %
Debrief	78	2 %	26	1 %	545	1 %
Explanation	2,174	58 %	1,668	53 %	45,379	63 %
No further action	341	9 %	400	13 %	8,079	11 %
Other action	123	3 %	93	3 %	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 on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	28	1 %	21	1 %	813	1 %
Apology	55	2 %	29	1 %	3,493	4 %
Debrief	0	0 %	0	0 %	2,874	3 %
Explanation	2,141	76 %	1,754	57 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	2	0 %	29	0 %
No further action	292	10 %	949	31 %	19,619	21 %
Other action	3	0 %	1	0 %	921	1 %
Learning from reflection	237	8 %	284	9 %	5,009	5 %
Referral to RPRP	20	1 %	40	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

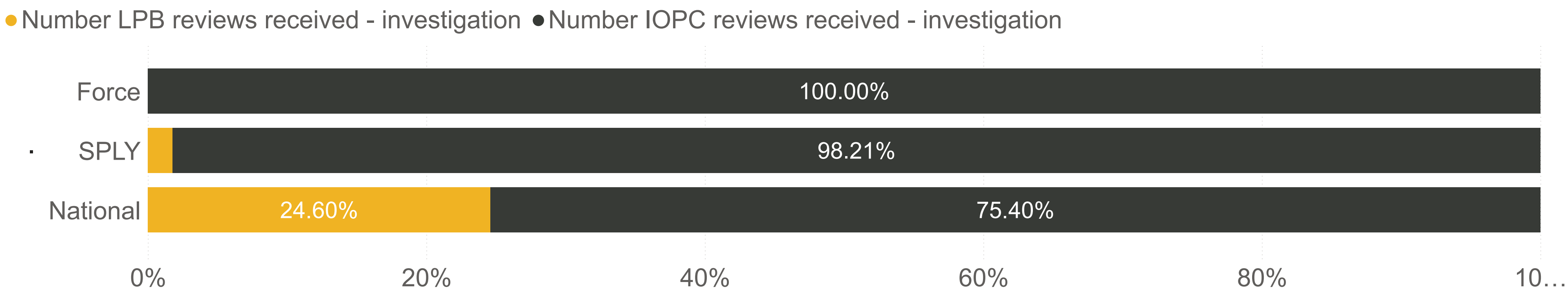
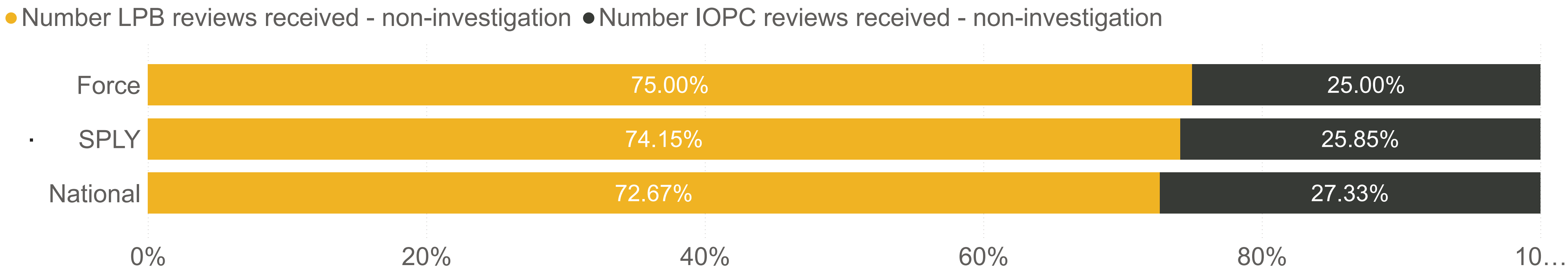
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	11	21 %	14	24 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	8	15 %	4	7 %	139	7 %
Referral to RPRP	8	15 %	7	12 %	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	135	45
SPLY	152	53
National	3,938	1,481

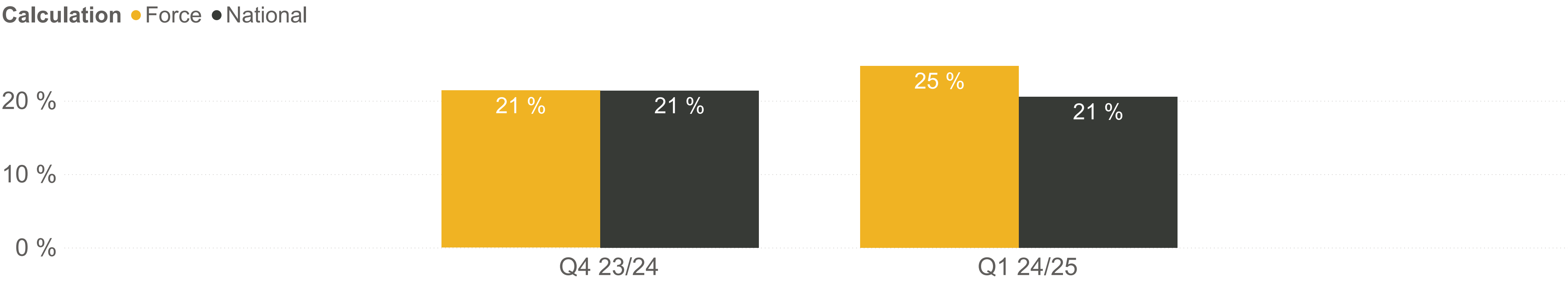
Investigation reviews received	LPB	IOPC
Force	0	49
SPLY	1	55
National	309	947



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	229	936
SPLY	261	1,177
National	6,675	31,687

Reviews received as a proportion of Schedule 3 cases



	Force	SPLY	National
Average number of working days to complete Local Policing Body reviews	38	48	48
Average number of working days to complete IOPC reviews	486	478	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, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

Investigation reviews (YTD) ▲	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	59	12	0	
SPLY	56	15	2	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	32	10	88	11
SPLY	49	9	148	19
National	1,112	330	3,747	802

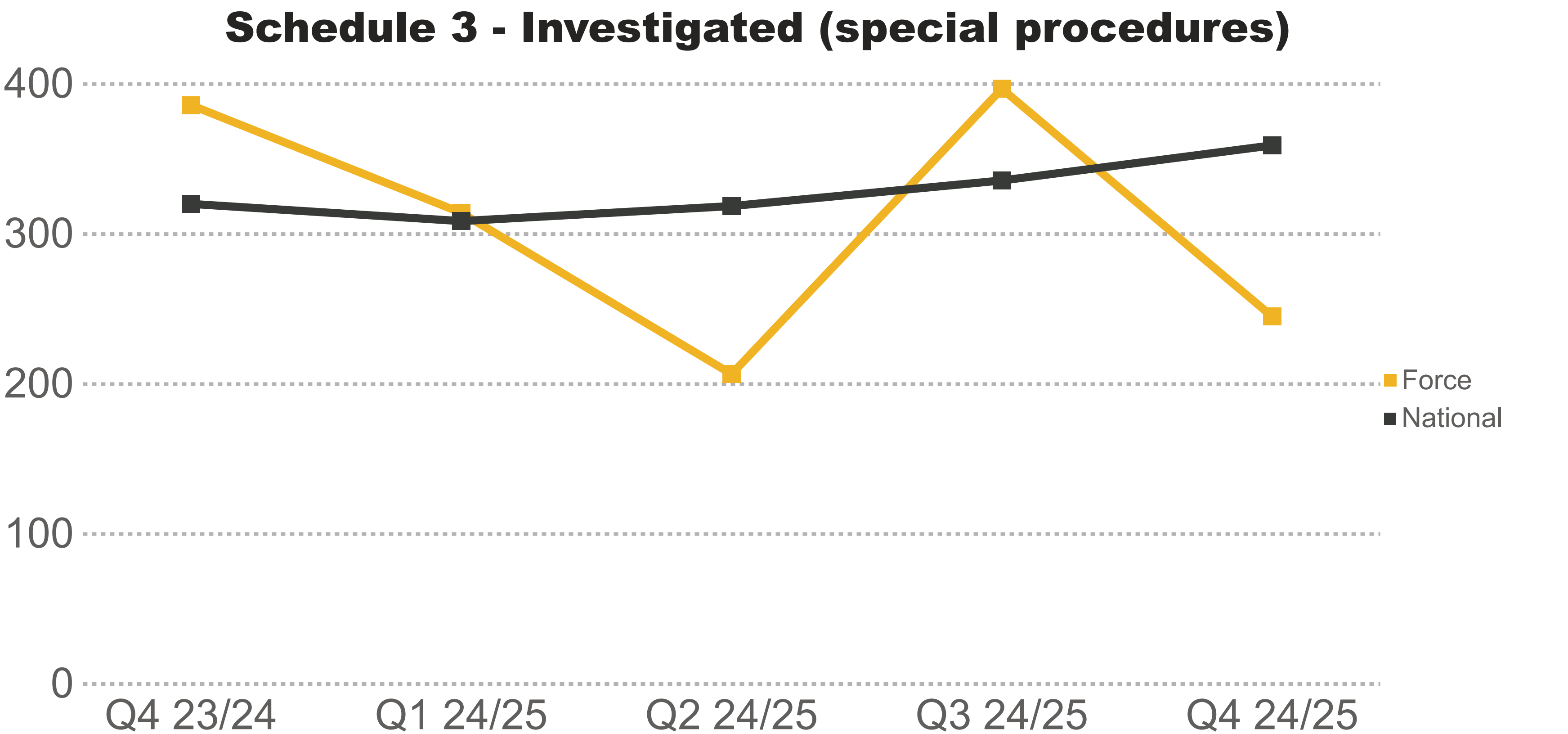
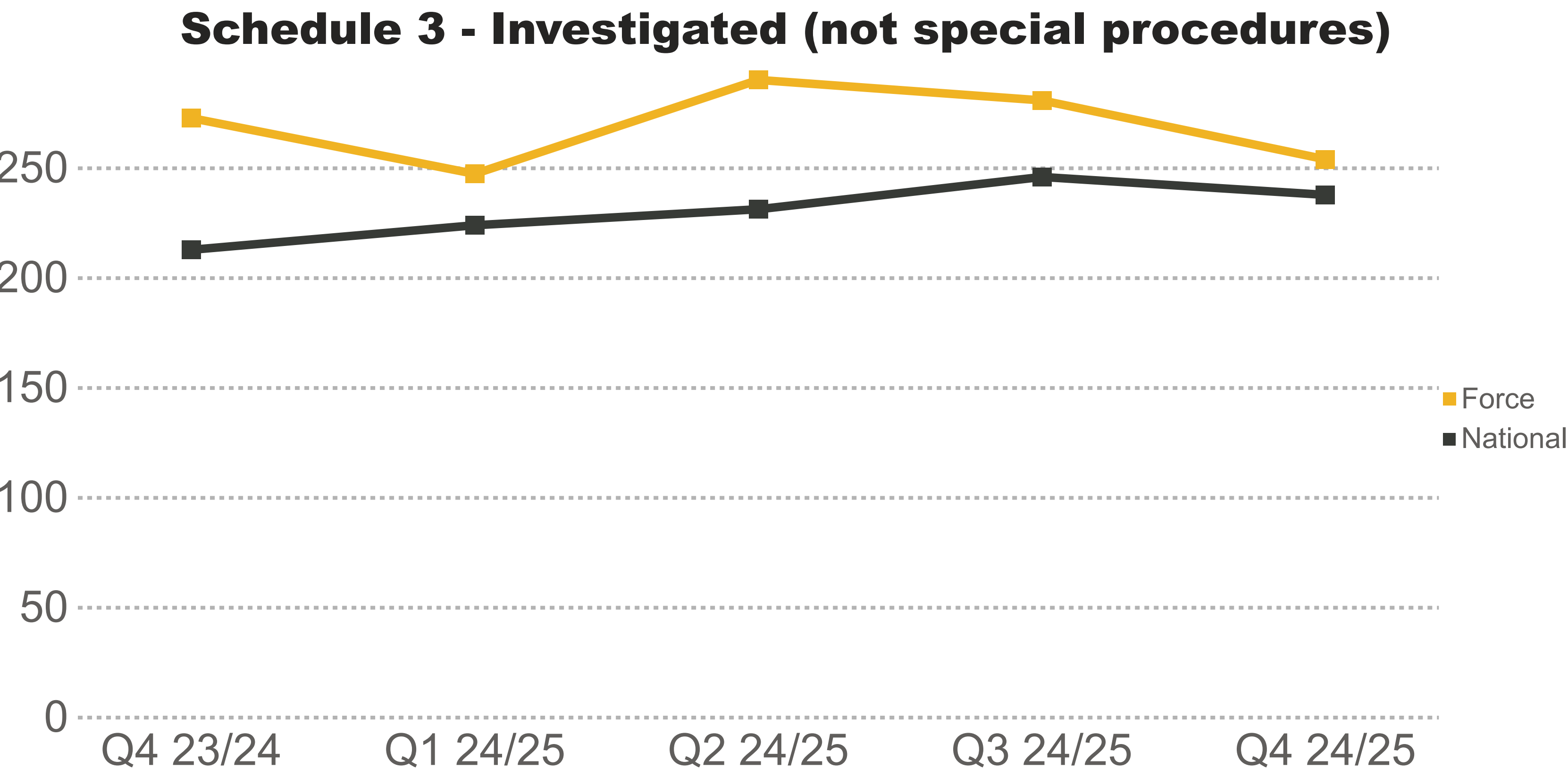
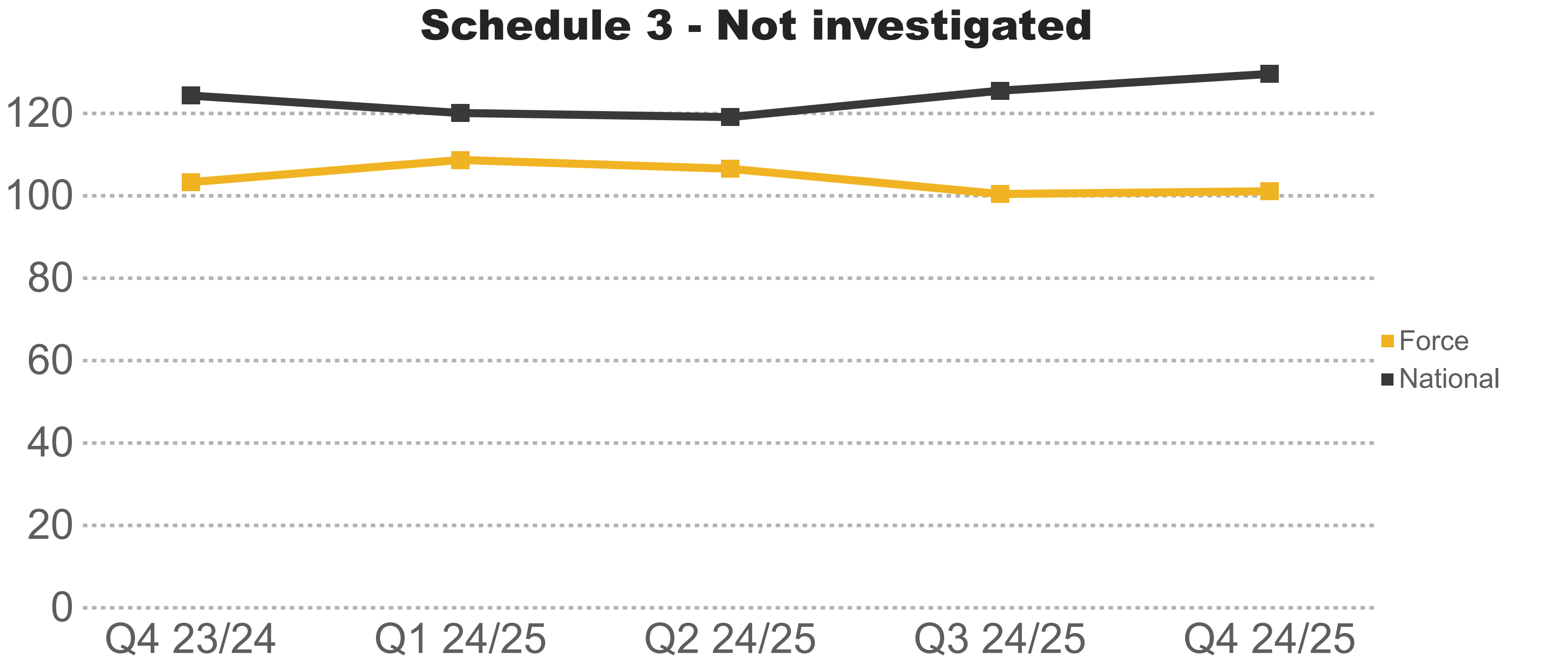
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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	National
Under Schedule 3 investigated (subject to special procedures)	320	331	329
Under Schedule 3 investigated (not subject to special procedures)	265	255	234
Under Schedule 3 - not investigated	104	105	124
Total	136	133	146

Number finalised (Year to date)	Force	SPLY	National
Under Schedule 3 - not investigated	757	965	25,876
Under Schedule 3 investigated (not subject to special procedures)	156	190	5,122
Under Schedule 3 investigated (subject to special procedures)	23	22	689
Total	936	1,177	31,687



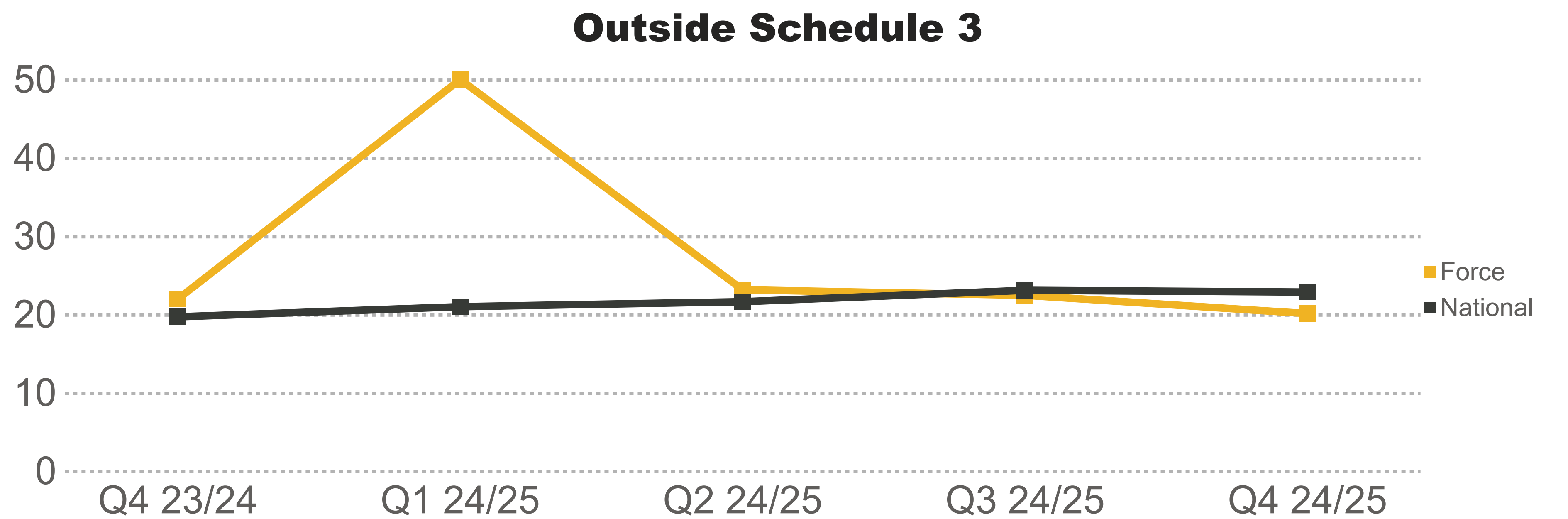
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	National
Complaint cases handled outside of Schedule 3	2956	2389	60061
Average days to finalise complaint cases handled outside of Schedule 3	30	28	22

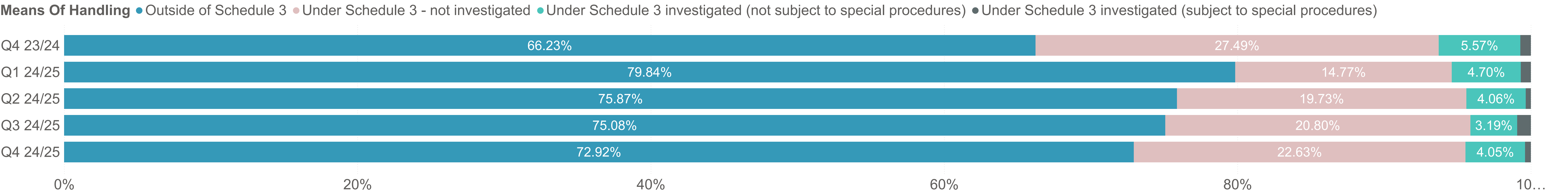


Section D3: How complaint cases handled

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	Force		SPLY		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	2,956	76%	2,389	67%	60,061	65%
Under Schedule 3 - not investigated	757	19%	965	27%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	156	4%	190	5%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	23	1%	22	1%	689	1%
Total	3,892	100%	3,566	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.

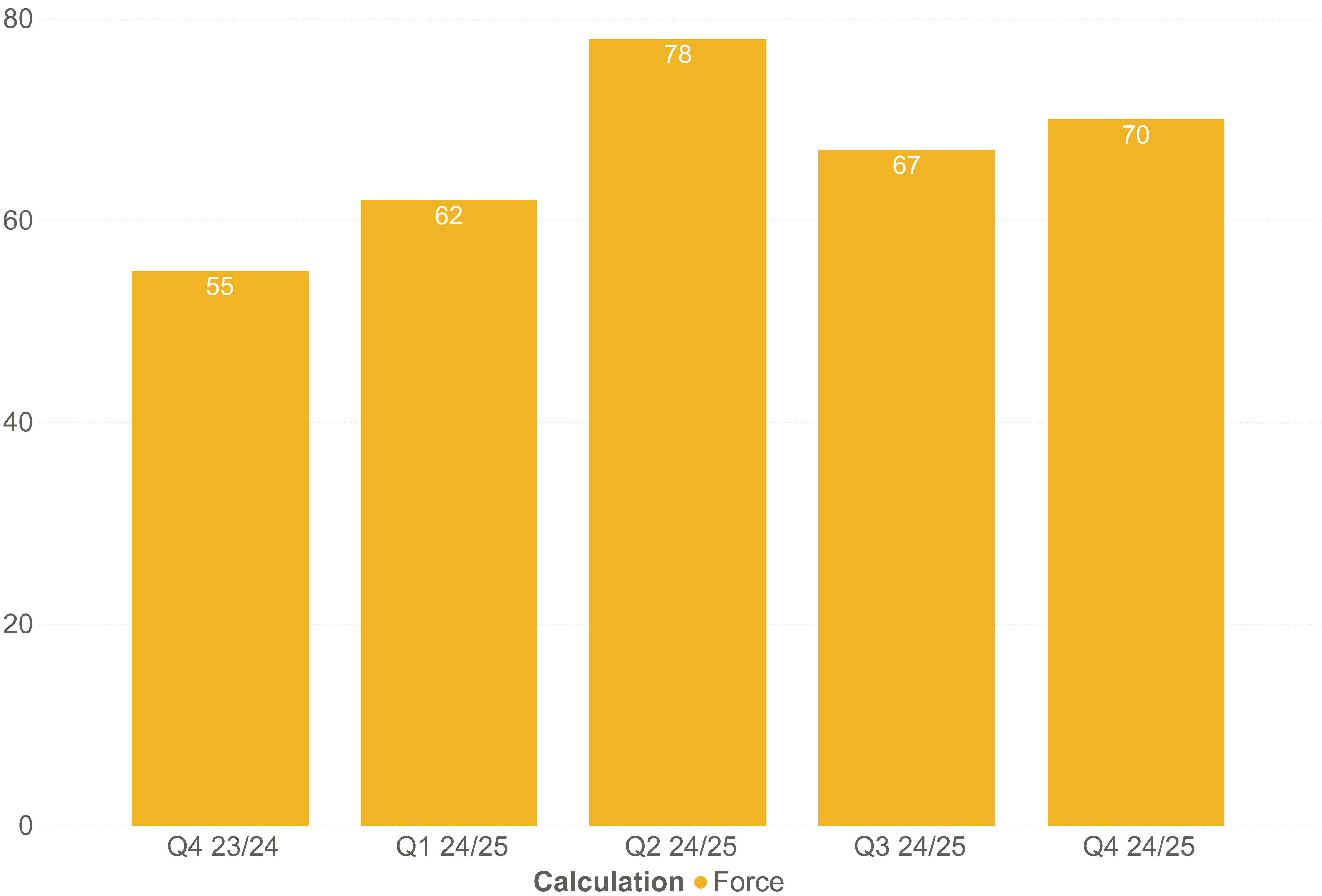
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	National
Number referrals received	277	208	6,713
Number referrals completed	278	208	6,786
Decision: Independent Investigation	12	18	351
Decision: Directed Investigation	0	1	30
Decision: Local Investigation	147	116	3,629
Decision: Return to Force	114	69	2,634
Decision: Invalid	5	4	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Bedfordshire, Cambridgeshire, Devon And Cornwall, Essex, Gloucestershire, Hampshire, Hertfordshire...

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 \(February 2020\)](#).