

Police Complaints Information Bulletin: British Transport



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). Action Fraud do not have matters dealt with by the IOPC therefore these sections will be blank for this force.

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

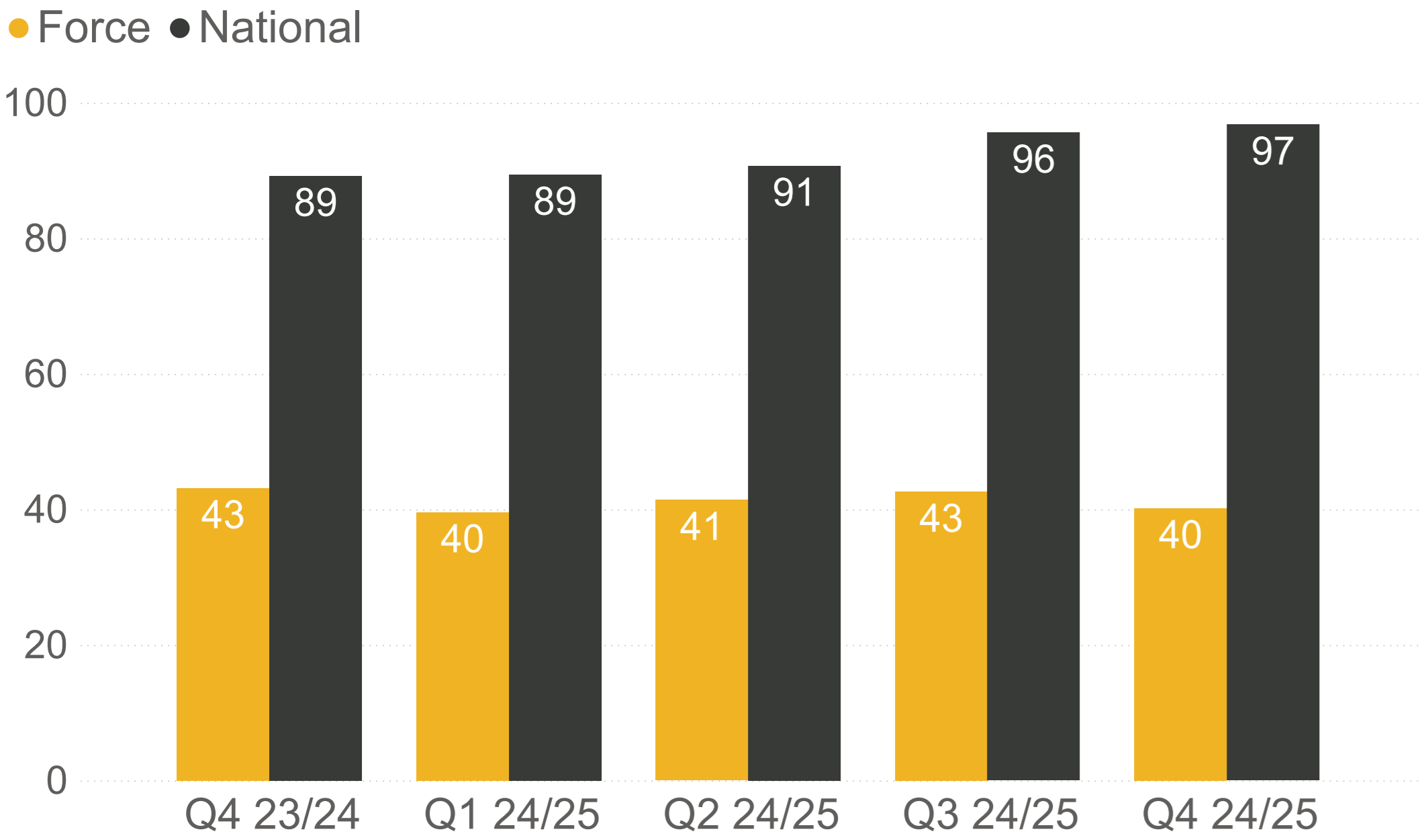
Section A1.1: Complaint cases and allegations logged

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. Days to contact/log are from the customer perspective.

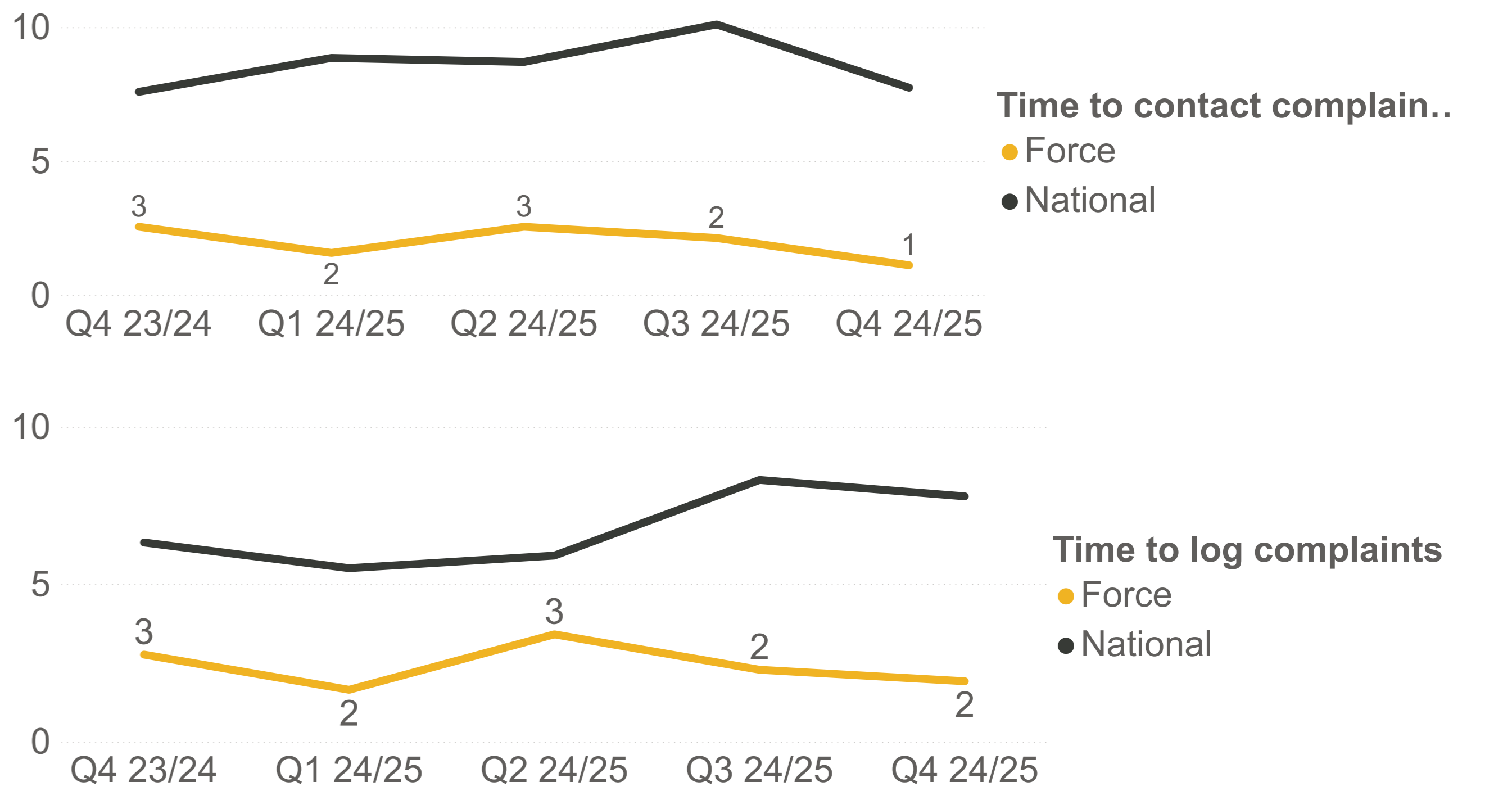
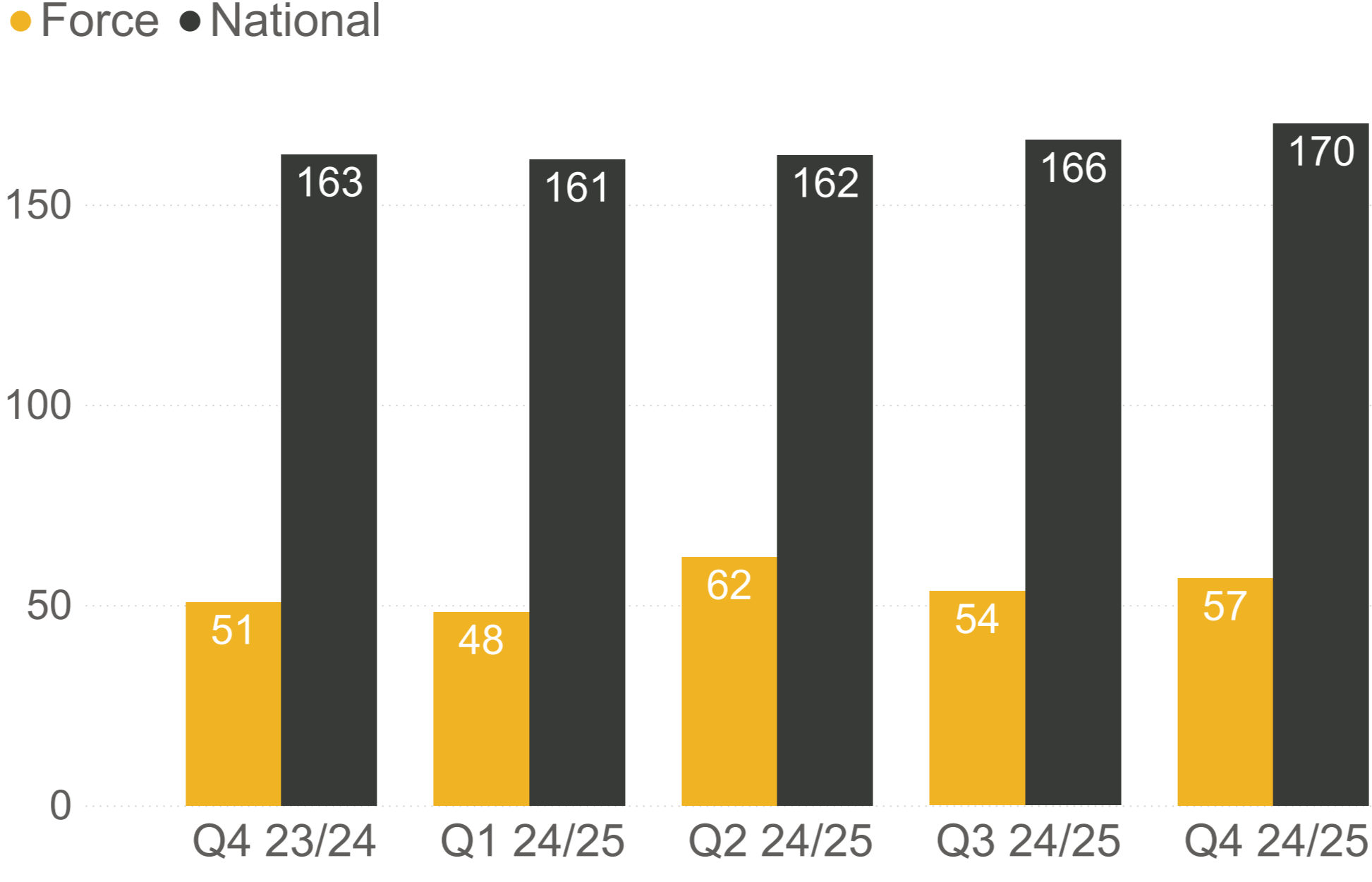
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

| 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 | 811 | 164 | 1,092 | 221 | 2 | 2 |
| SPLY | 736 | 148 | 884 | 178 | 3 | 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 | 13 | 87 | 12,831 |
| Complainant wishes the complaint be recorded | 15 | 5 | 6,465 |
| Dissatisfaction after initial handling | 104 | 56 | 5,283 |
| Nature of the allegation(s) in the complaint | 137 | 59 | 7,593 |
| Total | 269 | 207 | 32,172 |

| Reason complaint case recorded under Schedule 3 (YTD) | Force | SPLY | National |
|---|-------|------|----------|
| AA/body responsible for initial handling decides | 5 % | 42 % | 40 % |
| Complainant wishes the complaint be recorded | 6 % | 2 % | 20 % |
| Dissatisfaction after initial handling | 39 % | 27 % | 16 % |
| Nature of the allegation(s) in the complaint | 51 % | 29 % | 24 % |

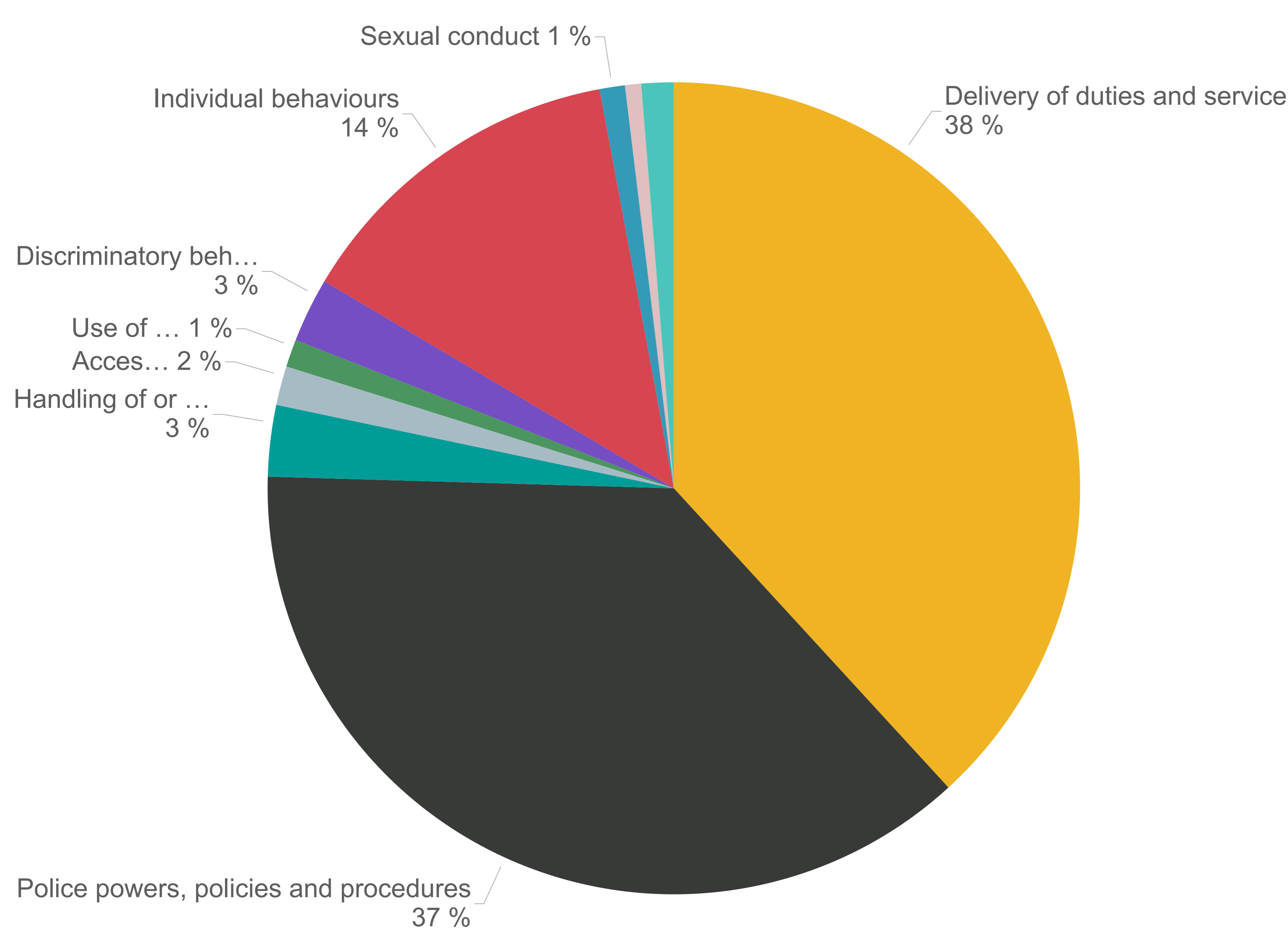
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

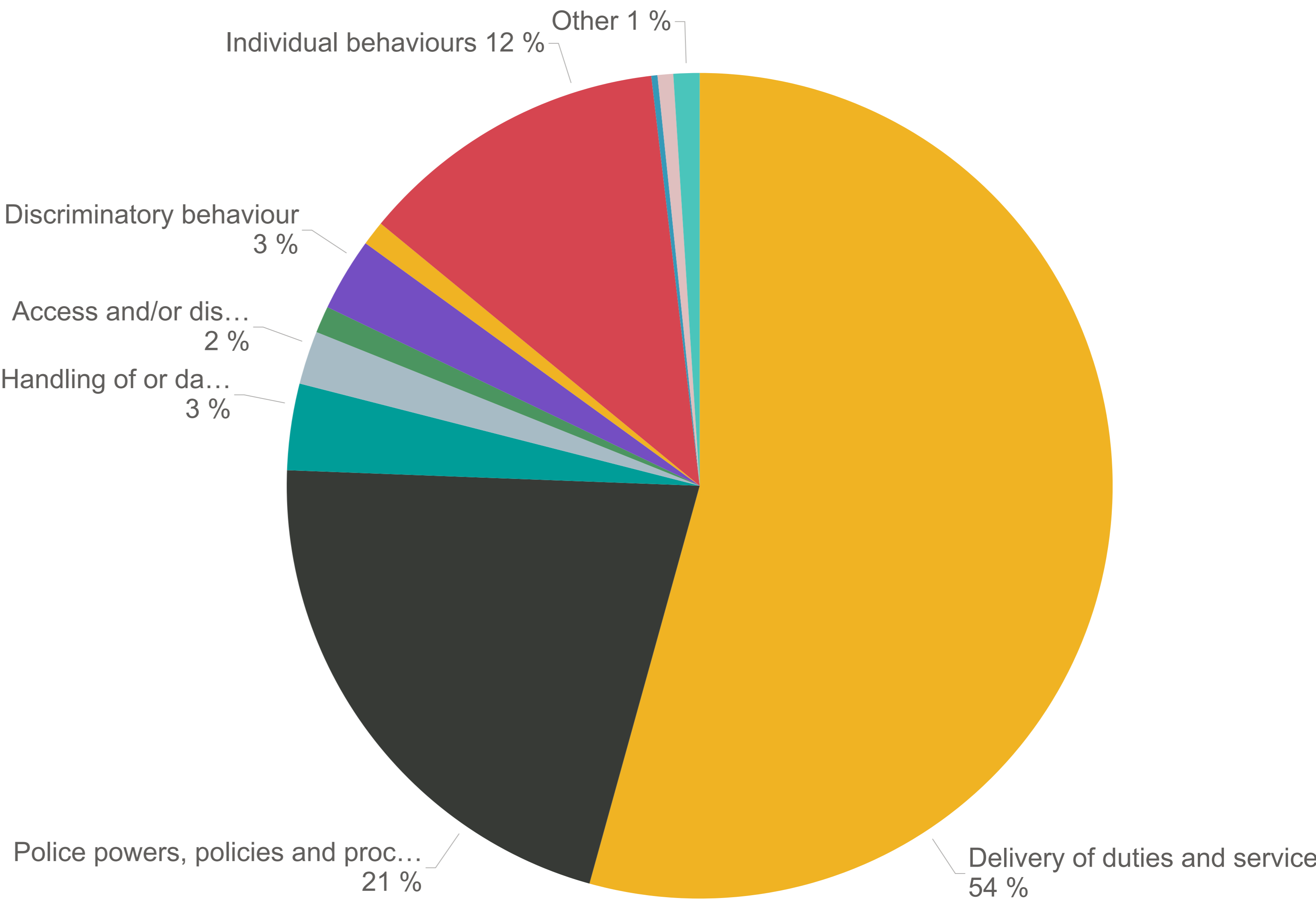
What has been complained about (YTD)

| 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 | 417 | 407 | 31 | 17 | 12 | 28 | 0 | 148 | 11 | 7 | 14 | 1,092 |
| SPLY | 365 | 276 | 29 | 11 | 26 | 21 | 3 | 116 | 5 | 8 | 24 | 884 |
| 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 | 417 | 38 % | 365 | 41 % | 91,353 | 54 % |
| | General level of service | 251 | 60 % | 205 | 56 % | 29,691 | 32 % |
| | Police action following contact | 84 | 20 % | 67 | 18 % | 37,667 | 41 % |
| | Decisions | 72 | 17 % | 83 | 23 % | 13,479 | 15 % |
| | Information | 10 | 2 % | 10 | 3 % | 10,515 | 12 % |
| | Searches of premises and seizure of property | 0 | 0 % | 0 | 0 % | 1 | 0 % |
| Police powers, policies and procedures | Total | 407 | 37 % | 276 | 31 % | 35,830 | 21 % |
| | Use of force | 157 | 39 % | 132 | 48 % | 8,826 | 25 % |
| | Other policies and procedures | 71 | 17 % | 39 | 14 % | 3,735 | 10 % |
| | Evidential procedures | 66 | 16 % | 25 | 9 % | 2,631 | 7 % |
| | Power to arrest and detain | 49 | 12 % | 37 | 13 % | 6,460 | 18 % |
| | Stops, and stop and search | 37 | 9 % | 36 | 13 % | 1,790 | 5 % |
| | Searches of premises and seizure of property | 11 | 3 % | 5 | 2 % | 4,603 | 13 % |
| | Detention in police custody | 10 | 2 % | 2 | 1 % | 5,122 | 14 % |
| | Bail, identification and interview procedures | 5 | 1 % | 0 | 0 % | 2,122 | 6 % |
| | Out of court disposals | 1 | 0 % | 0 | 0 % | 540 | 2 % |
| | Information | 0 | 0 % | 0 | 0 % | 1 | 0 % |
| | Total | 148 | 14 % | 116 | 13 % | 20,480 | 12 % |
| | Unprofessional attitude and disrespect | 51 | 34 % | 38 | 33 % | 5,808 | 28 % |
| | Impolite and intolerant actions | 33 | 22 % | 30 | 26 % | 3,098 | 15 % |
| Individual behaviours | Overbearing or harassing behaviours | 26 | 18 % | 15 | 13 % | 3,415 | 17 % |
| | Impolite language / tone | 26 | 18 % | 24 | 21 % | 5,352 | 26 % |
| | Lack of fairness and impartiality | 12 | 8 % | 9 | 8 % | 2,807 | 14 % |
| | Total | 31 | 3 % | 29 | 3 % | 5,556 | 3 % |
| | Handling of or damage to property/ premises | 31 | 100 % | 29 | 100 % | 5,555 | 98 % |
| | Police action following contact | 0 | 0 % | 0 | 0 % | 1 | 0 % |
| Handling of or damage to property/ premises | Total | 28 | 3 % | 21 | 2 % | 4,832 | 3 % |
| | Race | 19 | 68 % | 14 | 67 % | 2,335 | 48 % |
| | Disability | 4 | 14 % | 1 | 5 % | 911 | 19 % |
| | Gender reassignment | 2 | 7 % | 0 | 0 % | 56 | 1 % |
| | Other | 2 | 7 % | 2 | 10 % | 421 | 9 % |
| | Religion or belief | 1 | 4 % | 2 | 10 % | 127 | 3 % |
| | Age | 0 | 0 % | 0 | 0 % | 73 | 2 % |
| | Marriage and civil partnership | 0 | 0 % | 0 | 0 % | 2 | 0 % |
| | Pregnancy and maternity | 0 | 0 % | 0 | 0 % | 4 | 0 % |
| | Sex | 0 | 0 % | 1 | 5 % | 769 | 16 % |
| | Sexual orientation | 0 | 0 % | 1 | 5 % | 134 | 3 % |

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 | 267 | 24 % | 170 | 19 % | 65,409 | 39 % |
| None | 264 | 24 % | 243 | 27 % | 31,766 | 19 % |
| Arrest | 176 | 16 % | 135 | 15 % | 21,786 | 13 % |
| Call Handling | 109 | 10 % | 77 | 9 % | 7,140 | 4 % |
| Neighbourhood policing | 103 | 9 % | 41 | 5 % | 7,856 | 5 % |
| Stop and/or search | 69 | 6 % | 77 | 9 % | 3,755 | 2 % |
| Mental health | 51 | 5 % | 37 | 4 % | 5,164 | 3 % |
| Custody | 31 | 3 % | 5 | 1 % | 9,989 | 6 % |
| Roads/traffic | 27 | 2 % | 29 | 3 % | 10,386 | 6 % |
| VAWG - dissatisfaction handling | 23 | 2 % | 11 | 1 % | 7,183 | 4 % |
| VAWG - police perpetrated | 20 | 2 % | 20 | 2 % | 1,085 | 1 % |
| Public order incident | 15 | 1 % | 29 | 3 % | 1,327 | 1 % |
| Restraint equipment | 14 | 1 % | 22 | 2 % | 1,866 | 1 % |
| Drugs / alcohol | 12 | 1 % | 4 | 0 % | 2,046 | 1 % |
| Premises search | 12 | 1 % | 8 | 1 % | 4,308 | 3 % |
| Death | 8 | 1 % | 17 | 2 % | 1,585 | 1 % |
| Social media | 7 | 1 % | 6 | 1 % | 720 | 0 % |
| Hate Crime | 6 | 1 % | 1 | 0 % | 942 | 1 % |
| Missing persons | 4 | 0 % | 4 | 0 % | 1,077 | 1 % |
| Domestic / gender abuse | 3 | 0 % | 4 | 0 % | 9,507 | 6 % |
| Child protection / CSA / CSE | 2 | 0 % | 1 | 0 % | 3,021 | 2 % |
| Firearms | 2 | 0 % | 0 | 0 % | 742 | 0 % |
| Police dogs or horses | 2 | 0 % | 3 | 0 % | 102 | 0 % |
| Serious injury | 2 | 0 % | 3 | 0 % | 346 | 0 % |
| Taser | 2 | 0 % | 0 | 0 % | 196 | 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 % |
| Covert policing | 0 | 0 % | 2 | 0 % | 86 | 0 % |
| Fraud | 0 | 0 % | 0 | 0 % | 1,113 | 1 % |
| PPDA | 0 | 0 % | 0 | 0 % | 65 | 0 % |
| PPDA - Police victim | 0 | 0 % | 0 | 0 % | 4 | 0 % |
| Prejudicial and improper behaviour | 0 | 0 % | 0 | 0 % | 12 | 0 % |
| Unknown | 0 | 0 % | 0 | 0 % | 28 | 0 % |
| VAWG' - dissatisfaction handling | 0 | 0 % | 0 | 0 % | 19 | 0 % |
| VAWG' - police victim | 0 | 0 % | 0 | 0 % | 24 | 0 % |
| VAWG - police victim | 0 | 0 % | 0 | 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 | 2 | 5 | 0 | 2 | 2 |
| VAWG - dissatisfaction handling | 13 | 5 | 1 | 0 | 4 |
| Taser | 1 | 1 | 0 | 0 | 0 |
| Stop and/or search | 5 | 47 | 4 | 7 | 3 |
| Social media | 0 | 0 | 0 | 1 | 3 |
| Serious injury | 0 | 2 | 0 | 0 | 0 |
| Roads/traffic | 7 | 6 | 1 | 0 | 3 |
| Restraint equipment | 0 | 14 | 0 | 0 | 0 |
| Public order incident | 2 | 11 | 0 | 0 | 2 |
| Premises search | 1 | 5 | 6 | 0 | 0 |
| Police dogs or horses | 1 | 0 | 0 | 0 | 0 |
| None | 117 | 59 | 10 | 9 | 50 |
| Neighbourhood policing | 42 | 35 | 2 | 0 | 24 |
| Missing persons | 1 | 2 | 0 | 0 | 1 |
| Mental health | 14 | 23 | 1 | 2 | 8 |
| Investigation | 140 | 100 | 7 | 0 | 16 |
| Hate Crime | 2 | 2 | 0 | 2 | 0 |
| Firearms | 0 | 2 | 0 | 0 | 0 |
| Drugs / alcohol | 2 | 5 | 0 | 0 | 1 |
| Domestic / gender abuse | 1 | 1 | 0 | 0 | 0 |
| Death | 5 | 1 | 0 | 0 | 2 |
| Custody | 11 | 14 | 0 | 0 | 5 |
| Child protection / CSA / CSE | 1 | 1 | 0 | 0 | 0 |
| Call Handling | 72 | 12 | 0 | 1 | 24 |
| Arrest | 21 | 122 | 2 | 6 | 18 |
| Total | 417 | 407 | 31 | 28 | 148 |

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 | 3 | 3 | 0 | 6 |
| Q1 24/25 | 1 | 3 | 0 | 4 |
| Q2 24/25 | 10 | 4 | 0 | 14 |
| Q3 24/25 | 6 | 4 | 0 | 10 |
| Q4 24/25 | 6 | 9 | 0 | 15 |
| Total | 26 | 23 | 0 | 49 |

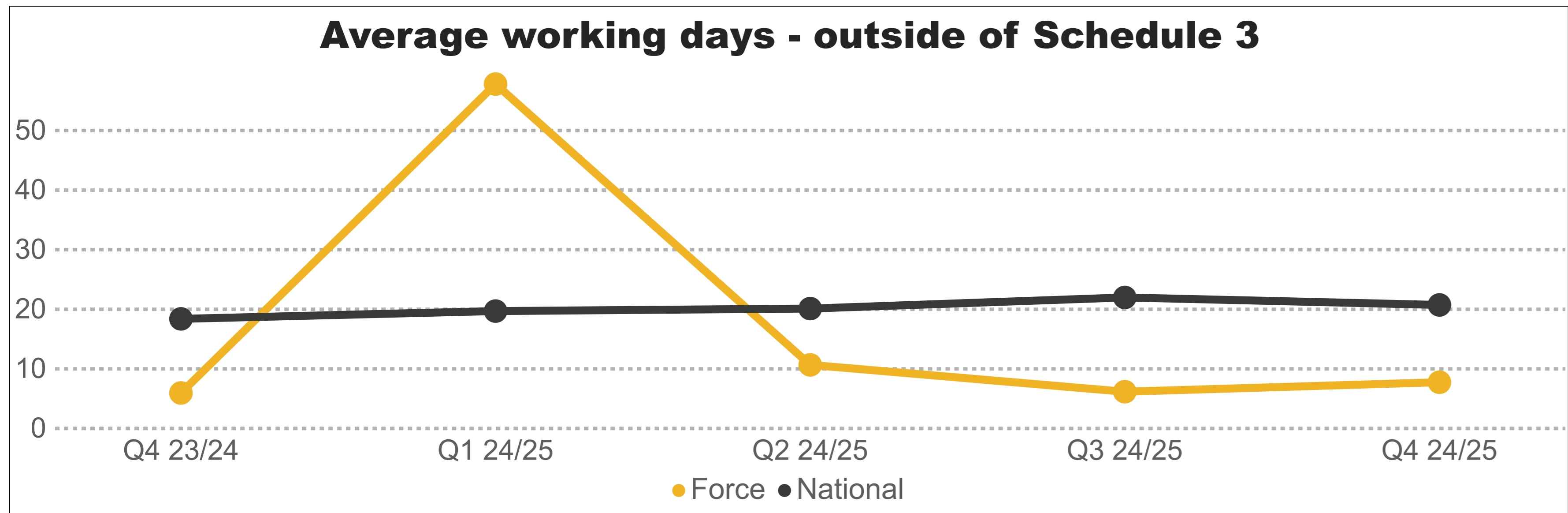
Section A2: Allegations timeliness

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.

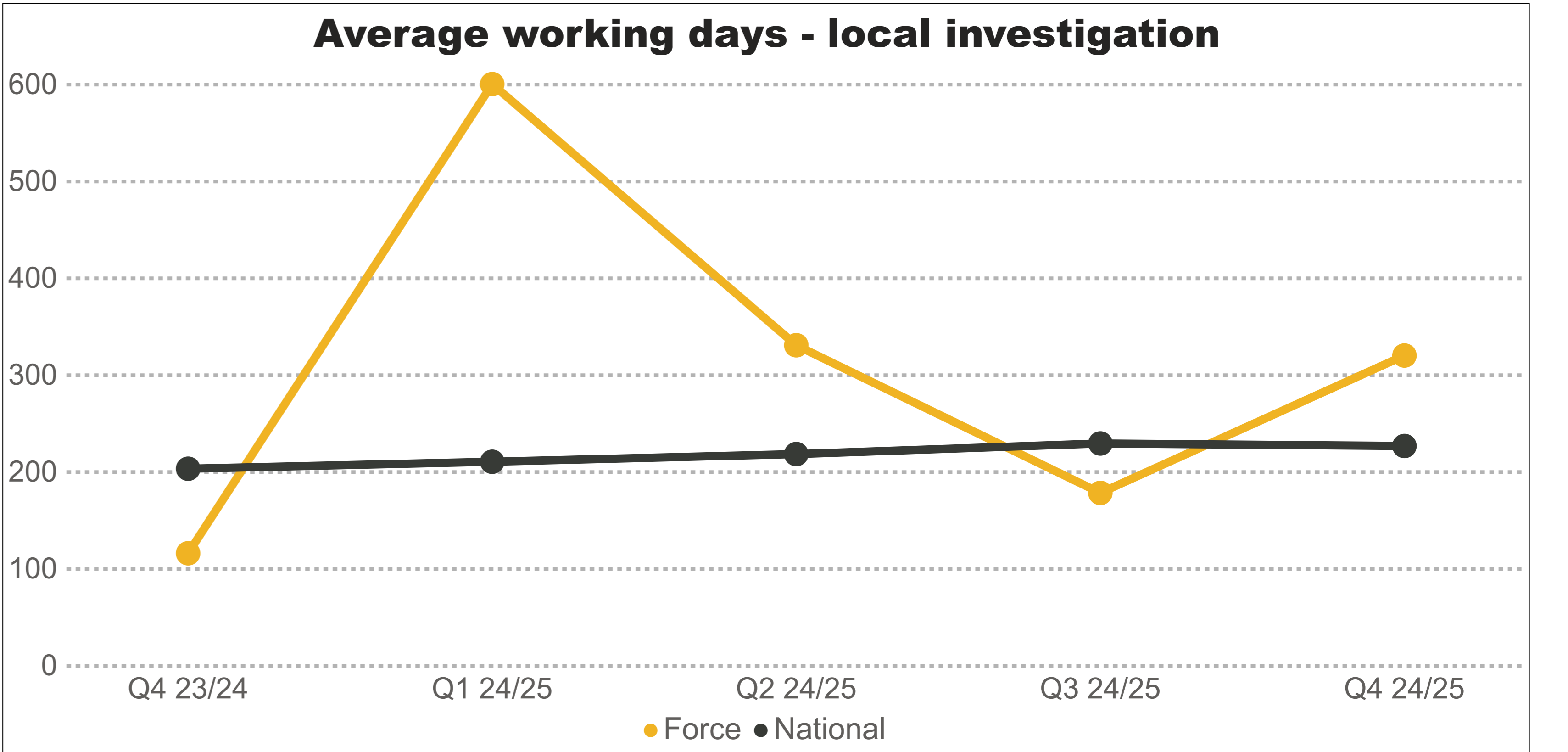
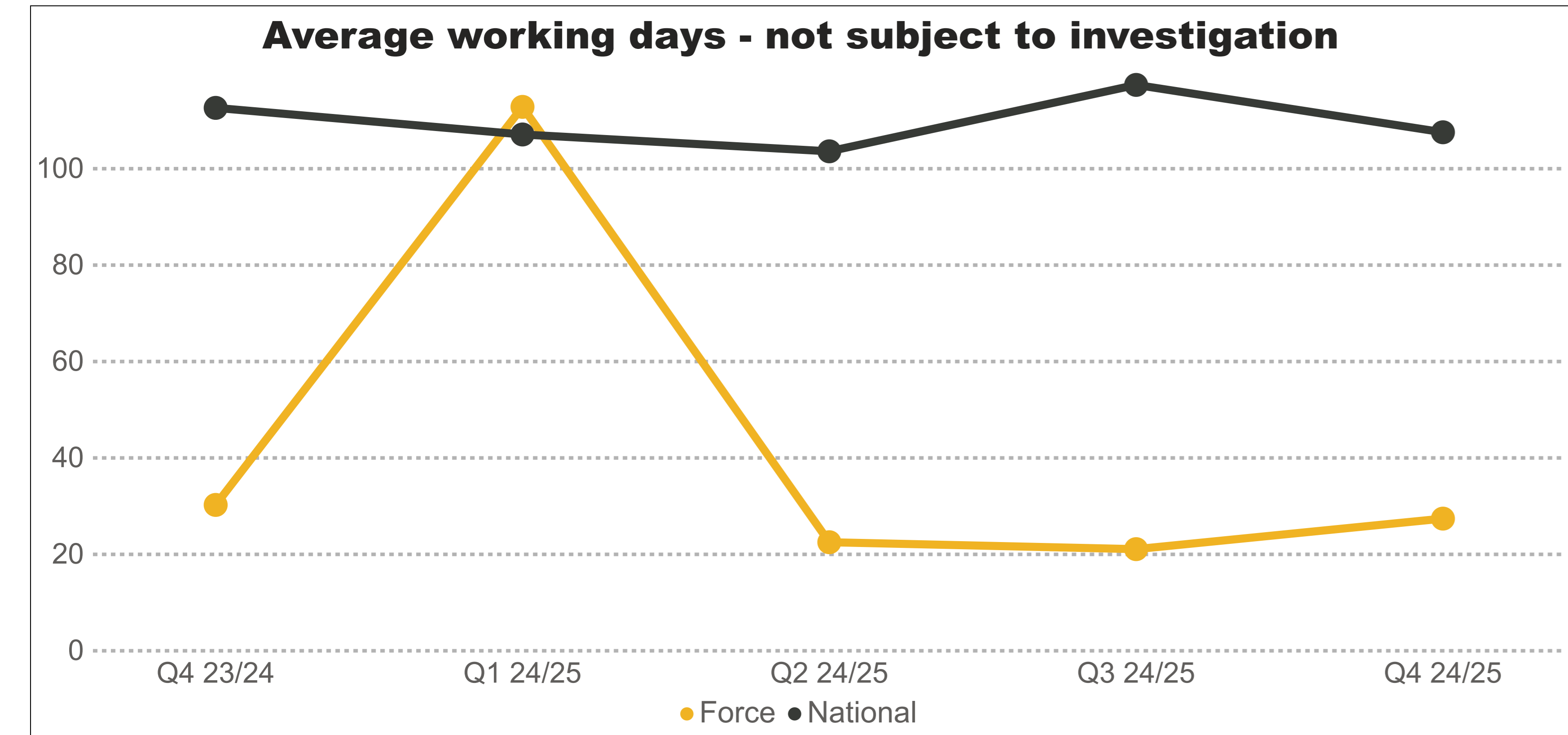
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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 | 575 | 9 | 409 | 24 | 40 | 317 | 0 | 0 |
| SPLY | 600 | 13 | 245 | 31 | 46 | 187 | 0 | 0 |
| 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 | 12 | 618 |
| SPLY | 0 | 0 |
| National | 23 | 618 |



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

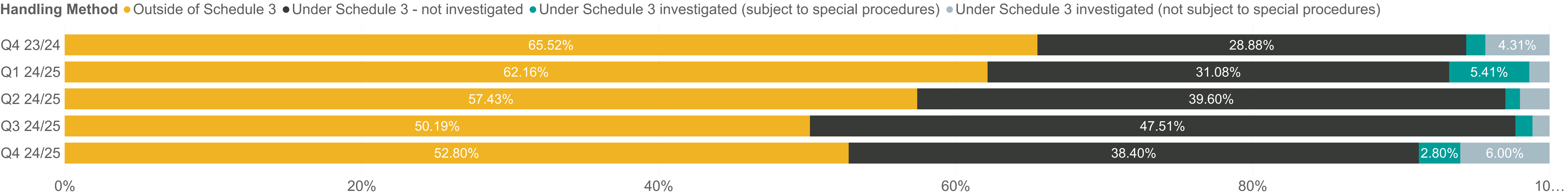
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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) | 27 | 3 % | | | 16,001 | 10 % |
| Under Schedule 3 investigated (subject to special procedures) | 25 | 2 % | | | 2,071 | 1 % |
| Under Schedule 3 - not investigated | 409 | 39 % | | | 73,237 | 45 % |
| Outside of Schedule 3 | 575 | 56 % | | | 71,979 | 44 % |
| Total | 1,036 | 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 % | 27 | 7 % | 5,604 | 3 % | 3 | 12 % | 26 | 0 % | | | 503 | 0 % |
| Regulation 41 applies | | | | 0 % | | | 107 | 0 % | | | 2 | 0 % | | | 192 | 0 % |
| Service provided - unable to determine | | | | 0 % | 24 | 6 % | 6,698 | 4 % | | | 38 | 0 % | | | 1,499 | 1 % |
| Service provided - not acceptable | | | | 0 % | 62 | 15 % | 9,844 | 6 % | | | 79 | 0 % | 1 | 4 % | 1,931 | 1 % |
| Service provided - acceptable | | | | 0 % | 292 | 71 % | 48,901 | 30 % | | | 338 | 0 % | 26 | 96 % | 11,450 | 7 % |
| Not Resolved | 49 | 9 % | 3,637 | 2 % | | | | 0 % | | | | 0 % | | | | 0 % |
| Resolved | 525 | 91 % | 68,336 | 42 % | | | | 0 % | | | | 0 % | | | | 0 % |
| No Case to Answer | | | | 0 % | | | | 0 % | 16 | 64 % | 1,081 | 1 % | | | | 0 % |
| Case to Answer | | | | 0 % | | | | 0 % | 6 | 24 % | 454 | 0 % | | | | 0 % |
| Withdrawal | | | | 0 % | 4 | 1 % | 2,080 | 1 % | | | 52 | 0 % | | | 426 | 0 % |
| Total | 574 | 55 % | 71,973 | 44 % | 409 | 39 % | 73,234 | 45 % | 25 | 2 % | 2,070 | 1 % | 27 | 3 % | 16,001 | 10 % |

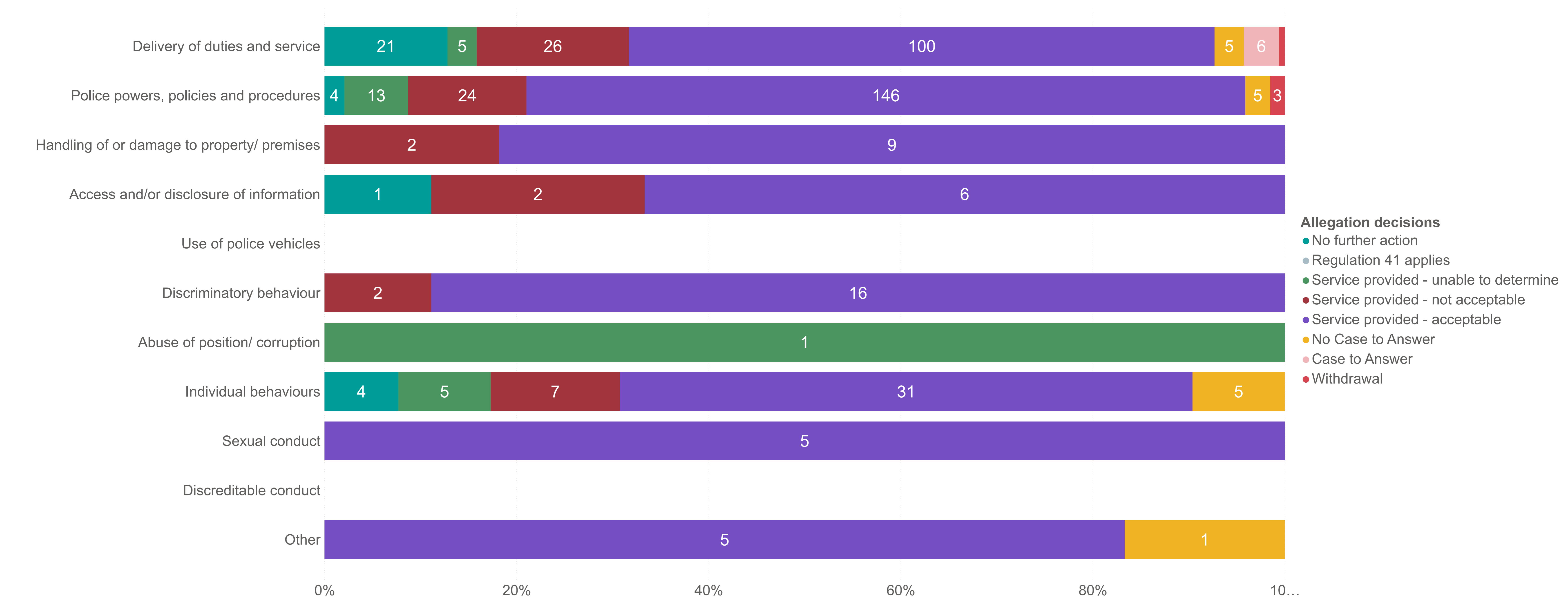
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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 | 239 | 168 | 20 | 4 | 9 | 4 | 0 | 75 | 1 | 0 | 5 | 525 |
| Not Resolved | 14 | 9 | 0 | 1 | 3 | 3 | 0 | 17 | 0 | 0 | 2 | 49 |

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 | 0 | 0 % | 1 | 0 % | 272 | 0 % |
| Learning from reflection | 28 | 5 % | 36 | 6 % | 1,991 | 3 % |
| Policy review | 1 | 0 % | 0 | 0 % | 59 | 0 % |
| Goodwill gesture | 0 | 0 % | 6 | 1 % | 114 | 0 % |
| Apology | 49 | 9 % | 38 | 6 % | 6,555 | 9 % |
| Debrief | 8 | 1 % | 6 | 1 % | 545 | 1 % |
| Explanation | 412 | 72 % | 345 | 58 % | 45,379 | 63 % |
| No further action | 50 | 9 % | 136 | 23 % | 8,079 | 11 % |
| Other action | 26 | 5 % | 26 | 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 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 | 4 | 1 % | 5 | 2 % | 813 | 1 % |
| Apology | 27 | 6 % | 6 | 2 % | 3,493 | 4 % |
| Debrief | 0 | 0 % | 1 | 0 % | 2,874 | 3 % |
| Explanation | 266 | 58 % | 107 | 37 % | 56,328 | 62 % |
| Unsatisfactory Performance Procedure (UPP) | 2 | 0 % | 2 | 1 % | 29 | 0 % |
| No further action | 96 | 21 % | 113 | 39 % | 19,619 | 21 % |
| Other action | 4 | 1 % | 2 | 1 % | 921 | 1 % |
| Learning from reflection | 24 | 5 % | 26 | 9 % | 5,009 | 5 % |
| Referral to RPRP | 32 | 7 % | 20 | 7 % | 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

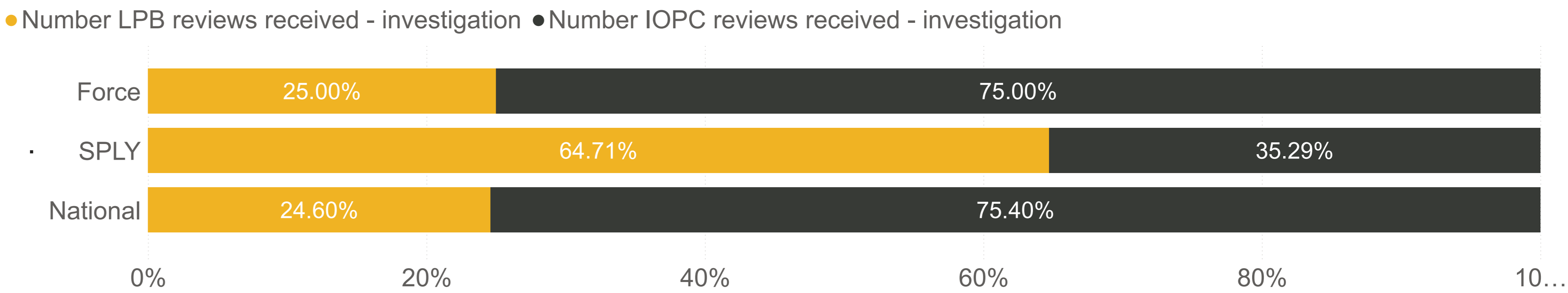
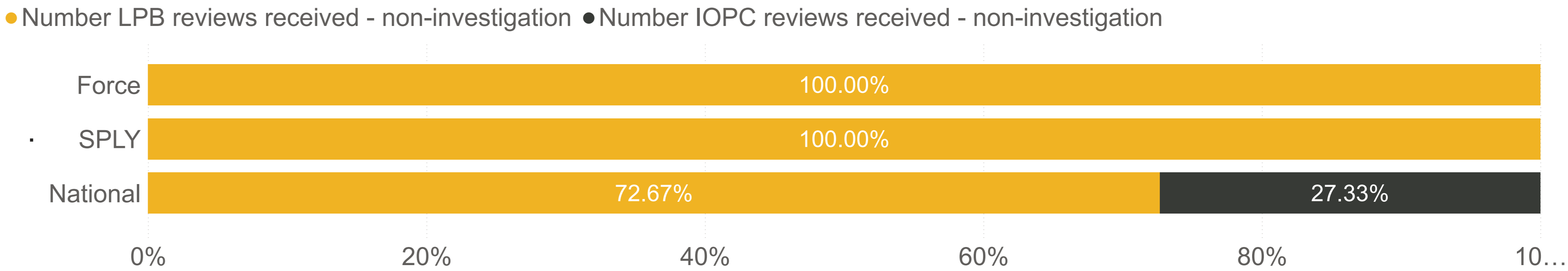
| . Actions following Schedule 3 (special procedures) cases | Force | | SPLY | | National | |
|---|-----------------------|-------------------------|-----------------------|-------------------------|-----------------------|-------------------------|
| | Allegations Finalised | % Allegations Finalised | Allegations Finalised | % Allegations Finalised | Allegations Finalised | % Allegations Finalised |
| Misconduct proceedings | 6 | 24 % | 9 | 39 % | 218 | 11 % |
| Unsatisfactory Performance Procedure (UPP) | 1 | 4 % | 1 | 4 % | 11 | 1 % |
| Other actions following a case to answer decision | 0 | 0 % | 0 | 0 % | 139 | 7 % |
| Referral to RPRP | 6 | 24 % | 8 | 35 % | 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 | 38 | 0 |
| SPLY | 21 | 0 |
| National | 3,938 | 1,481 |

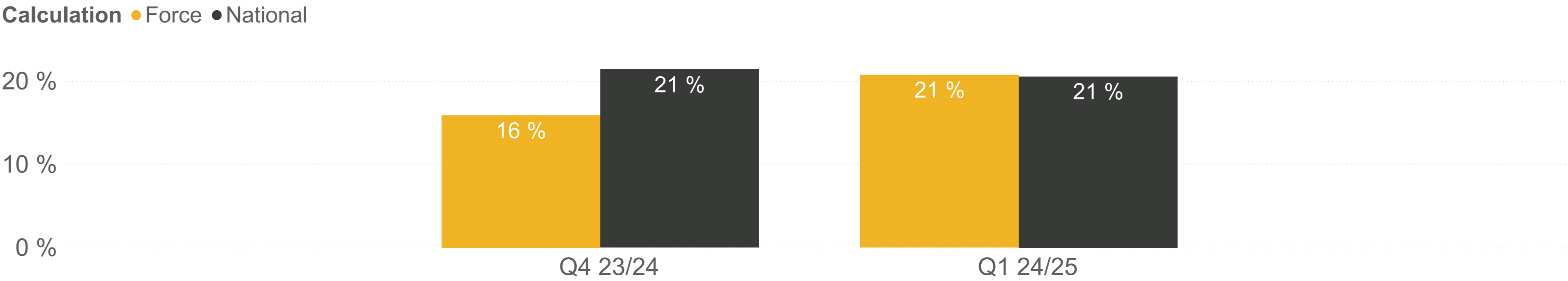
| Investigation reviews received | LPB | IOPC |
|--------------------------------|-----|------|
| Force | 1 | 3 |
| SPLY | 11 | 6 |
| National | 309 | 947 |



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 | 42 | 243 |
| SPLY | 38 | 218 |
| 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 | 34 | 33 | 48 |
| Average number of working days to complete IOPC reviews | 205 | 173 | 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 | 4 | 1 | 1 | |
| SPLY | 4 | 2 | 11 | |
| 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 | 0 | 0 | 43 | 3 |
| SPLY | 0 | 0 | 18 | 1 |
| National | 1,112 | 330 | 3,747 | 802 |

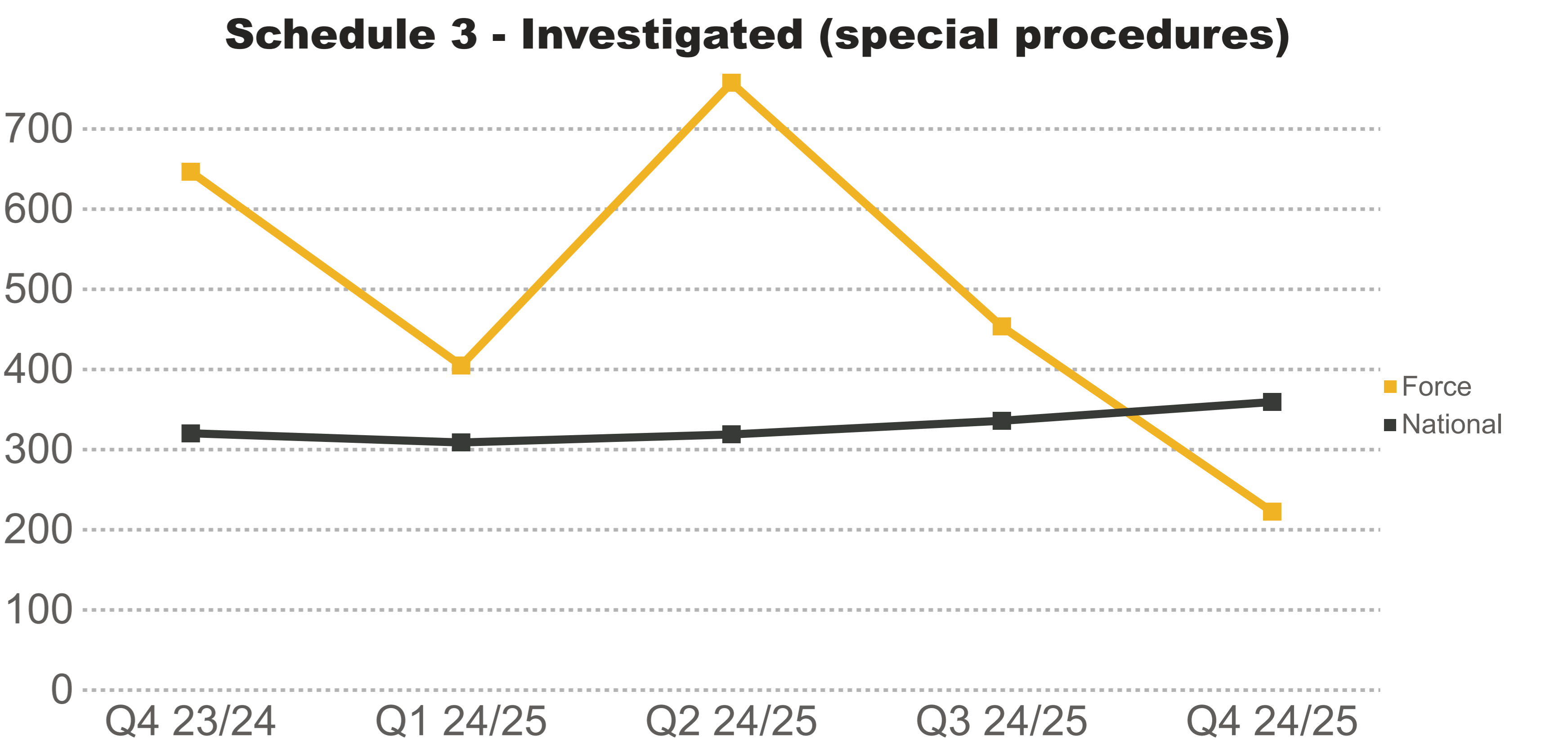
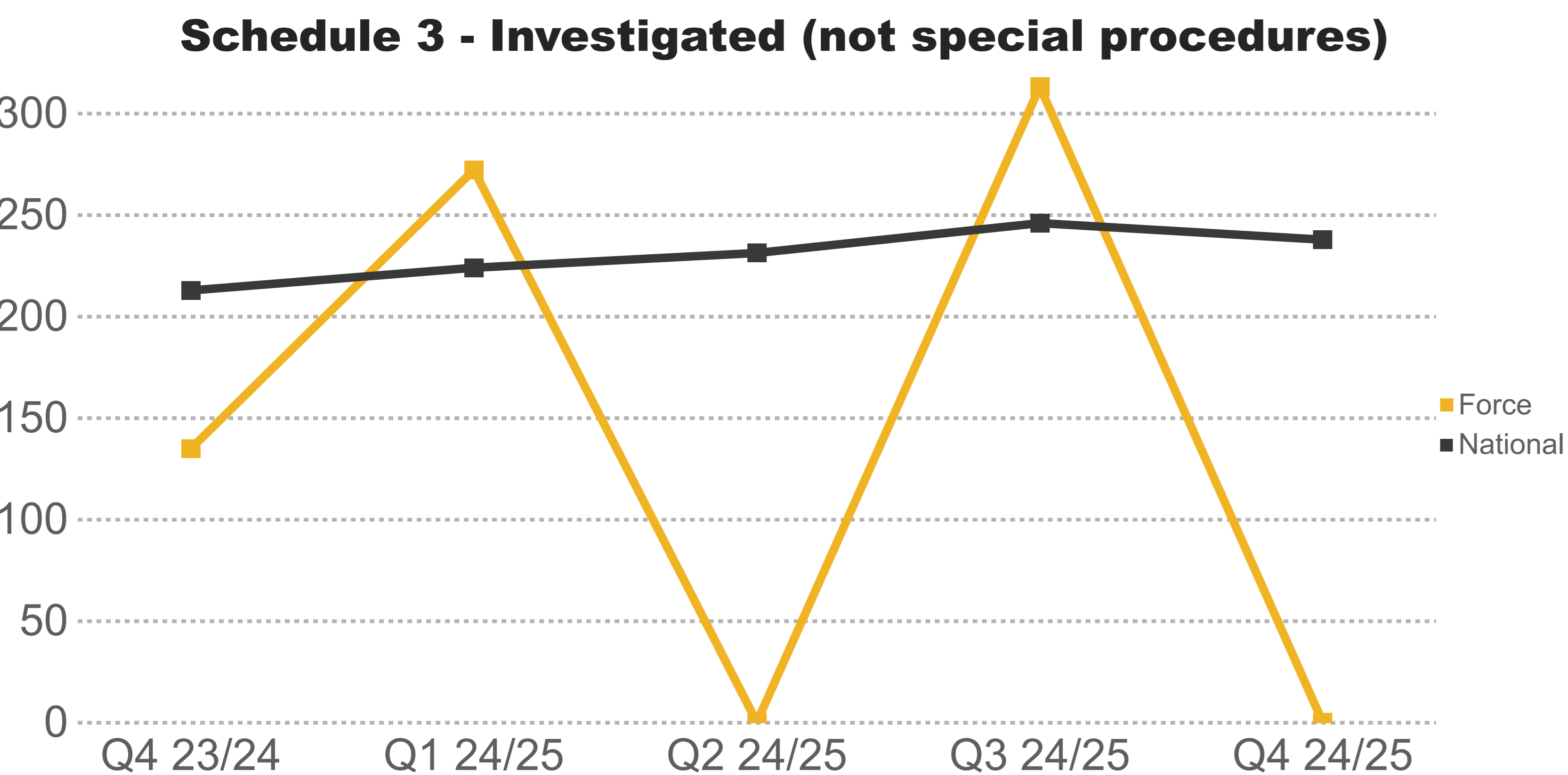
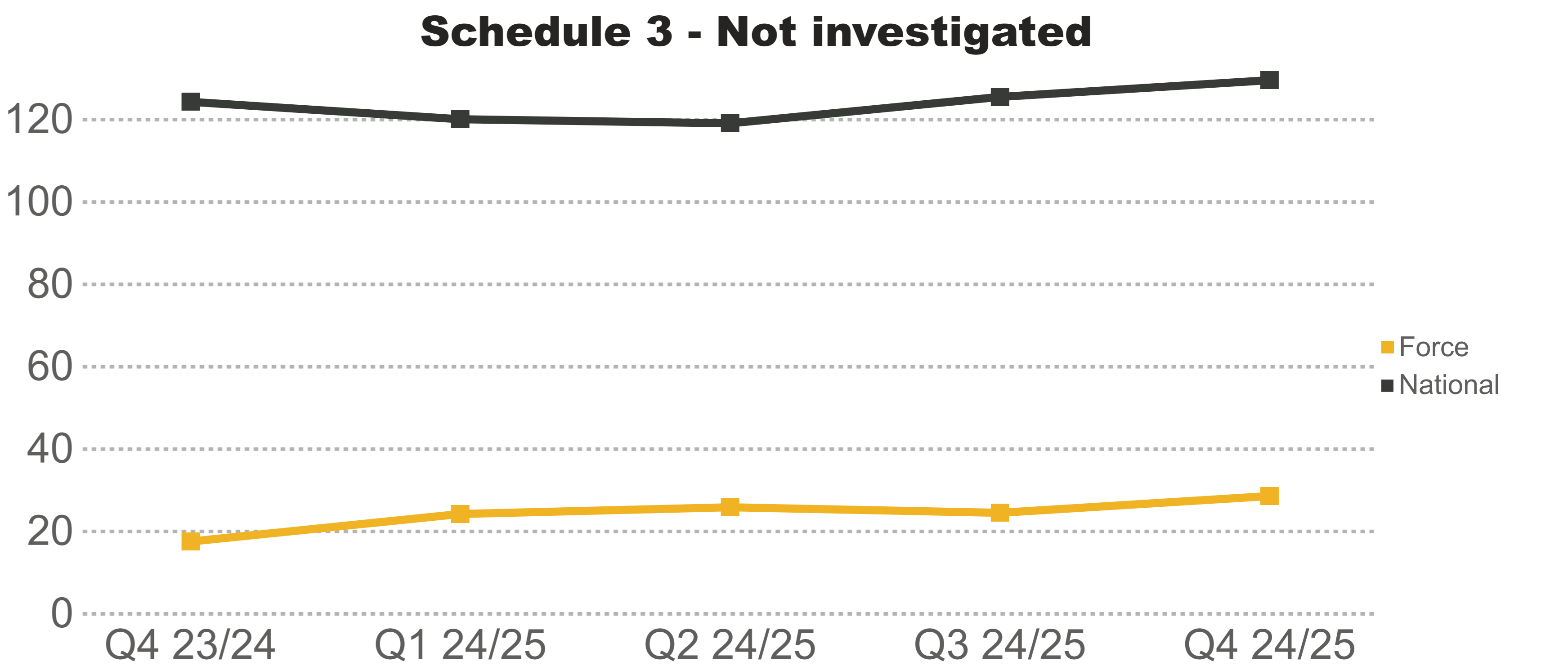
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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) | 386 | 284 | 329 |
| Under Schedule 3 investigated (not subject to special procedures) | 284 | 282 | 234 |
| Under Schedule 3 - not investigated | 26 | 35 | 124 |
| Total | 45 | 63 | 146 |

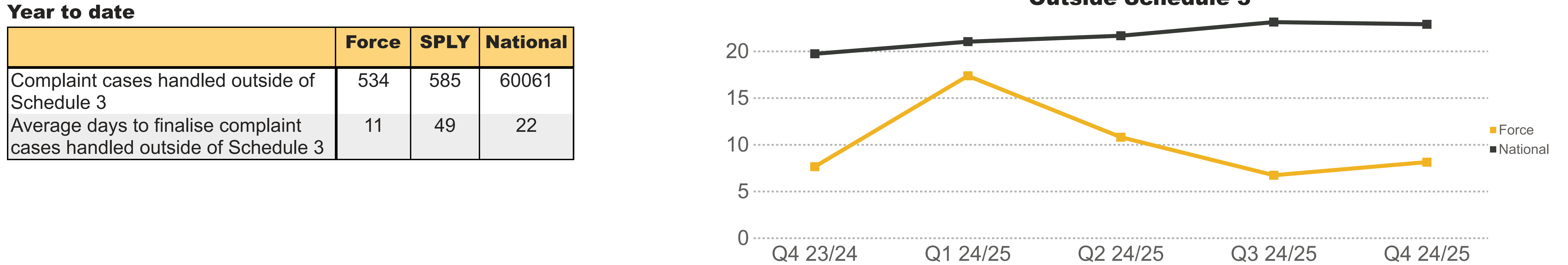
| Number finalised (Year to date) | Force | SPLY | National |
|---|-------|------|----------|
| Under Schedule 3 - not investigated | 227 | 193 | 25,876 |
| Under Schedule 3 investigated (not subject to special procedures) | 8 | 16 | 5,122 |
| Under Schedule 3 investigated (subject to special procedures) | 8 | 9 | 689 |
| Total | 243 | 218 | 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.

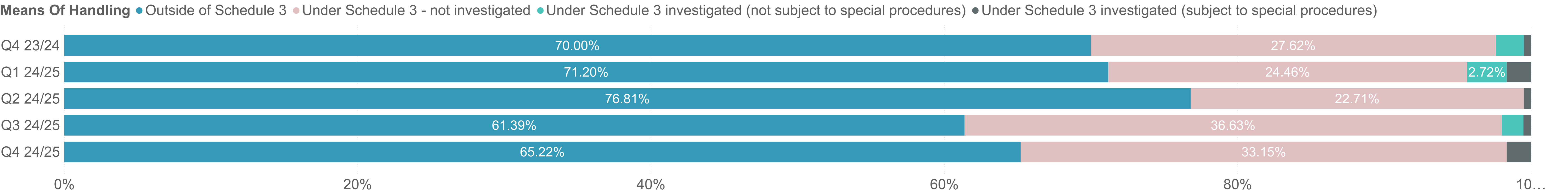


Section D3: How complaint cases handled

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 | 534 | 69% | 585 | 73% | 60,061 | 65% |
| Under Schedule 3 - not investigated | 227 | 29% | 193 | 24% | 25,876 | 28% |
| Under Schedule 3 investigated (not subject to special procedures) | 8 | 1% | 16 | 2% | 5,124 | 6% |
| Under Schedule 3 investigated (subject to special procedures) | 8 | 1% | 9 | 1% | 689 | 1% |
| Total | 777 | 100% | 803 | 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.

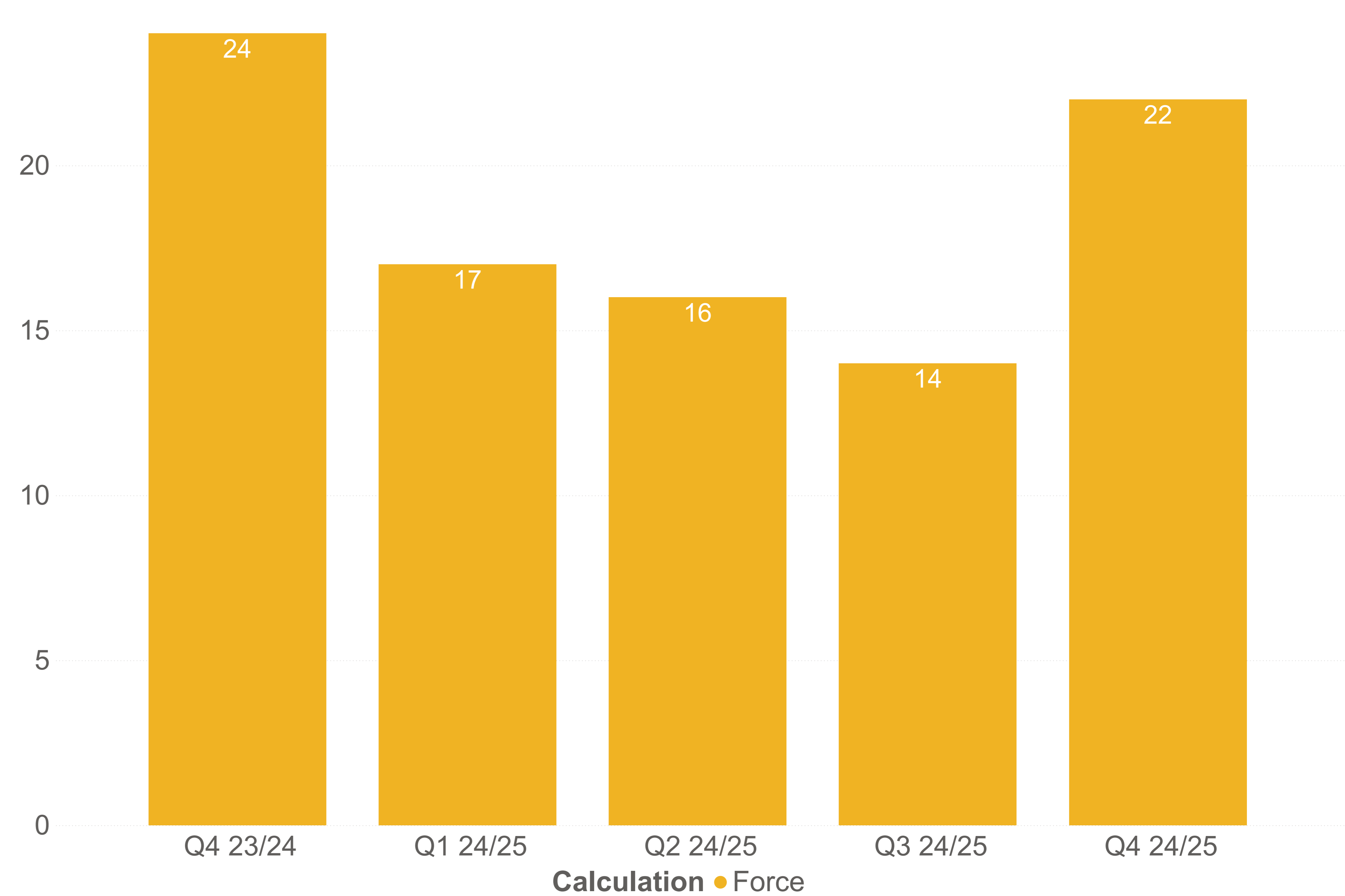
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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 | 69 | 76 | 6,713 |
| Number referrals completed | 69 | 76 | 6,786 |
| Decision: Independent Investigation | 4 | 6 | 351 |
| Decision: Directed Investigation | 0 | 0 | 30 |
| Decision: Local Investigation | 42 | 57 | 3,629 |
| Decision: Return to Force | 21 | 10 | 2,634 |
| Decision: Invalid | 2 | 3 | 141 |

Force and MSF Group referrals received



Most Similar Force (MSF) Group:

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 \(February 2020\)](#).