

Reporting Period: 01 April 2023 - 30 September 2023 (Q2 2023/24)

Most Similar Force (MSF) Group:

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).

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.

Due to technical problems at a force they have been unable to supply data for this bulletin. Therefore the National figures do not include data on matters received or completed by this force in Q2 of 2023/24 (1 July to 30 September 2023).

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Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

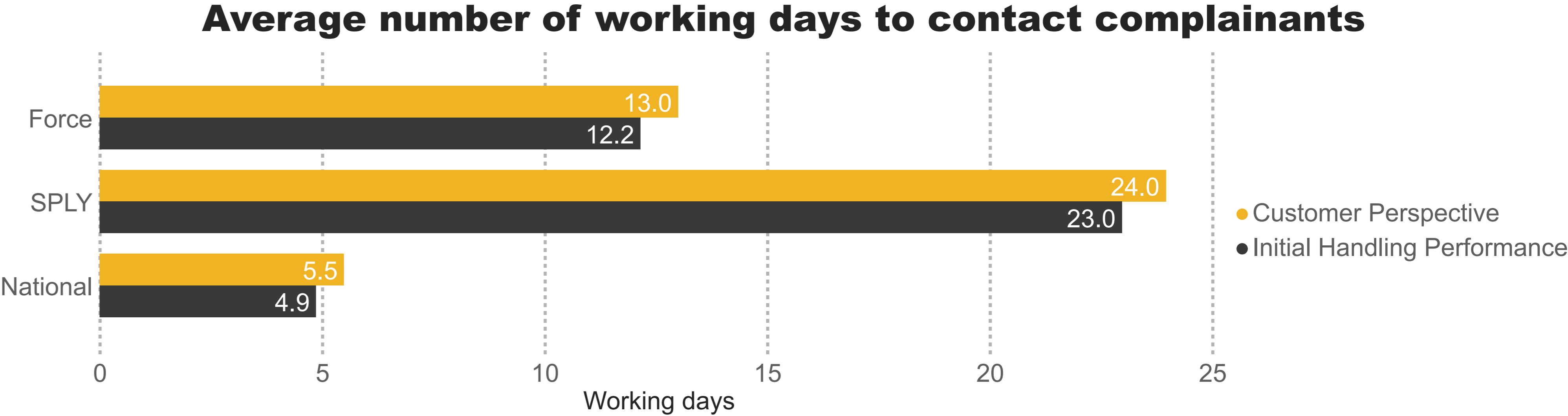
Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases logged and initial handling

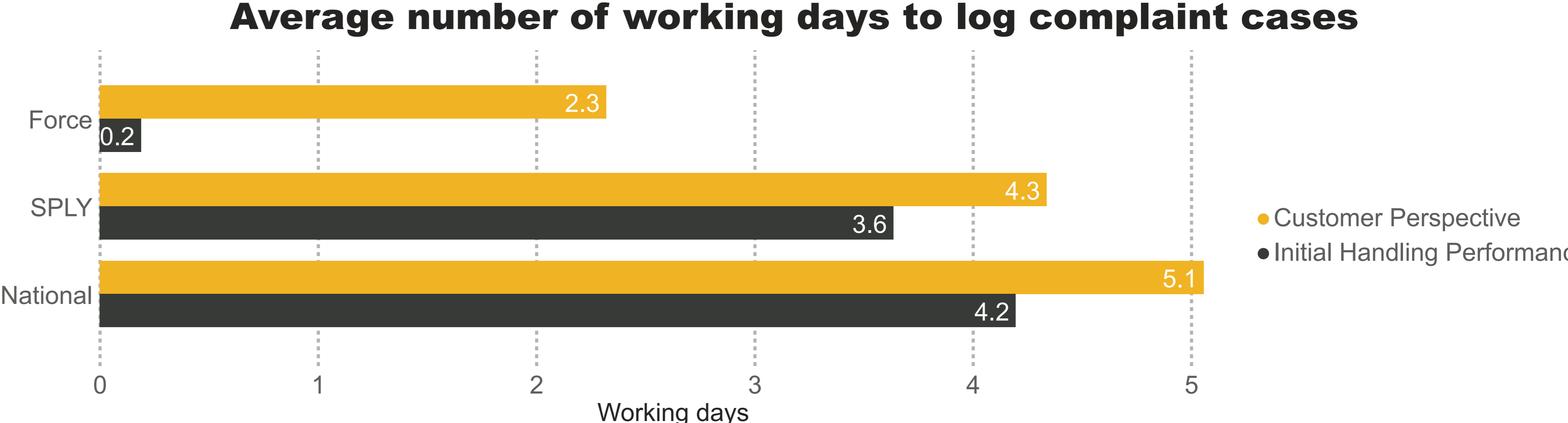
This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it received the complaint.

Complaint cases with ‘invalid dates’ have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	13	12
SPLY	24	23
National	5	5



Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	2	0
SPLY	4	4
National	5	4



Complaint cases logged

	Force	SPLY	National
Complaint cases logged	275	261	41,812
Complaint cases logged per 1,000 employees	177	180	165

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		National	
	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	16	47 %	18	39 %	6,676	43 %
Complainant wishes the complaint be recorded	0	0 %	0	0 %	3,330	21 %
Dissatisfaction after initial handling	7	21 %	25	54 %	2,203	14 %
Nature of the allegation(s) in the complaint	11	32 %	3	7 %	3,474	22 %

Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

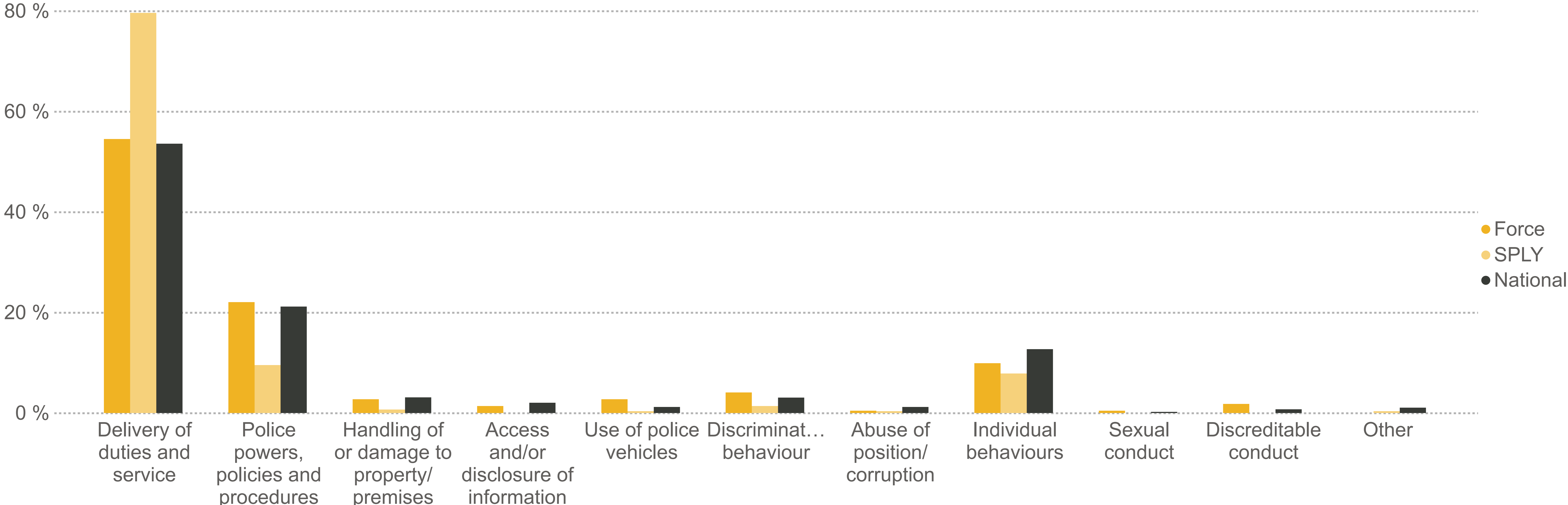
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	National
Allegations Logged	222	294	72,644
Allegations logged per 1,000 employees	143	203	287

What has been complained about

	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	121	49	6	3	6	9	1	22	1	4	0	222
SPLY	234	28	2	0	1	4	1	23	0	0	1	294
National	38,931	15,371	2,264	1,478	878	2,213	862	9,210	149	513	774	72,643
Force	55 %	22 %	3 %	1 %	3 %	4 %	0 %	10 %	0 %	2 %	0 %	100 %
SPLY	80 %	10 %	1 %	0 %	0 %	1 %	0 %	8 %	0 %	0 %	0 %	100 %
National	54 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



Section A1.3: Allegations logged – what has been complained about – top allegation categories and their subcategories

This section presents the five 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.

Category	Subcategory	Force		SPLY		National		
		No.	%	No.	%	No.	%	
Delivery of duties and service	Total	121	55 %	234	80 %	38,927	54 %	
	Police action following contact	86	71 %	131	56 %	17,049	44 %	
	Decisions	7	6 %	34	15 %	5,098	13 %	
	General level of service	18	15 %	38	16 %	12,962	33 %	
	Information	10	8 %	31	13 %	3,818	10 %	
Police powers, policies and procedures	Total	49	22 %	28	10 %	15,371	21 %	
	Stops, and stop and search	2	4 %	1	4 %	842	5 %	
	Searches of premises and seizure of property	9	18 %	9	32 %	1,841	12 %	
	Power to arrest and detain	9	18 %	6	21 %	2,537	17 %	
	Detention in police custody	3	6 %	4	14 %	2,109	14 %	
	Bail, identification and interview procedures	0	0 %	1	4 %	707	5 %	
	Use of force	22	45 %	5	18 %	4,209	27 %	
	Evidential procedures	3	6 %	0	0 %	1,116	7 %	
	Out of court disposals	0	0 %	0	0 %	258	2 %	
	Other policies and procedures	1	2 %	2	7 %	1,752	11 %	
	Handling of or damage to property/ premises	Total	6	3 %	2	1 %	2,177	3 %
		Handling of or damage to property/ premises	6	100 %	2	100 %	2,177	96 %
Use of police vehicles	Total	6	3 %	1	0 %	843	1 %	
	Use of police vehicles	6	100 %	1	100 %	815	93 %	
Discriminatory behaviour	Use of police vehicle	0	0 %	0	0 %	28	3 %	
	Total	9	4 %	4	1 %	2,213	3 %	
	Age	0	0 %	0	0 %	41	2 %	
	Disability	0	0 %	1	25 %	393	18 %	
	Gender reassignment	0	0 %	0	0 %	14	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	4	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	
	Race	8	89 %	3	75 %	1,144	52 %	
	Religion or belief	1	11 %	0	0 %	54	2 %	
	Sex	0	0 %	0	0 %	316	14 %	
	Sexual orientation	0	0 %	0	0 %	85	4 %	
	Other	0	0 %	0	0 %	162	7 %	
Individual behaviours	Total	22	10 %	23	8 %	9,209	13 %	
	Unprofessional attitude and disrespect	15	68 %	18	78 %	2,638	29 %	
	Lack of fairness and impartiality	1	5 %	0	0 %	1,218	13 %	
	Overbearing or harassing behaviours	1	5 %	2	9 %	1,622	18 %	
	Impolite language / tone	5	23 %	2	9 %	2,421	26 %	
	Impolite and intolerant actions	0	0 %	1	4 %	1,310	14 %	

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Allegation category												
Factors	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
Arrest	0	8	1	0	0	0	0	1	0	0	0	10
Child protection / CSA / CSE	0	0	0	0	0	0	0	1	0	0	0	1
Custody	0	3	0	0	0	0	0	0	0	0	0	3
Domestic / gender abuse	1	0	0	0	0	0	0	1	0	0	0	2
Firearms	0	1	0	0	0	0	0	0	0	0	0	1
Fraud	93	0	0	0	0	0	0	5	0	0	0	98
Investigation	7	10	0	2	0	2	0	5	0	0	0	26
Mental health	0	1	0	0	0	0	0	0	0	0	0	1
None	14	12	4	0	2	5	1	9	0	3	0	50
Premises search	0	3	1	0	0	0	0	0	0	0	0	4
Restraint equipment	0	5	0	0	0	0	0	0	0	0	0	5
Roads/traffic	1	2	0	0	4	2	0	1	0	0	0	10
Stop and/or search	0	3	0	0	0	0	0	0	0	0	0	3
VAWG - dissatisfaction handling	1	0	0	0	0	0	0	0	0	0	0	1
VAWG - police perpetrated	0	1	0	0	0	0	0	0	1	0	0	2

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. 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.

Section A2: Allegations timeliness

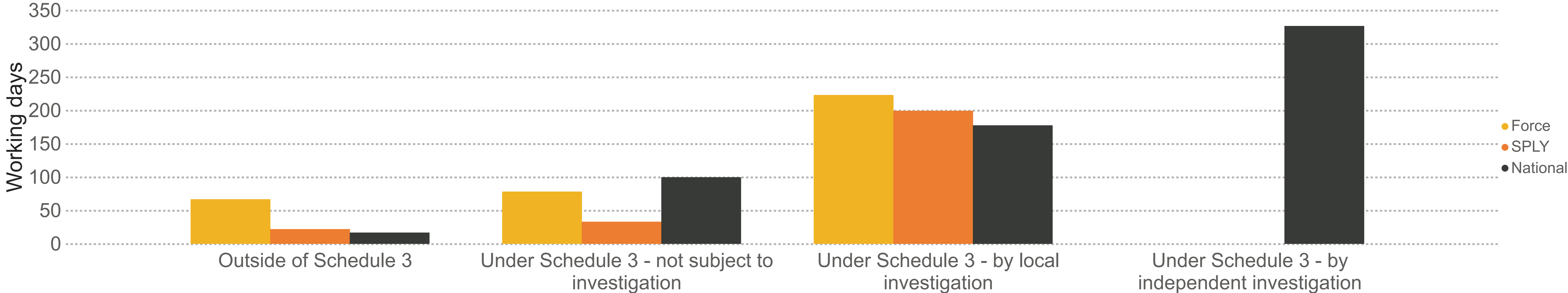
Average number of working days to finalise allegations	Force	SPLY	National
Outside of Schedule 3	67	22	17
Under Schedule 3 - not subject to investigation	78	33	100
Under Schedule 3 - by local investigation	223	200	178
Under Schedule 3 - by directed investigation	0	0	0
Under Schedule 3 - by independent investigation	0	0	326

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.

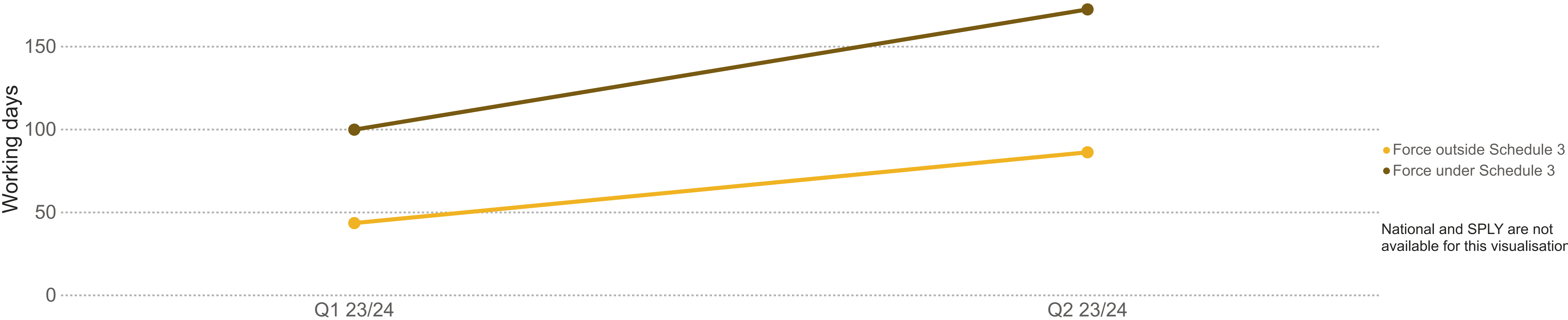
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



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	Force No.	Force %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	21	12 %	7,625	12 %
Under Schedule 3 investigated (subject to special procedures)	0		898	1 %
Under Schedule 3 - not investigated	26	15 %	28,871	44 %
Outside of Schedule 3	127	73 %	28,777	43 %
Total	174	100 %	66,171	100 %

How allegations were handled	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)			
	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
Allegation decision																
No further action					27 %	7	9 %	2,471			1 %	10	95 %	20	4 %	318
Regulation 41 applies							0 %	75			0 %	2			1 %	69
Service provided - unable to determine							8 %	2,222			2 %	19			8 %	639
Service provided - not acceptable					4 %	1	13 %	3,830			4 %	39	5 %	1	12 %	887
Service provided - acceptable					69 %	18	67 %	19,316			28 %	251			72 %	5,491
Not Resolved	5 %	6	7 %	2,041												
Resolved	95 %	121	93 %	26,736												
No Case to Answer											38 %	345				
Case to Answer											24 %	220				
Withdrawal							3 %	956			1 %	12			3 %	221
Total	73 %	127	43 %	28,777	15 %	26	44 %	28,870			1 %	898	12 %	21	12 %	7,625

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

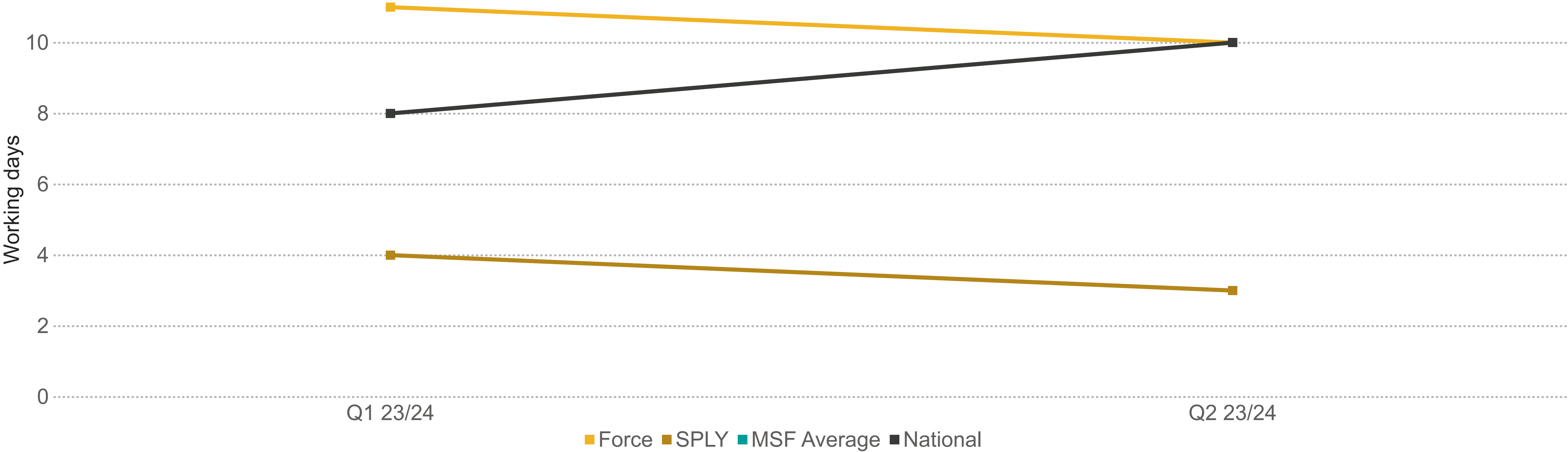
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
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
No further action	5	16	1	0	0	3	0	2	0	0	0	27
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - not acceptable	2	0	0	0	0	0	0	0	0	0	0	2
Service provided - acceptable	16	1	0	0	0	1	0	0	0	0	0	18
Not Resolved	3	1	0	0	1	1	0	0	0	0	0	6
Resolved	84	19	2	0	1	4	1	10	0	0	0	121
No Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0

Section B: Referrals

	Force	SPLY	National
Number referrals received	21	13	3,576
Number referrals completed	21	13	3,462
Decision: Independent Investigation	2	3	216
Decision: Directed Investigation	0	0	16
Decision: Local Investigation	17	10	2,258
Decision: Return to Force	2	0	918
Decision: Invalid	0	0	54

Average number of working days to complete referrals by quarter



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.

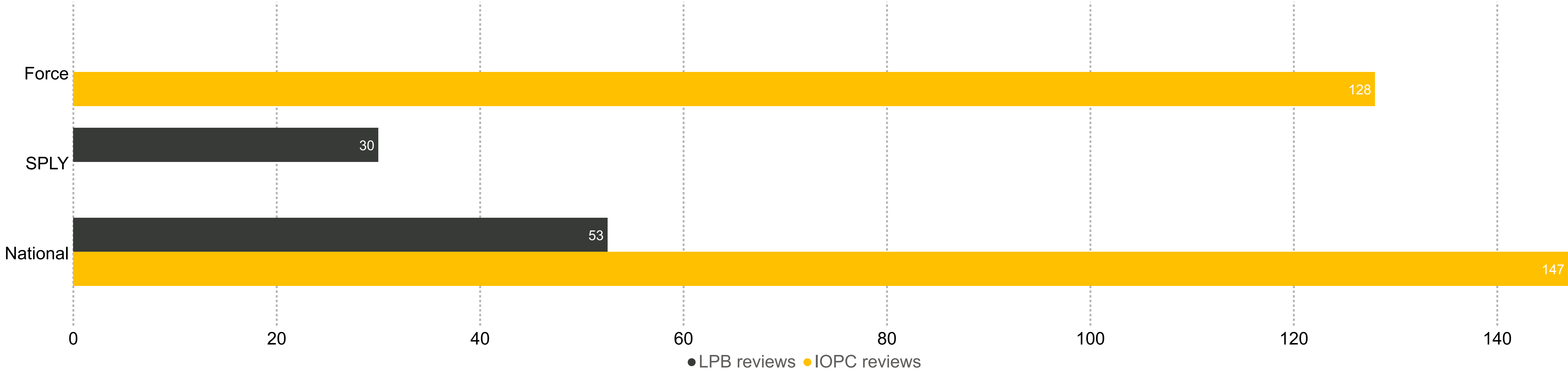
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section C1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	19	3	16 %	0	1	2	0
SPLY	55	4	7 %	0	2	1	1
National	14,369	3,056	21 %	227	1,862	395	572

Section C2: Reviews timeliness

	Force	SPLY	National
Average number of working days to complete Local Policing Body reviews	0	30	53
Average number of working days to complete IOPC reviews	128	0	147



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

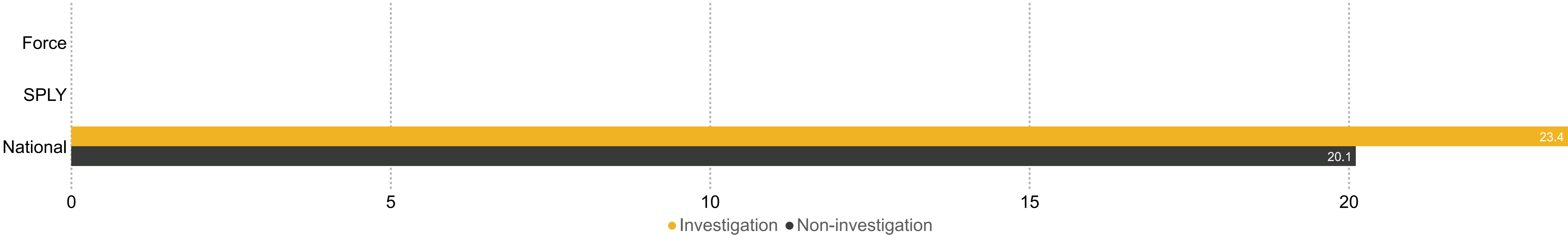
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB 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.

LPB reviews found not reasonable and proportionate

Force	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	0		0	0		0
SPLY	1		0	0		0
National	175	41	23	1,855	373	20



LPB reviews resulting in recommendations

Force	Found not reasonable and proportionate	Investigation		Found not reasonable and proportionate	Non-investigation	
		Resulting in recommendations	% resulting in recommendations		Resulting in recommendations	% resulting in recommendations
Force			0			0
SPLY			0			0
National	41	41	100	373	332	89

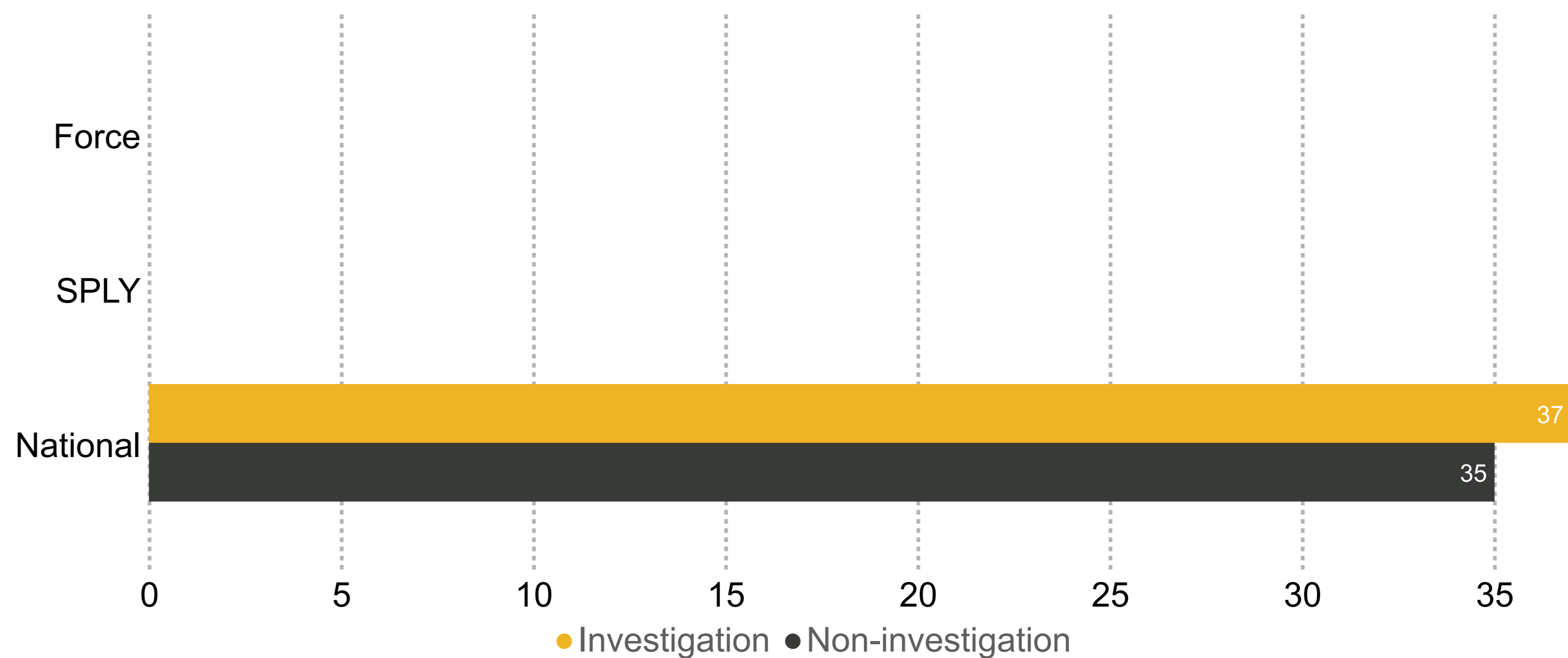
Section C4: Decisions on IOPC reviews

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.

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	0	0
SPLY	0	0
National	396	145

% IOPC reviews found outcome not reasonable and proportionate



Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	1	0
SPLY	0	0
National	652	229

IOPC review recommendations and directions

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	0	0	0	0
SPLY	0	0	0	0
National	145	14	93	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
National	229	145	64
Force	0	0	0
SPLY	0	0	0

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

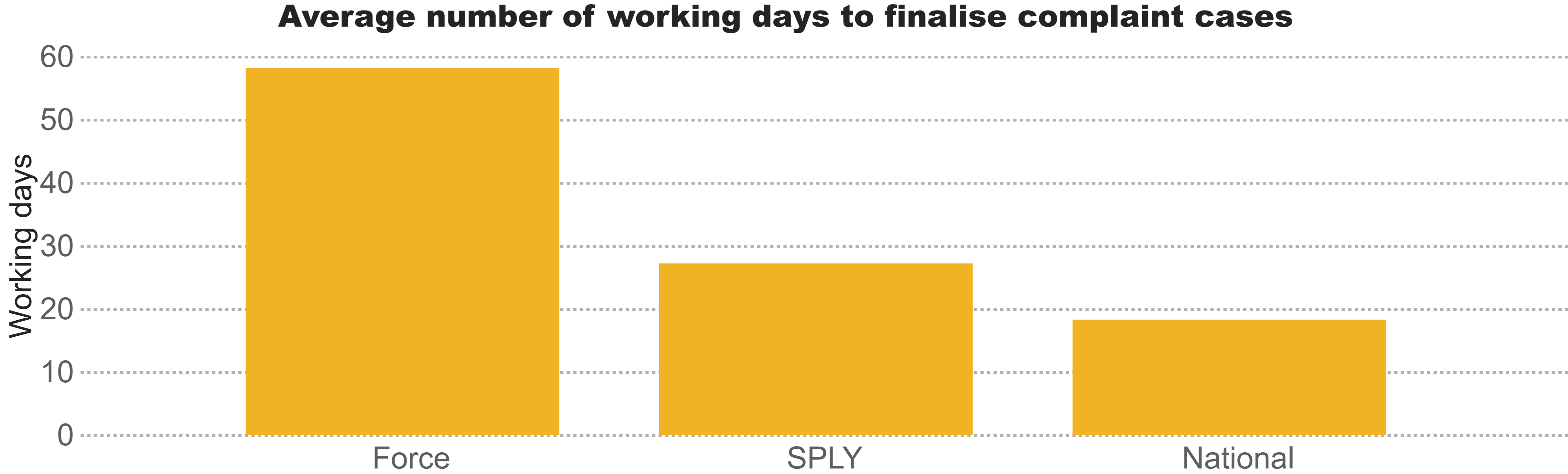
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

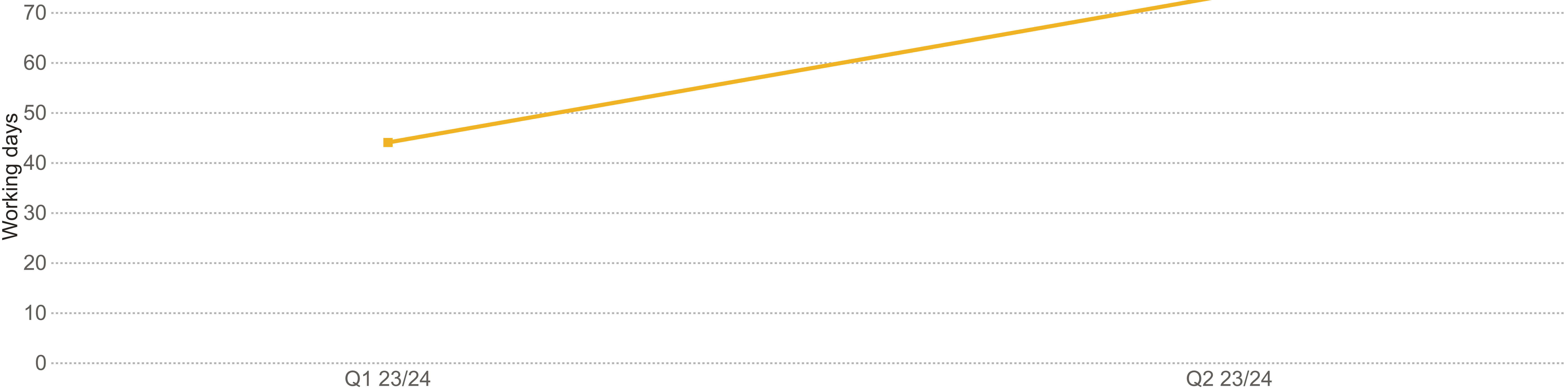
Force	SPLY	National
58	27	18

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 informally. Timeliness is calculated from the date the complaint was made.

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.



e number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

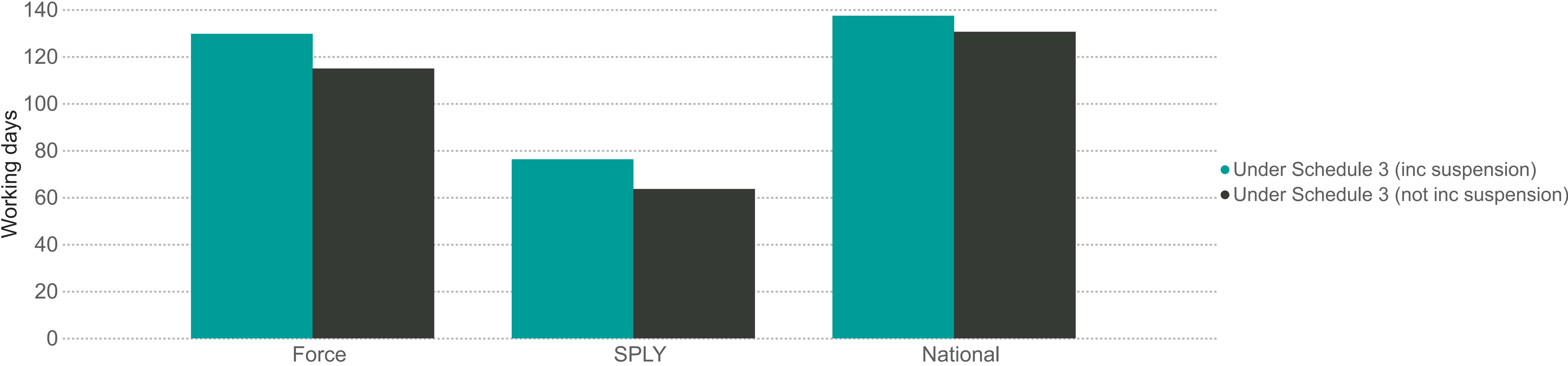
Average number of working days to finalise complaint cases

	Force	SPLY	National
Under Schedule 3 (inc suspension)	130	76	137
Under Schedule 3 (not inc suspension)	115	64	131

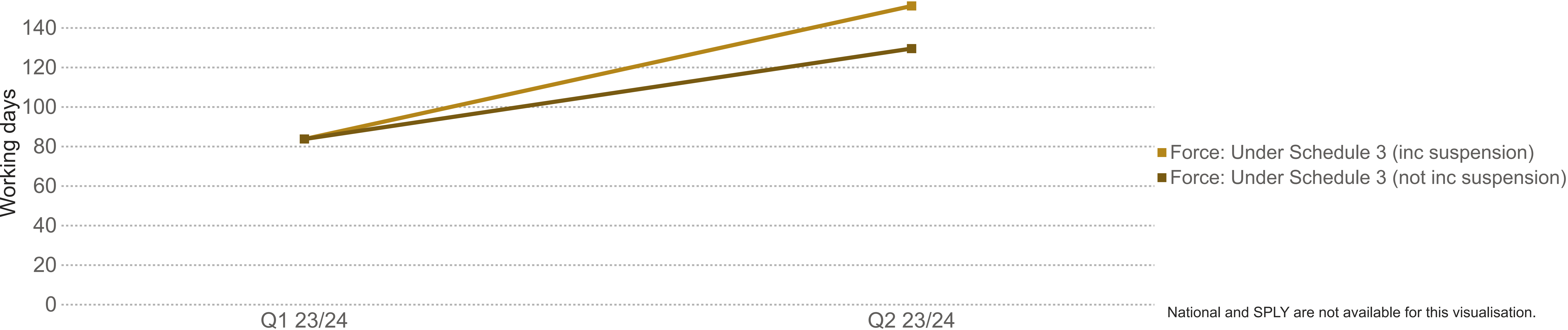
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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.

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		SPLY		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	78	0 %
Learning from reflection	1	1 %	0	0 %	633	3 %
Policy review	0	0 %	0	0 %	16	0 %
Goodwill gesture	0	0 %	0	0 %	67	0 %
Apology	11	11 %	4	2 %	2342	10 %
Debrief	0	0 %	0	0 %	224	1 %
Explanation	76	79 %	159	95 %	14286	59 %
No further action	9	9 %	2	1 %	3688	15 %
Other action	0	0 %	2	1 %	2269	9 %

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.

Section D2.2: Allegation actions - on complaint cases handled under Schedule 3

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

Complaint cases resulting in below actions	Force		SPLY		National	
	No.	%	No.	%	No.	%
Organisational learning	0	0 %	0	0 %	340	2 %
Apology	0	0 %	1	2 %	842	6 %
Debrief	0	0 %	0	0 %	193	1 %
Explanation	9	47 %	44	80 %	8145	57 %
Criminal proceedings	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	10	0 %
No further action	9	47 %	8	15 %	4348	30 %
Other action	1	5 %	0	0 %	347	2 %
Learning from reflection	0	0 %	1	2 %	1562	11 %
Referral to RPRP	0	0 %	3	5 %	422	3 %

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

Complaint cases resulting in below actions	Force		SPLY		National	
	No.	%	No.	%	No.	%
Misconduct proceedings	0	0 %	1	50 %	68	28 %
Criminal proceedings	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	3	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	10	4 %
Referral to RPRP	0	0 %	0	0 %	64	27 %

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 \(February 2020\)](#).