

Police Complaints Information Bulletin: Dorset



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

Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Gloucestershire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia

About this bulletin

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

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

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

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

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

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Acronyms used in this bulletin

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

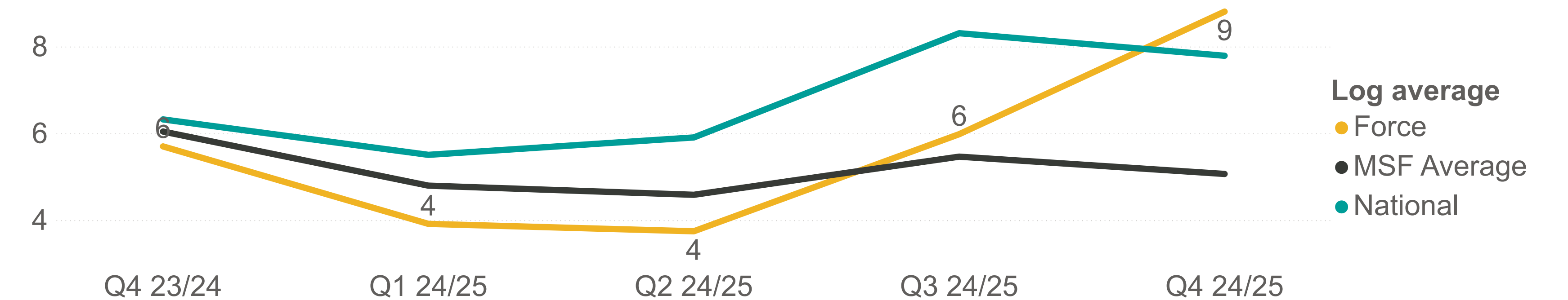
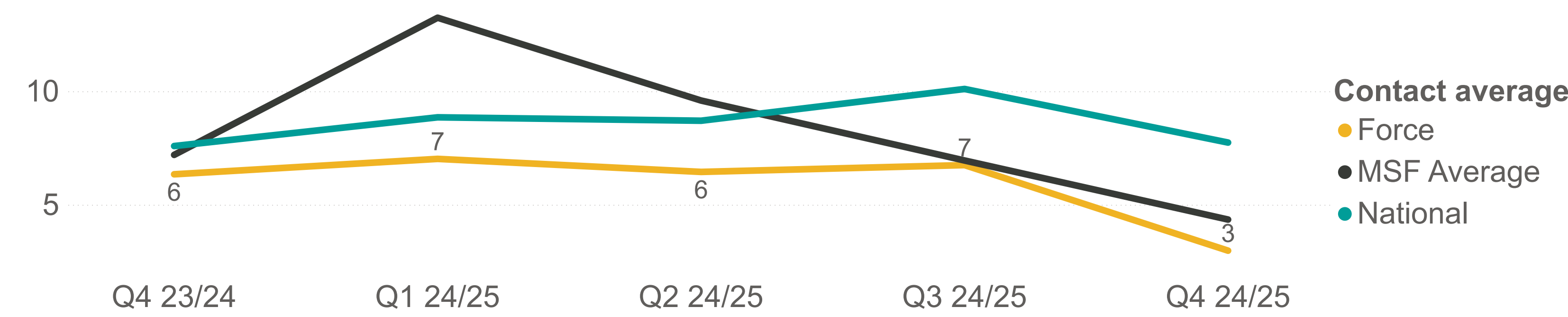
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

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

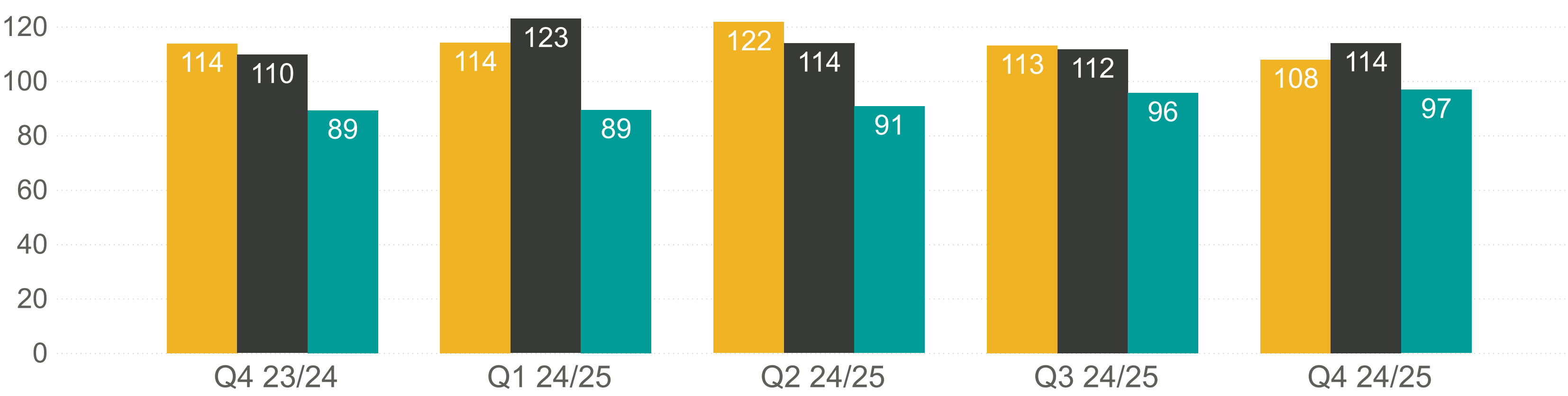
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,325	457	2,216	764	6	6
SPLY	1,504	519	2,335	805	7	5
MSF Average	1,966	462	2,924	689	9	5
National	94,940	373	168,249	660	9	7



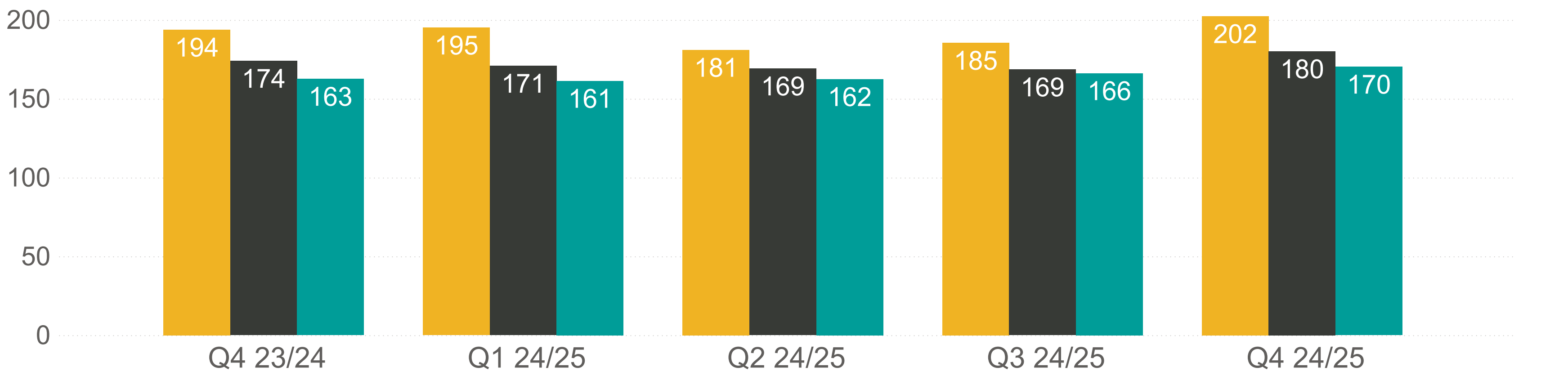
Complaints logged per 1,000 employees

Force MSF Average National



Allegations logged per 1,000 employees

Force MSF Average National



For space reasons some figures in the above charts are not shown

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

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see [here](#):

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	311	531	345	12,831
Complainant wishes the complaint be recorded	78	78	100	6,465
Dissatisfaction after initial handling	29	19	93	5,283
Nature of the allegation(s) in the complaint	259	78	121	7,593
Total	677	706	659	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	46 %	75 %	47 %	40 %
Complainant wishes the complaint be recorded	12 %	11 %	17 %	20 %
Dissatisfaction after initial handling	4 %	3 %	17 %	16 %
Nature of the allegation(s) in the complaint	38 %	11 %	19 %	24 %

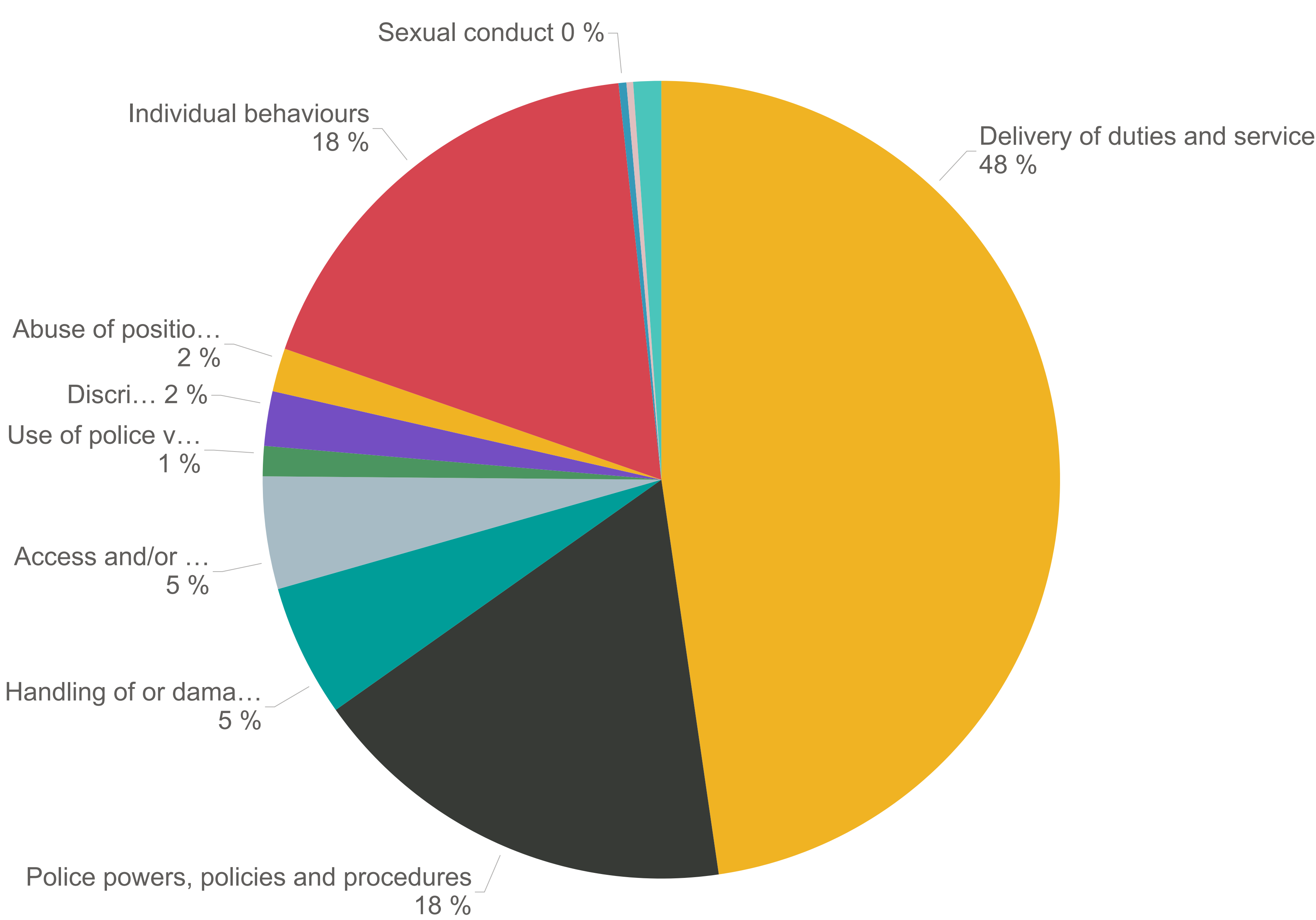
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

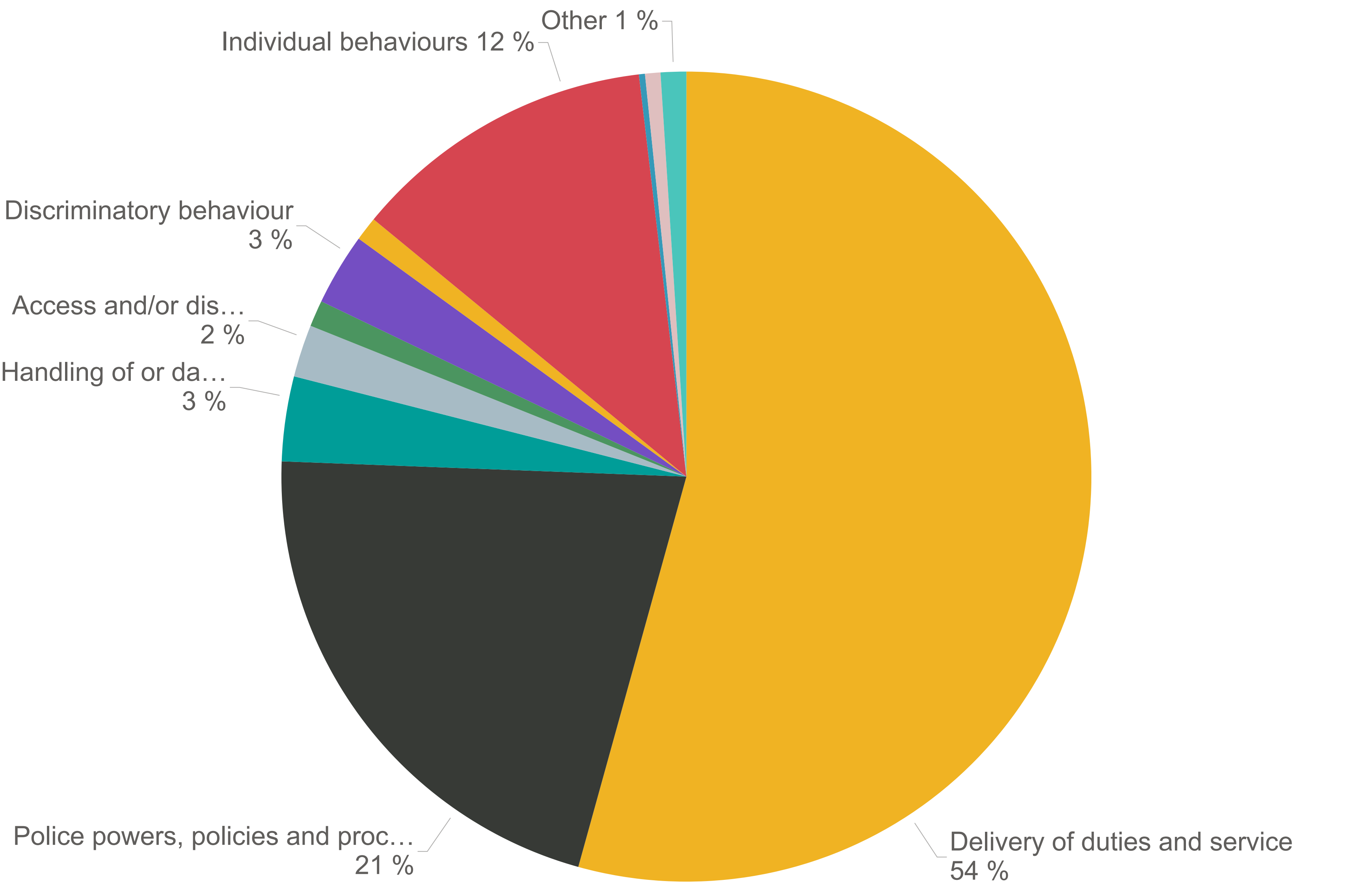
What has been complained about (YTD)

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	1,057	388	119	101	27	49	39	398	7	6	25	2,216
SPLY	1,099	460	119	76	29	64	49	404	3	7	25	2,335
MSF Average	1,538	650	107	75	37	86	23	343	6	19	41	2,924
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,057	48 %	1,099	47 %	1,538	53 %	91,353	54 %
	Police action following contact	467	44 %	533	48 %	588	38 %	37,667	41 %
	General level of service	323	31 %	307	28 %	588	36 %	29,691	32 %
	Decisions	190	18 %	194	18 %	230	17 %	13,479	15 %
	Information	77	7 %	65	6 %	133	9 %	10,515	12 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	398	18 %	404	17 %	343	13 %	20,480	12 %
	Impolite and intolerant actions	118	30 %	158	39 %	56	18 %	3,098	15 %
	Impolite language / tone	110	28 %	87	22 %	73	22 %	5,352	26 %
	Unprofessional attitude and disrespect	64	16 %	79	20 %	110	31 %	5,808	28 %
	Overbearing or harassing behaviours	59	15 %	36	9 %	57	15 %	3,415	17 %
	Lack of fairness and impartiality	47	12 %	44	11 %	47	14 %	2,807	14 %
Police powers, policies and procedures	Total	388	18 %	460	20 %	650	21 %	35,830	21 %
	Power to arrest and detain	82	21 %	86	19 %	124	18 %	6,460	18 %
	Use of force	77	20 %	114	25 %	137	21 %	8,826	25 %
	Other policies and procedures	72	19 %	77	17 %	106	16 %	3,735	10 %
	Bail, identification and interview procedures	45	12 %	44	10 %	46	7 %	2,122	6 %
	Searches of premises and seizure of property	41	11 %	40	9 %	73	12 %	4,603	13 %
	Detention in police custody	31	8 %	41	9 %	67	10 %	5,122	14 %
	Stops, and stop and search	21	5 %	24	5 %	24	4 %	1,790	5 %
	Evidential procedures	14	4 %	26	6 %	60	9 %	2,631	7 %
	Out of court disposals	5	1 %	8	2 %	13	2 %	540	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	119	5 %	119	5 %	105	3 %	5,556	3 %
	Handling of or damage to property/ premises	119	100 %	119	100 %	105	95 %	5,555	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %
Access and/or disclosure of information	Total	101	5 %	76	3 %	75	3 %	3,518	2 %
	Disclosure of information	63	62 %	45	59 %	53	71 %	2,349	67 %
	Handling of information	31	31 %	26	34 %	15	20 %	789	22 %
	Accessing and handling of information from other sources	5	5 %	3	4 %	2	3 %	133	4 %
	Use of police systems	2	2 %	2	3 %	4	7 %	245	7 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Information	0	0 %	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		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	852	38 %	757	32 %	1,115	38 %	65,409	39 %
Arrest	299	13 %	330	14 %	354	12 %	21,786	13 %
Domestic / gender abuse	286	13 %	236	10 %	195	7 %	9,507	6 %
Roads/traffic	231	10 %	285	12 %	247	9 %	10,386	6 %
None	205	9 %	232	10 %	448	16 %	31,766	19 %
VAWG - dissatisfaction handling	180	8 %	206	9 %	111	4 %	7,183	4 %
Call Handling	144	6 %	124	5 %	146	5 %	7,140	4 %
Neighbourhood policing	125	6 %	159	7 %	197	6 %	7,856	5 %
Custody	75	3 %	134	6 %	155	5 %	9,989	6 %
Mental health	75	3 %	101	4 %	95	3 %	5,164	3 %
Drugs / alcohol	55	2 %	78	3 %	33	1 %	2,046	1 %
Premises search	50	2 %	58	2 %	61	2 %	4,308	3 %
Firearms	47	2 %	88	4 %	25	1 %	742	0 %
Stop and/or search	43	2 %	48	2 %	40	1 %	3,755	2 %
Restraint equipment	41	2 %	51	2 %	30	1 %	1,866	1 %
Death	37	2 %	77	3 %	29	1 %	1,585	1 %
Hate Crime	32	1 %	37	2 %	20	1 %	942	1 %
Child protection / CSA / CSE	31	1 %	35	1 %	45	1 %	3,021	2 %
Public order incident	29	1 %	19	1 %	20	1 %	1,327	1 %
Social media	20	1 %	24	1 %	12	0 %	720	0 %
Missing persons	18	1 %	33	1 %	23	1 %	1,077	1 %
Fraud	16	1 %	37	2 %	17	1 %	1,113	1 %
VAWG - police perpetrated	12	1 %	16	1 %	10	0 %	1,085	1 %
VAWG - police victim	8	0 %	7	0 %	2	0 %	141	0 %
Serious injury	5	0 %	7	0 %	4	0 %	346	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	2	0 %	1	0 %	86	0 %
Police dogs or horses	0	0 %	0	0 %	2	0 %	102	0 %
PPDA	0	0 %	0	0 %	2	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	4	0 %
Taser	0	0 %	4	0 %	2	0 %	196	0 %
Unknown	0	0 %	1	0 %	1	0 %	28	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	0 %

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

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

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Individual behaviours
▼					
VAWG - police victim	2	3	0	0	2
VAWG - police perpetrated	2	3	0	0	2
VAWG - dissatisfaction handling	145	8	3	1	22
Stop and/or search	0	19	3	0	12
Social media	8	1	0	3	5
Serious injury	3	1	0	0	1
Roads/traffic	96	28	11	3	57
Restraint equipment	2	33	1	0	3
Public order incident	10	11	0	0	7
Premises search	2	29	9	1	8
None	76	13	11	39	46
Neighbourhood policing	79	2	1	0	38
Missing persons	9	2	1	1	5
Mental health	30	23	3	2	16
Investigation	525	100	46	34	103
Hate Crime	18	1	1	0	8
Fraud	11	1	1	0	1
Firearms	28	8	8	1	1
Drugs / alcohol	17	13	1	3	12
Domestic / gender abuse	159	38	8	11	54
Death	17	1	6	3	10
Custody	6	53	3	1	7
Child protection / CSA / CSE	11	5	1	3	9
Call Handling	92	2	1	3	45
Arrest	49	157	26	4	41
Total	1,040	386	118	101	396

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	44	3	3	47
Q1 24/25	32	2	1	35
Q2 24/25	24	1	3	28
Q3 24/25	63	5	1	66
Q4 24/25	61	4	3	64
Total	224	15	11	240

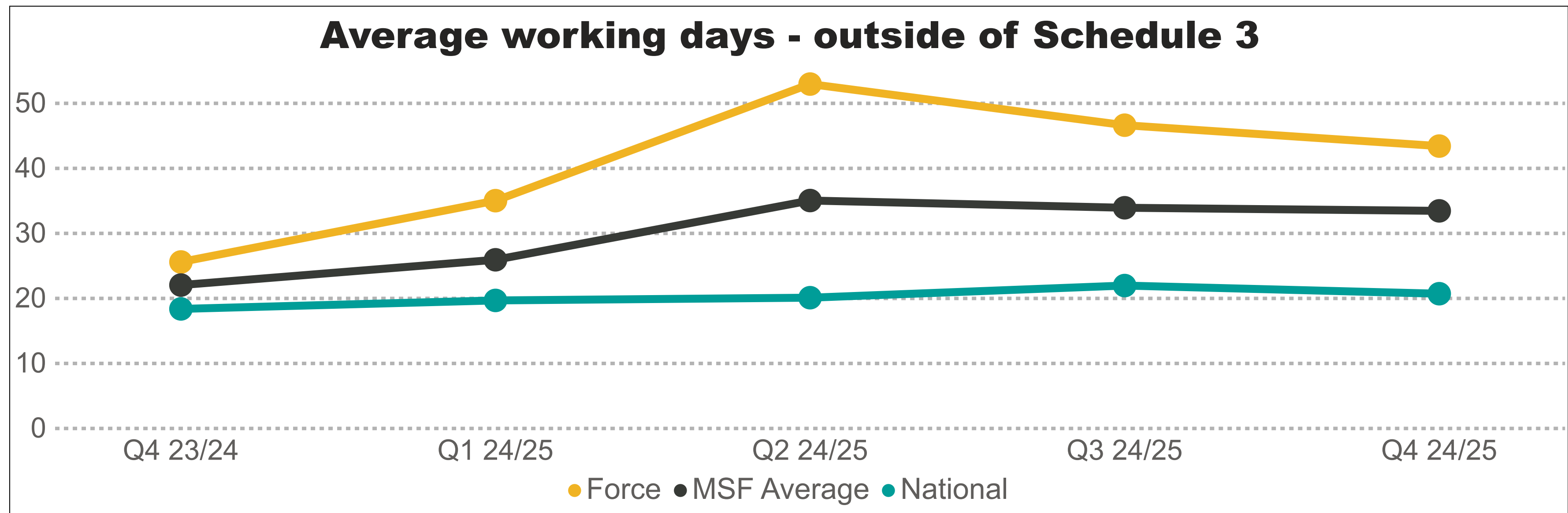
Section A2: Allegations timeliness

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.

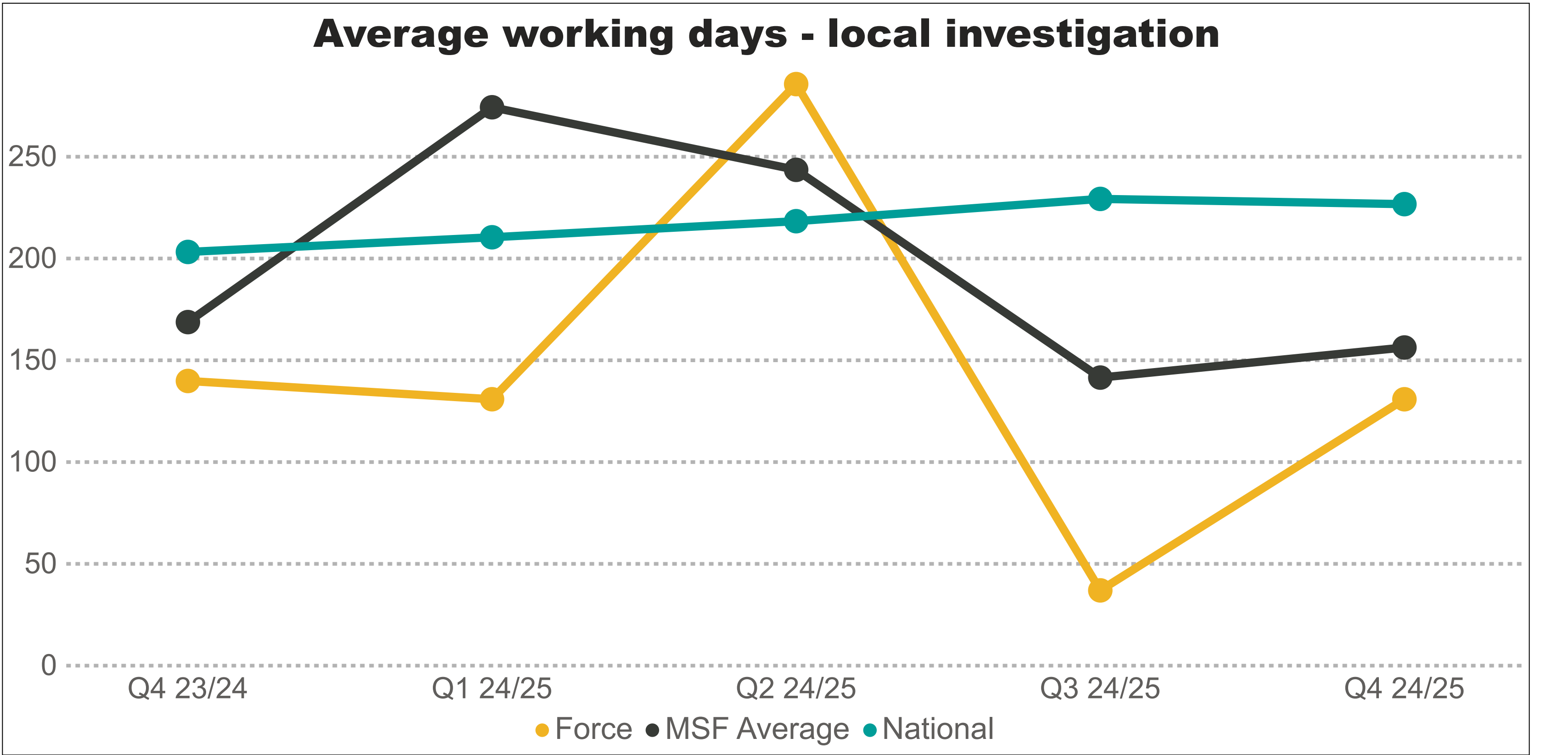
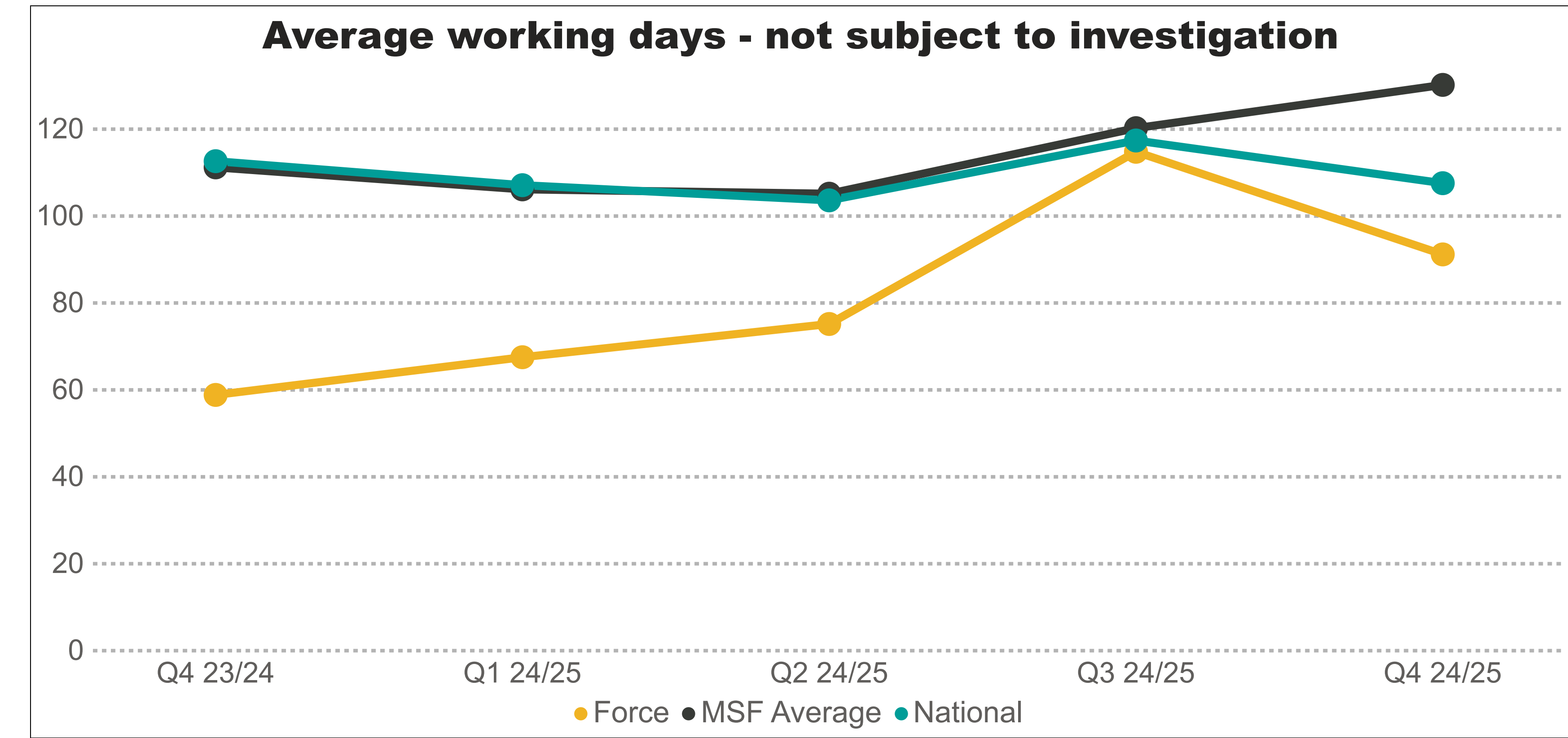
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	741	44	1,087	88	149	169	3	467
SPLY	842	25	1,124	80	146	183	8	301
MSF Average	1,426	32	1,070	122	417	206	3	228
National	71,979	20	73,237	109	17,701	220	348	380



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	1	41
National	23	618



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

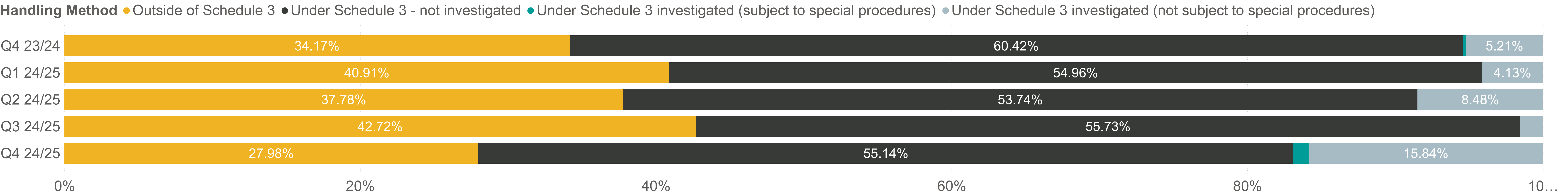
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	147	7 %	394	11 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	5	0 %	26	1 %	2,071	1 %
Under Schedule 3 - not investigated	1,087	55 %	1070	36 %	73,237	45 %
Outside of Schedule 3	741	37 %	1426	52 %	71,979	44 %
Total	1,980	100 %	2916	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					110	10 %	5,604	8 %			26	1 %			503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					101	9 %	6,698	9 %			38	2 %	11	7 %	1,499	9 %
Service provided - not acceptable					233	21 %	9,844	13 %			79	4 %	6	4 %	1,931	12 %
Service provided - acceptable					637	59 %	48,901	67 %	2	40 %	338	16 %	130	88 %	11,450	72 %
Not Resolved	73	10 %	3,637	5 %												
Resolved	668	90 %	68,336	95 %												
No Case to Answer									3	60 %	1,081	52 %				
Case to Answer											454	22 %				
Withdrawal					6	1 %	2,080	3 %			52	3 %			426	3 %

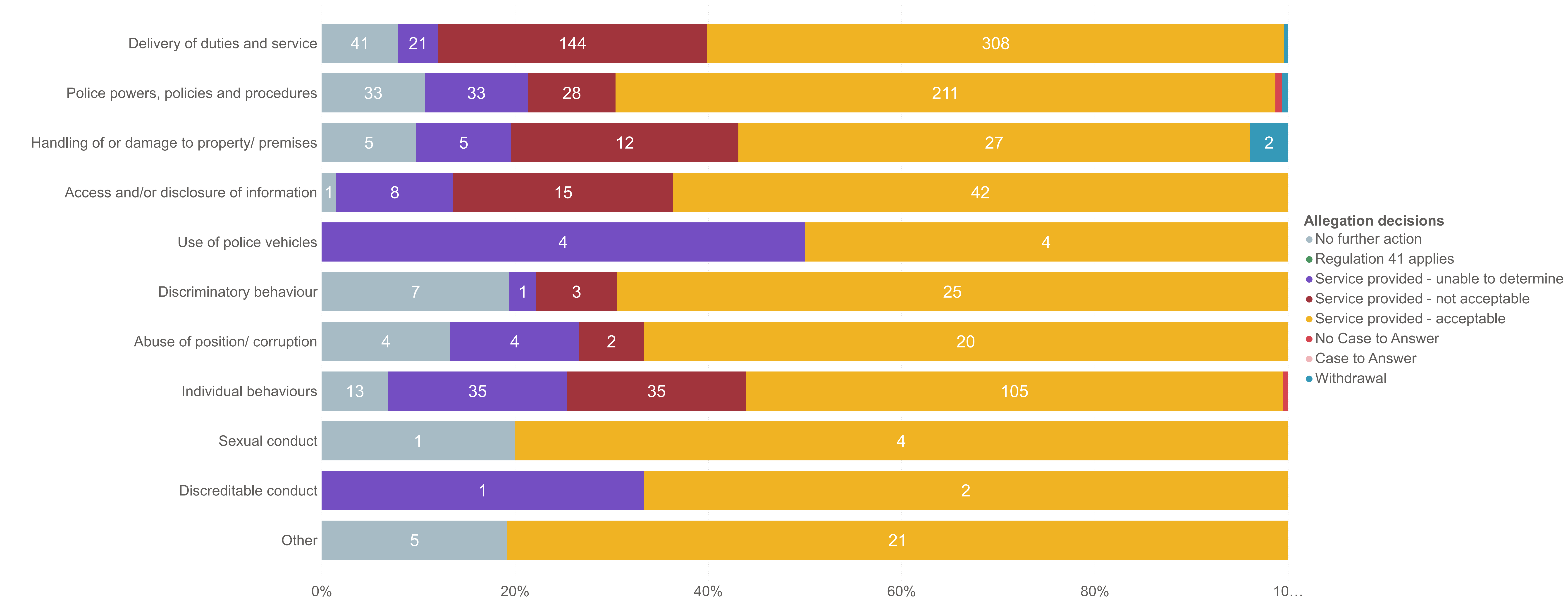
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	398	64	44	13	12	2	1	130	0	2	2	668
Not Resolved	35	12	2	4	2	0	3	13	1	0	1	73

Schedule 3 allegation decisions



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

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

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

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

. Actions following outside of Schedule 3 complaint cases ^	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	3	0 %	8	1 %	5	0 %	272	0 %
Learning from reflection	51	7 %	36	4 %	45	4 %	1,991	3 %
Policy review	0	0 %	1	0 %	1	0 %	59	0 %
Goodwill gesture	0	0 %	0	0 %	2	0 %	114	0 %
Apology	75	10 %	66	8 %	112	8 %	6,555	9 %
Debrief	0	0 %	0	0 %	12	1 %	545	1 %
Explanation	438	59 %	495	59 %	833	59 %	45,379	63 %
No further action	139	19 %	175	21 %	176	12 %	8,079	11 %
Other action	34	5 %	57	7 %	222	14 %	8,339	12 %

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

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

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

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	16	1 %	24	2 %	15	1 %	813	1 %
Apology	93	8 %	101	8 %	61	4 %	3,493	4 %
Debrief	1	0 %	0	0 %	1	0 %	2,874	3 %
Explanation	832	67 %	858	67 %	1,073	69 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	29	0 %
No further action	180	15 %	183	14 %	198	15 %	19,619	21 %
Other action	17	1 %	31	2 %	9	1 %	921	1 %
Learning from reflection	85	7 %	70	5 %	84	7 %	5,009	5 %
Referral to RPRP	9	1 %	7	1 %	36	2 %	1,426	2 %

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

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

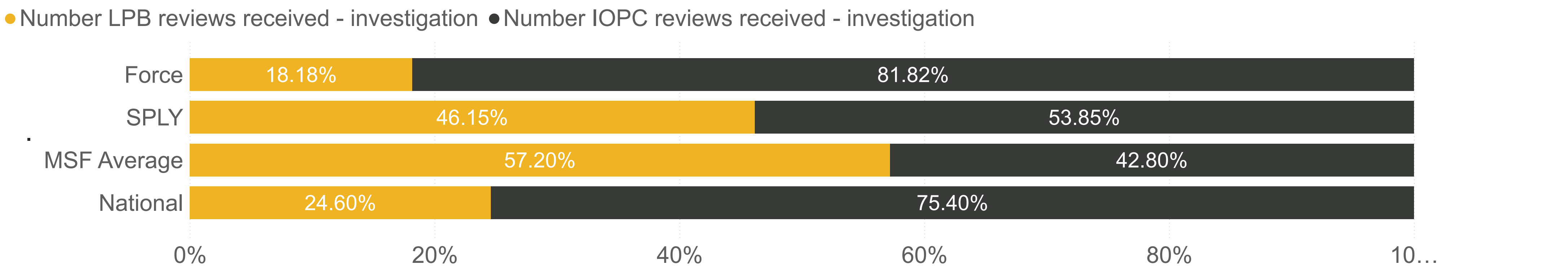
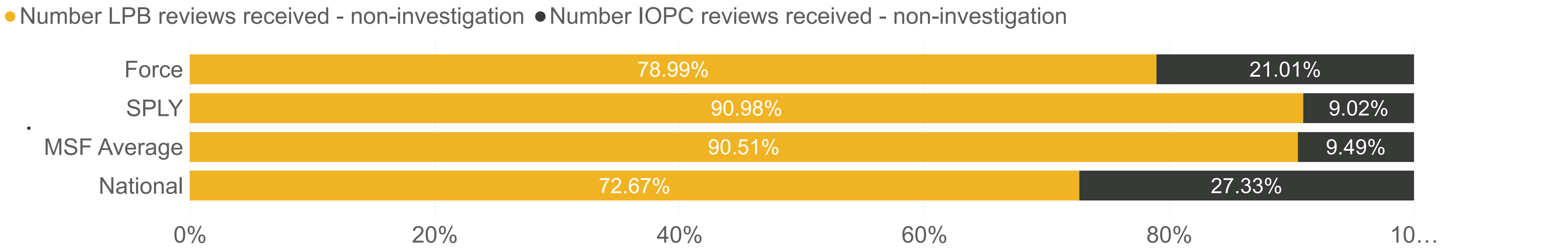
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	2	29 %	5	10 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	4	15 %	139	7 %
Referral to RPRP	1	20 %	4	57 %	7	20 %	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](#)

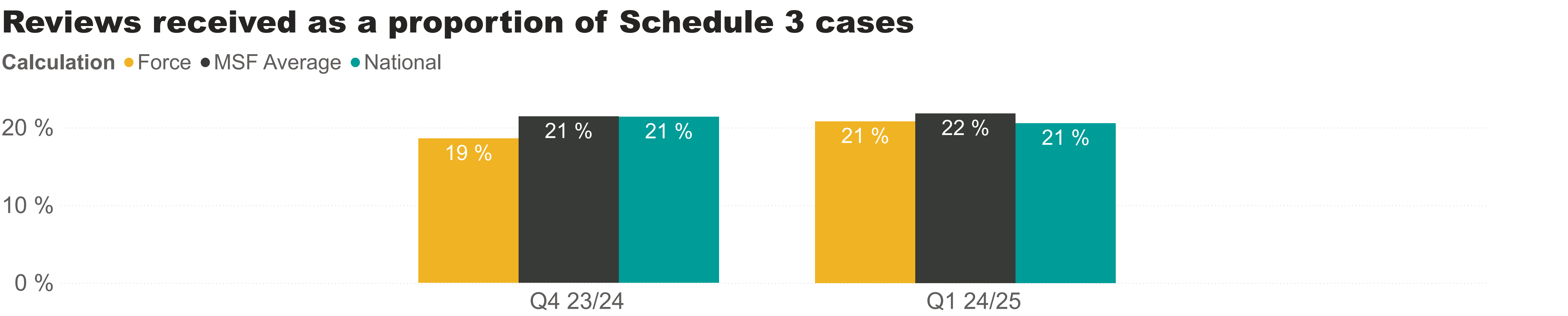
Non-investigation reviews received	LPB	IOPC
Force	94	25
SPLY	111	11
MSF Average	84	9
National	3,938	1,481

Investigation reviews received	LPB	IOPC
Force	2	9
SPLY	6	7
MSF Average	18	13
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	130	560
SPLY	135	658
MSF Average	124	604
National	6,675	31,687



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	28	20	31	48
Average number of working days to complete IOPC reviews	124	150	138	148

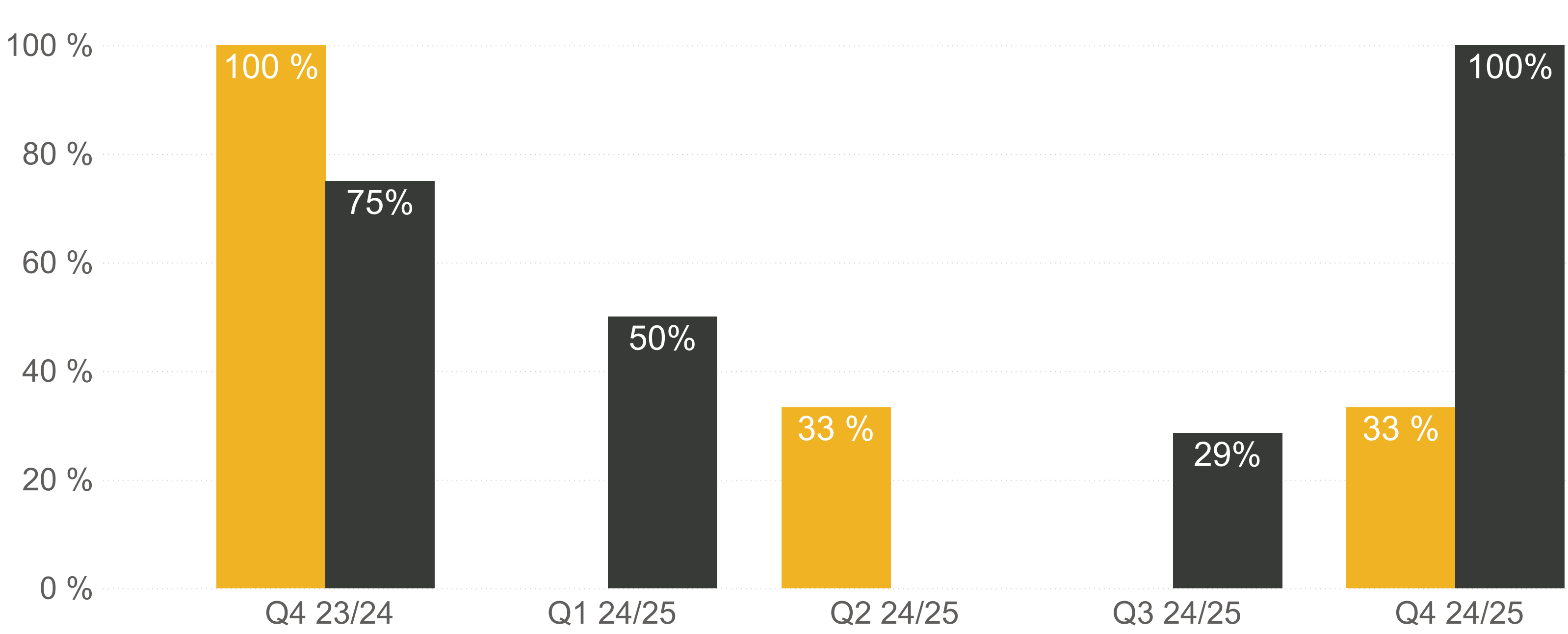
Section C2: Outcomes on reviews

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

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	8	2	2	
SPLY	13	4	4	
MSF Average	12	3	20	26
National	903	272	284	81

% IOPC reviews upheld - Force

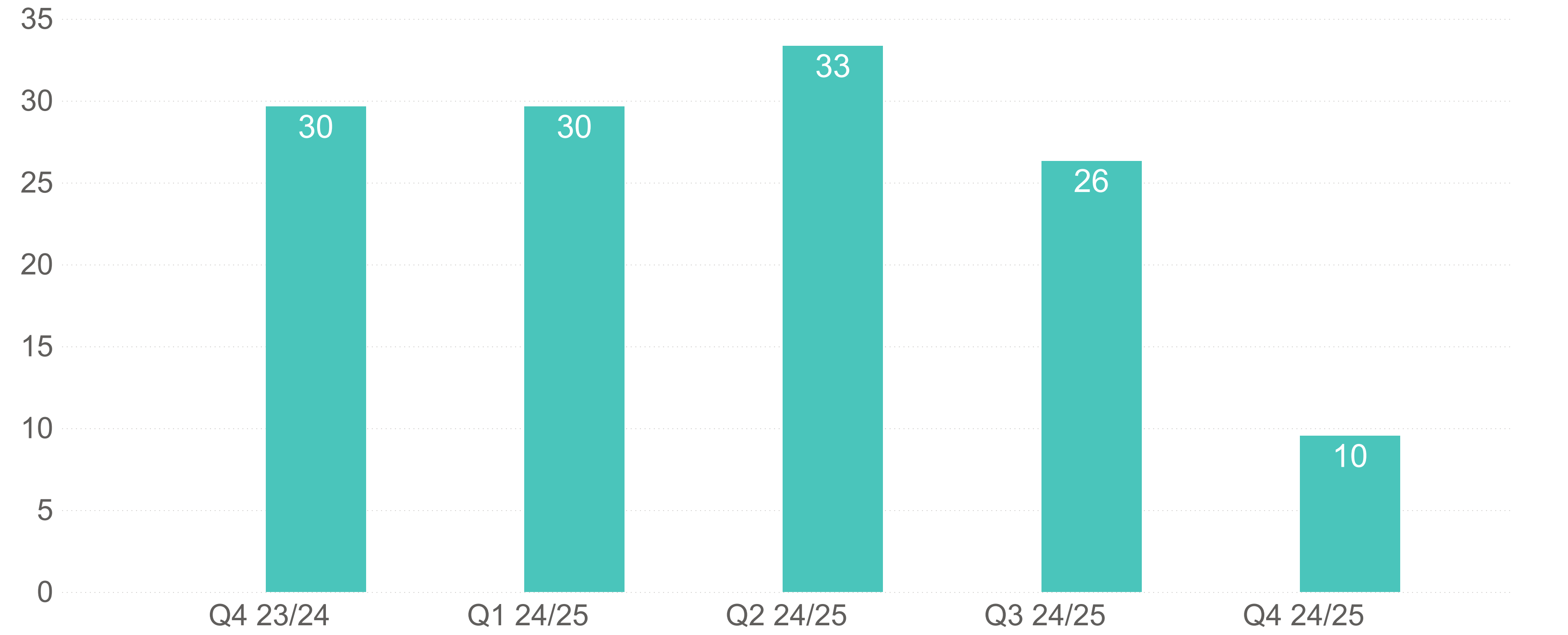
Investigation Non-investigation



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	14	7	88	22
SPLY	14	7	102	24
MSF Average	5	2	74	11
National	1,112	330	3,747	802

% LPB Reviews upheld - Force

Investigation Non-investigation



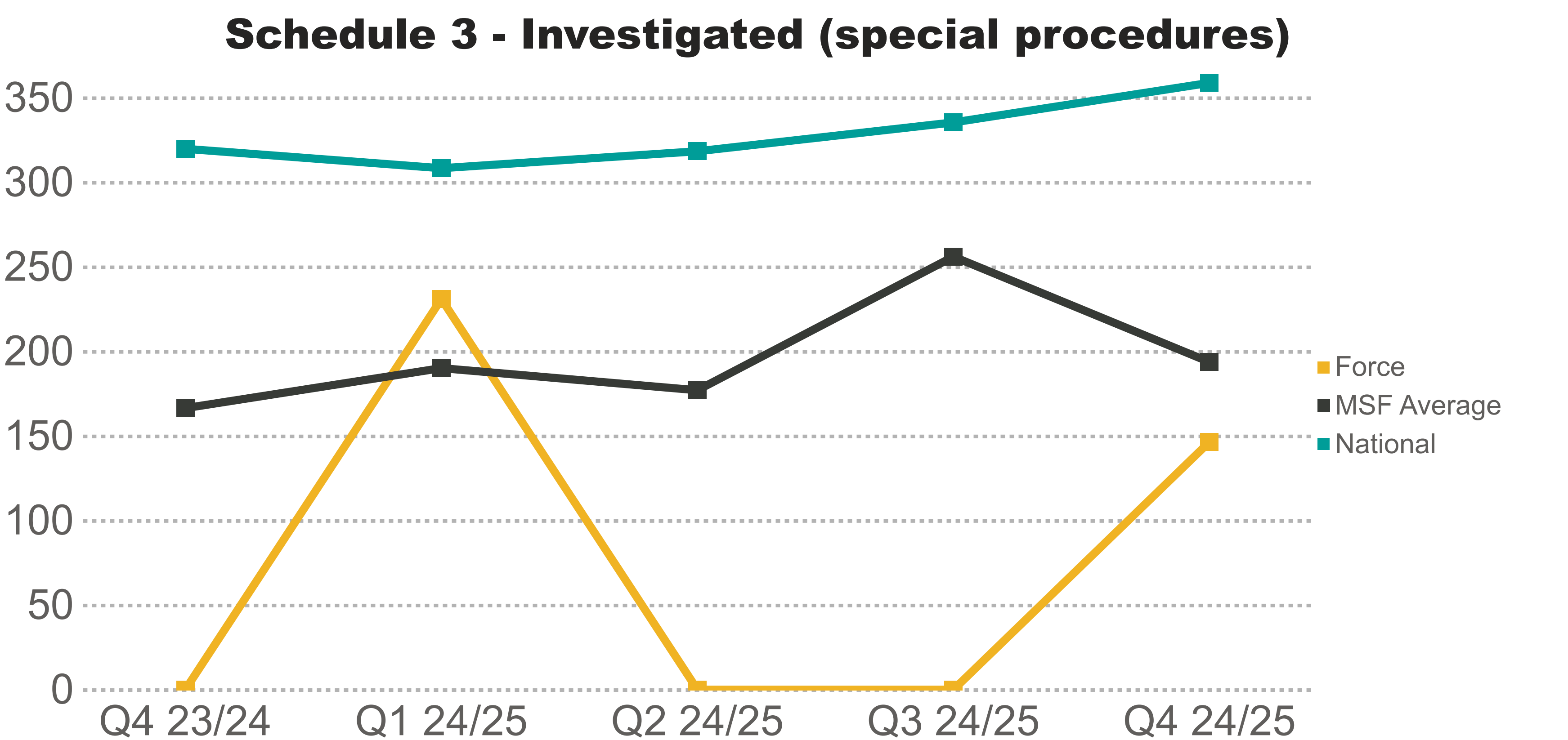
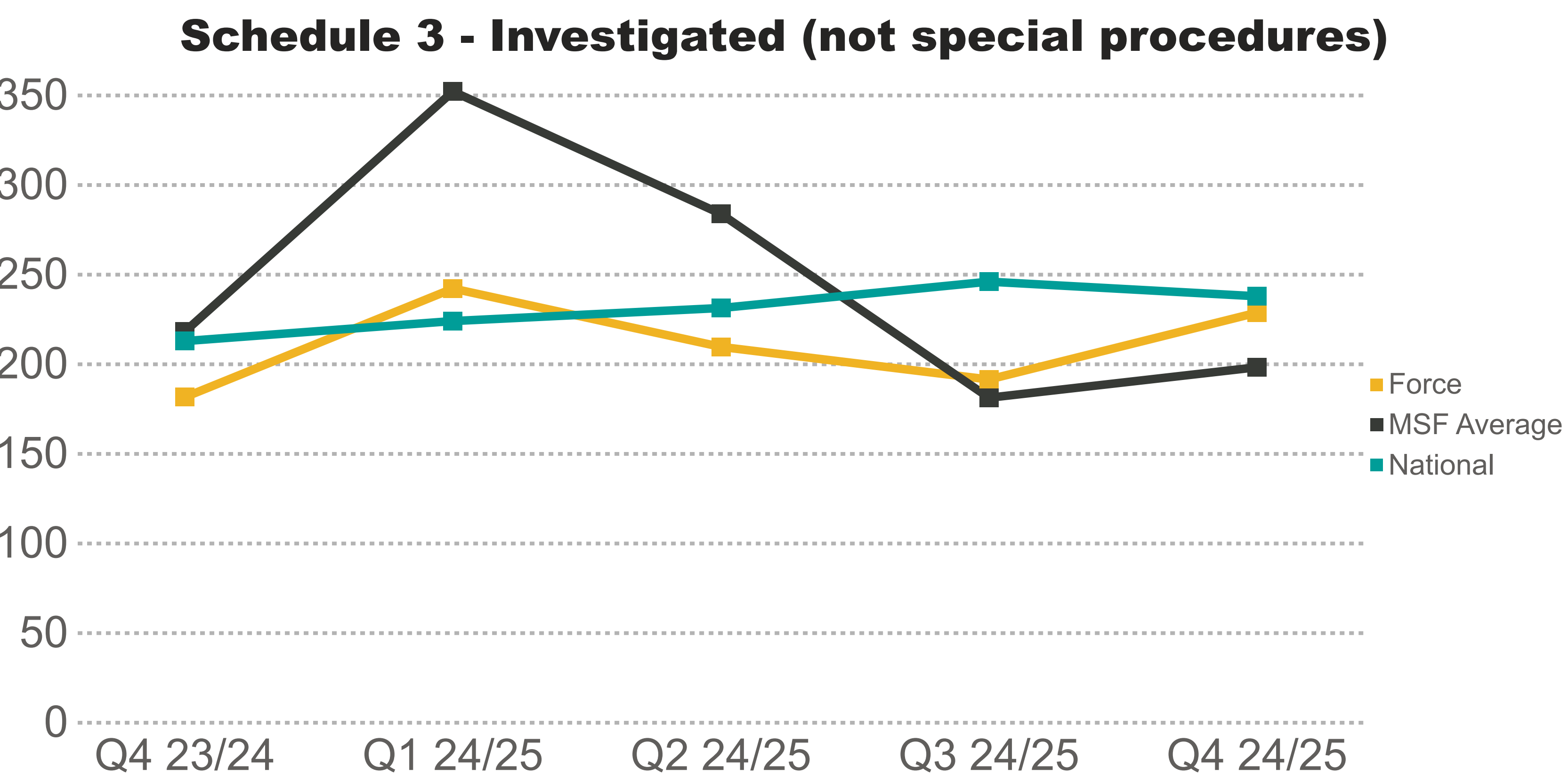
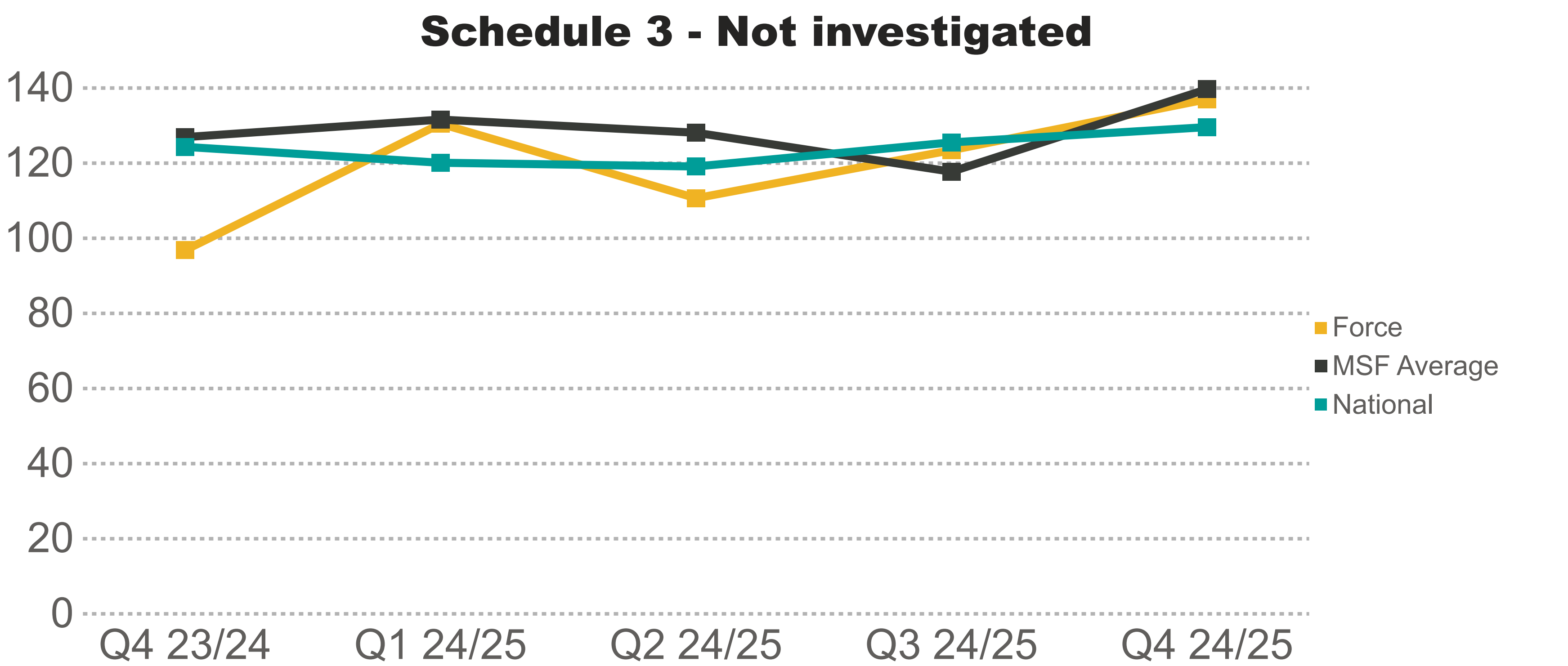
Section D1: Complaint cases finalised under Schedule 3 - timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	197	207	257	329
Under Schedule 3 investigated (not subject to special procedures)	220	226	261	234
Under Schedule 3 - not investigated	124	99	131	124
Total	130	108	152	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	527	611	412	25,876
Under Schedule 3 investigated (not subject to special procedures)	28	45	183	5,122
Under Schedule 3 investigated (subject to special procedures)	5	2	10	689
Total	560	658	604	31,687



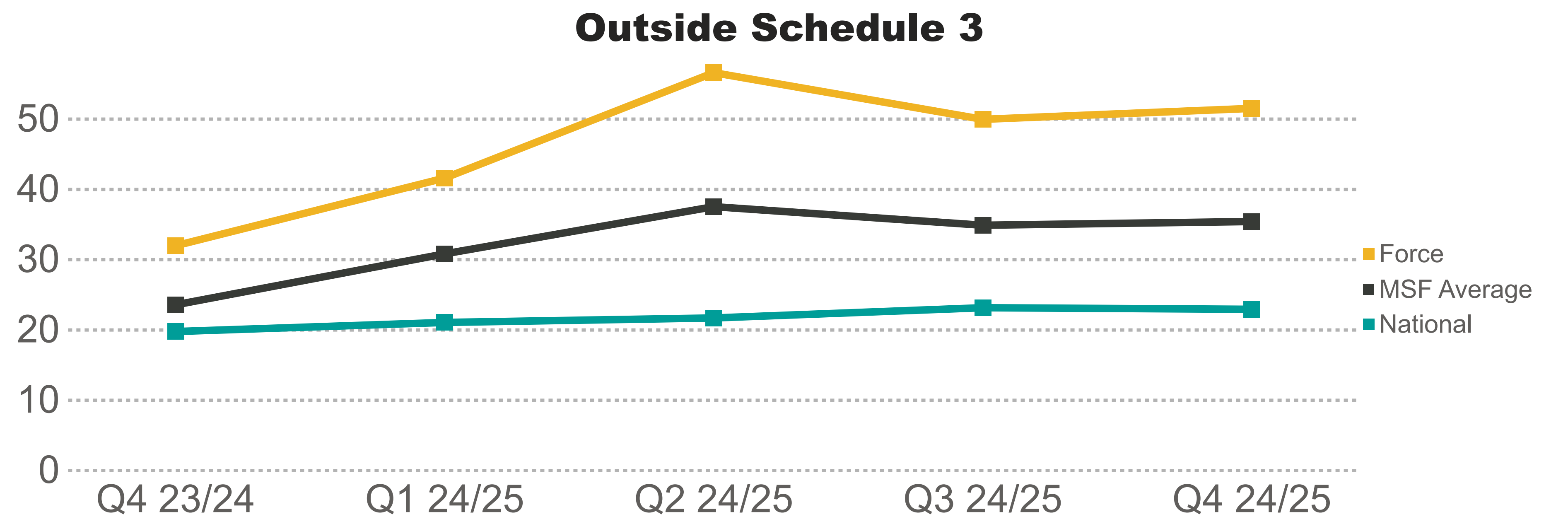
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	MSF Average	National
Complaint cases handled outside of Schedule 3	603	756	1255	60061
Average days to finalise complaint cases handled outside of Schedule 3	50	29	34	22

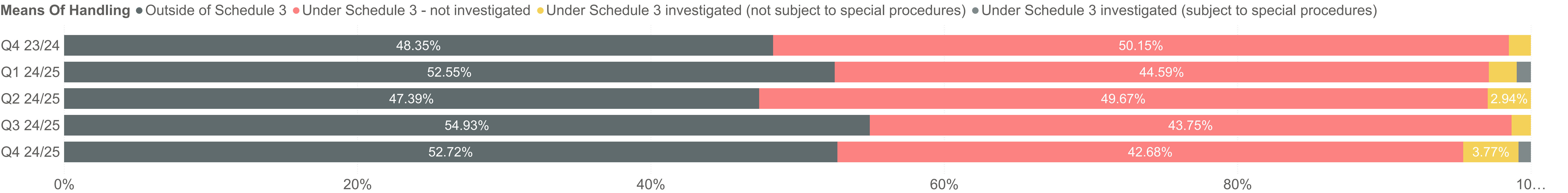


Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	603	52%	756	53%	1,255	68%	60,061	65%
Under Schedule 3 - not investigated	527	45%	611	43%	412	22%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	28	2%	45	3%	183	10%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	5	0%	2	0%	10	1%	689	1%
Total	1,163	100%	1,414	100%	1,859	100%	91,750	100%

Force: percent of complaint cases finalised by handling method



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

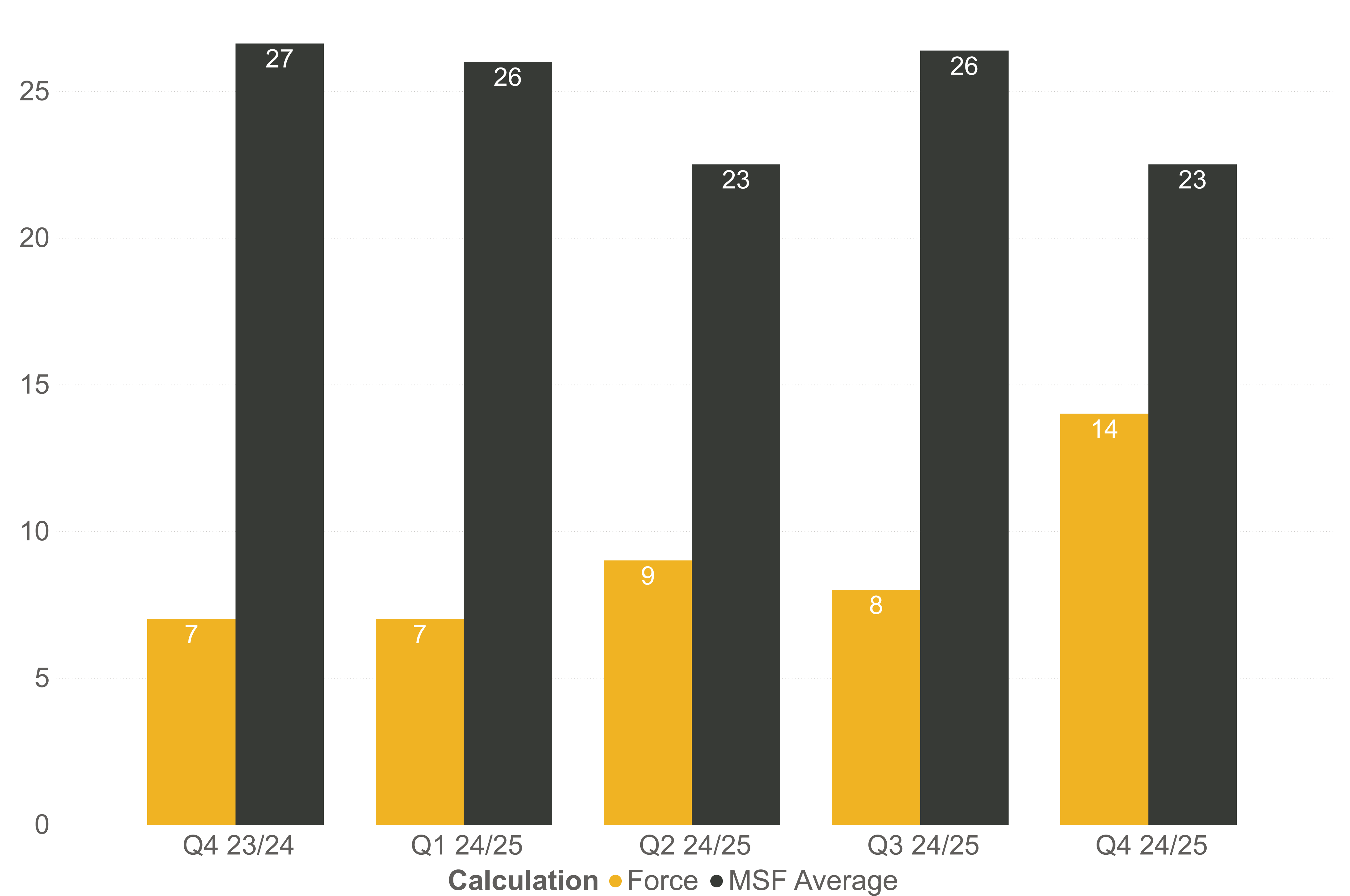
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	38	33	97	6,713
Number referrals completed	37	34	98	6,786
Decision: Independent Investigation	2	1	4	351
Decision: Directed Investigation	0	0	0	30
Decision: Local Investigation	16	25	52	3,629
Decision: Return to Force	19	6	40	2,634
Decision: Invalid	0	2	2	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cambridgeshire, Dorset, Gloucestershire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia

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 \(February 2020\)](#).