

Police Complaints Information Bulletin: Greater Manchester



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

Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

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.

Contents

Page 1	Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3
Page 2	Section A1.3: Allegations logged – what has been complained about
Page 3	Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories
Page 4	Section A1.5: National complaint factors as a proportion of allegations logged
Page 5	Section A1.6: National complaint factors on the top five allegation categories
Page 6	Section A2: Allegations timeliness
Page 7	Section A3.1: How allegations were finalised and their decisions
Page 8	Section A3.2: Allegation decisions by what was complained about (category)
Page 9	Section B1.1 Allegation actions on allegations handled outside of Schedule 3
Page 10	Section B1.2 Allegation actions on allegations handled under Schedule 3
Page 11	Section C1: Reviews received and timeliness
Page 12	Section C2: Outcomes on reviews
Page 13	Section D1: Complaint cases timeliness on Schedule 3 complaints
Page 14	Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled
Page 15	Section E: Referrals
Page 16	Notes

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

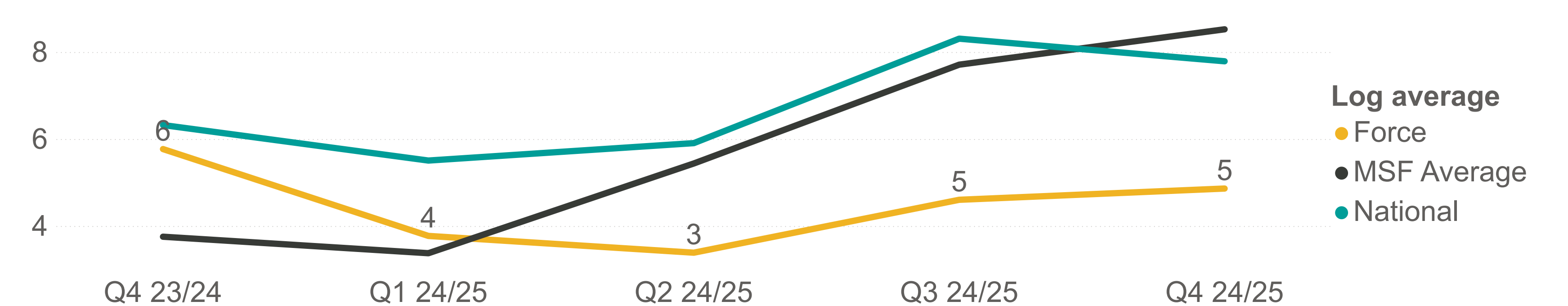
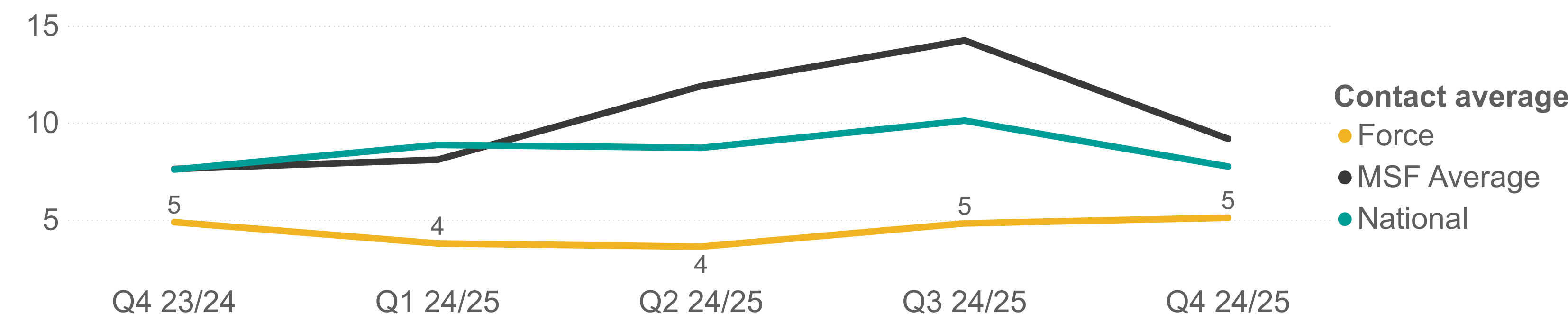
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

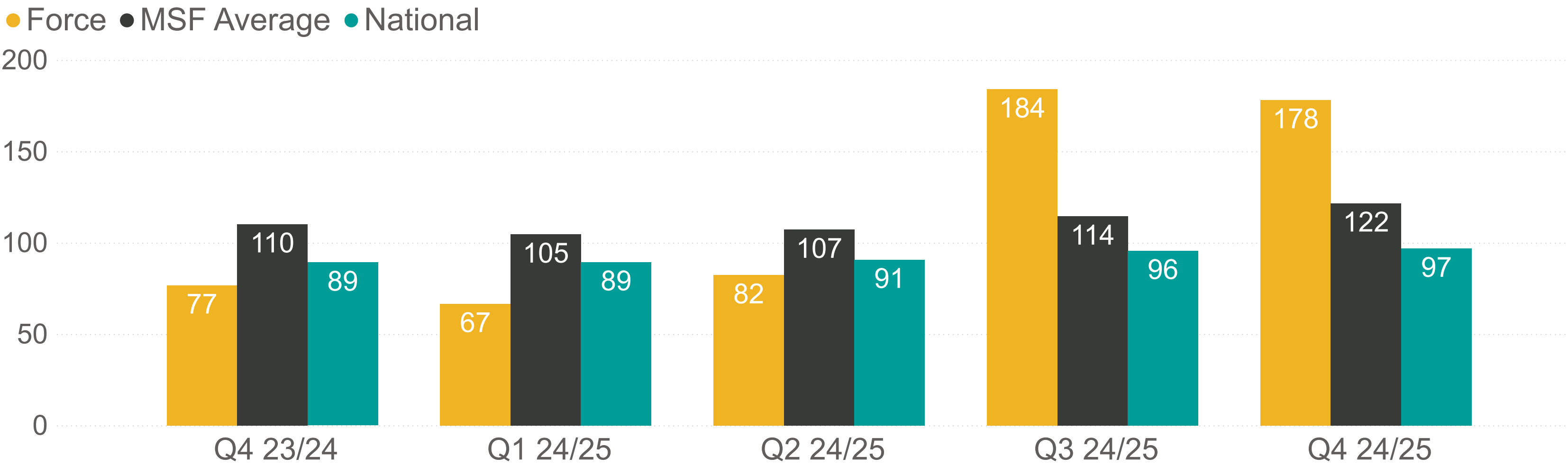
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

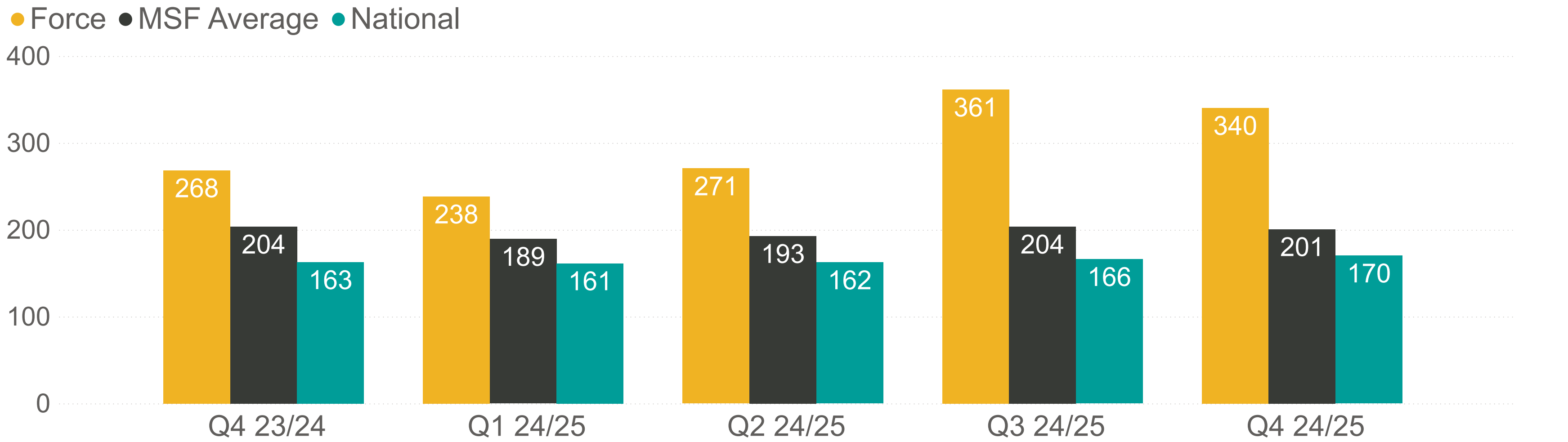
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	6,664	511	15,786	1,210	5	4
SPLY	3,390	262	9,760	753	7	8
MSF Average	3,326	448	6,002	786	11	6
National	94,940	373	168,249	660	9	7



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



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

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

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

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

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

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

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

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	967	1,002	200	12,831
Complainant wishes the complaint be recorded	369	251	358	6,465
Dissatisfaction after initial handling	287	288	150	5,283
Nature of the allegation(s) in the complaint	283	248	312	7,593
Total	1,906	1,789	1,020	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	51 %	56 %	19 %	40 %
Complainant wishes the complaint be recorded	19 %	14 %	26 %	20 %
Dissatisfaction after initial handling	15 %	16 %	24 %	16 %
Nature of the allegation(s) in the complaint	15 %	14 %	31 %	24 %

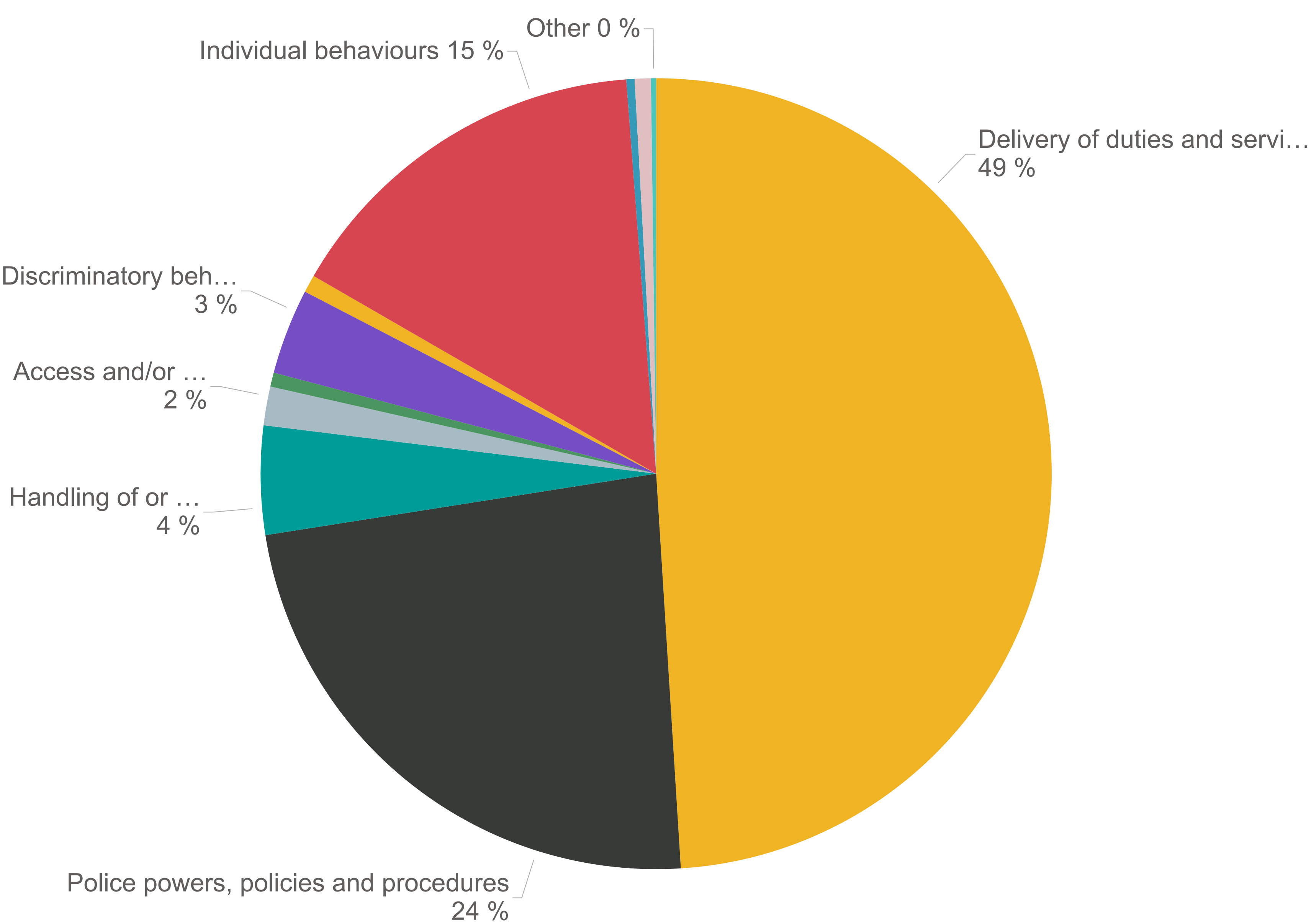
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

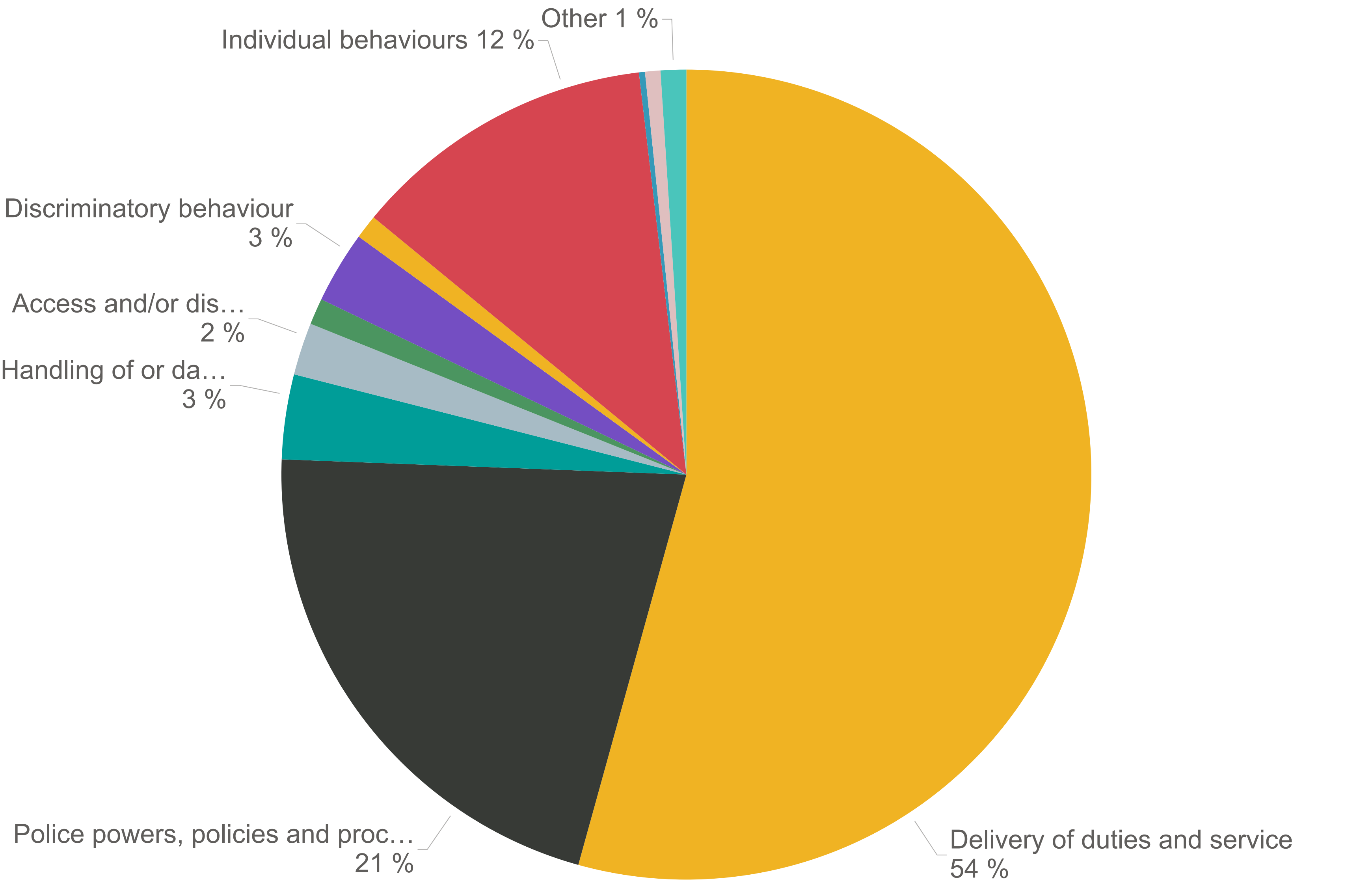
What has been complained about (YTD)

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	7,736	3,711	701	250	91	552	114	2,441	53	104	33	15,786
SPLY	4,349	2,431	367	239	90	325	124	1,644	32	124	35	9,760
MSF Average	3,040	1,289	255	129	61	188	62	871	13	38	57	6,002
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	7,735	49 %	4,349	45 %	3,040	51 %	91,353	54 %
	Police action following contact	4,833	62 %	2,744	63 %	1,532	45 %	37,667	41 %
	Information	1,407	18 %	662	15 %	397	13 %	10,515	12 %
	Decisions	1,112	14 %	583	13 %	486	17 %	13,479	15 %
	General level of service	383	5 %	360	8 %	625	25 %	29,691	32 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	3,711	24 %	2,431	25 %	1,289	21 %	35,830	21 %
	Use of force	998	27 %	867	36 %	360	28 %	8,826	25 %
	Detention in police custody	588	16 %	385	16 %	203	15 %	5,122	14 %
	Power to arrest and detain	564	15 %	364	15 %	204	16 %	6,460	18 %
	Searches of premises and seizure of property	551	15 %	231	10 %	201	17 %	4,603	13 %
	Other policies and procedures	329	9 %	168	7 %	99	7 %	3,735	10 %
	Bail, identification and interview procedures	268	7 %	132	5 %	68	5 %	2,122	6 %
	Evidential procedures	215	6 %	143	6 %	76	6 %	2,631	7 %
	Stops, and stop and search	175	5 %	136	6 %	67	6 %	1,790	5 %
	Out of court disposals	22	1 %	5	0 %	11	1 %	540	2 %
	Information	1	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	2,441	15 %	1,644	17 %	871	14 %	20,480	12 %
	Unprofessional attitude and disrespect	714	29 %	571	35 %	249	30 %	5,808	28 %
	Impolite language / tone	585	24 %	354	22 %	221	26 %	5,352	26 %
	Impolite and intolerant actions	516	21 %	307	19 %	173	18 %	3,098	15 %
	Overbearing or harassing behaviours	365	15 %	275	17 %	136	15 %	3,415	17 %
	Lack of fairness and impartiality	261	11 %	137	8 %	92	11 %	2,807	14 %
Handling of or damage to property/ premises	Total	695	4 %	367	4 %	254	4 %	5,556	3 %
	Handling of or damage to property/ premises	695	99 %	367	100 %	254	100 %	5,555	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %
Discriminatory behaviour	Total	552	3 %	325	3 %	188	3 %	4,832	3 %
	Race	248	45 %	170	52 %	87	48 %	2,335	48 %
	Disability	140	25 %	60	18 %	37	18 %	911	19 %
	Sex	98	18 %	43	13 %	33	14 %	769	16 %
	Other	26	5 %	17	5 %	17	10 %	421	9 %
	Religion or belief	18	3 %	19	6 %	5	2 %	127	3 %
	Sexual orientation	13	2 %	10	3 %	5	4 %	134	3 %
	Age	6	1 %	0	0 %	2	2 %	73	2 %
	Gender reassignment	2	0 %	6	2 %	2	2 %	56	1 %
	Marriage and civil partnership	1	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	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	6,329	40 %	3,813	39 %	2,341	37 %	65,409	39 %
None	2,781	18 %	1,204	12 %	990	17 %	31,766	19 %
Arrest	2,371	15 %	2,308	24 %	897	14 %	21,786	13 %
Domestic / gender abuse	1,902	12 %	1,206	12 %	470	6 %	9,507	6 %
VAWG - dissatisfaction handling	1,568	10 %	1,113	11 %	397	6 %	7,183	4 %
Neighbourhood policing	1,260	8 %	654	7 %	327	4 %	7,856	5 %
Custody	1,080	7 %	873	9 %	404	6 %	9,989	6 %
Roads/traffic	1,067	7 %	765	8 %	423	7 %	10,386	6 %
Mental health	851	5 %	1,095	11 %	266	4 %	5,164	3 %
Premises search	583	4 %	379	4 %	219	4 %	4,308	3 %
Stop and/or search	484	3 %	369	4 %	152	3 %	3,755	2 %
Child protection / CSA / CSE	404	3 %	272	3 %	123	2 %	3,021	2 %
Call Handling	396	3 %	263	3 %	222	4 %	7,140	4 %
Restraint equipment	312	2 %	335	3 %	88	1 %	1,866	1 %
Drugs / alcohol	278	2 %	387	4 %	111	2 %	2,046	1 %
VAWG - police perpetrated	220	1 %	415	4 %	51	1 %	1,085	1 %
Death	157	1 %	183	2 %	63	1 %	1,585	1 %
Public order incident	125	1 %	187	2 %	59	1 %	1,327	1 %
Missing persons	101	1 %	96	1 %	51	1 %	1,077	1 %
Social media	101	1 %	112	1 %	43	1 %	720	0 %
Fraud	92	1 %	80	1 %	30	0 %	1,113	1 %
Hate Crime	71	0 %	77	1 %	41	1 %	942	1 %
Firearms	58	0 %	62	1 %	20	0 %	742	0 %
Serious injury	52	0 %	88	1 %	19	0 %	346	0 %
Taser	40	0 %	25	0 %	9	0 %	196	0 %
Covert policing	12	0 %	7	0 %	4	0 %	86	0 %
PPDA	7	0 %	0	0 %	2	0 %	65	0 %
Police dogs or horses	6	0 %	1	0 %	4	0 %	102	0 %
VAWG - police victim	4	0 %	8	0 %	6	0 %	141	0 %
Unknown	2	0 %	12	0 %	1	0 %	28	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 %	1	0 %	0	0 %	0	0 %
PPDA - Police victim	0	0 %	0	0 %	1	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	2	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	3	0 %	24	0 %

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

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

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police victim	1	2	0	1	0
VAWG - police perpetrated	26	74	1	8	45
VAWG - dissatisfaction handling	1,201	154	3	23	164
Unknown	0	1	0	0	1
Taser	3	33	0	0	4
Stop and/or search	59	267	22	36	87
Social media	36	13	1	17	14
Serious injury	17	30	0	0	3
Roads/traffic	405	278	55	39	196
Restraint equipment	11	268	1	6	23
Public order incident	34	44	3	22	12
Premises search	90	312	88	4	81
PPDA	1	0	0	0	0
Police dogs or horses	2	1	0	0	3
None	1,141	428	218	103	703
Neighbourhood policing	764	206	23	28	196
Missing persons	49	23	4	0	21
Mental health	338	208	18	66	177
Investigation	4,559	687	219	159	559
Hate Crime	50	4	0	13	4
Fraud	70	2	1	2	10
Firearms	26	18	5	2	4
Drugs / alcohol	84	131	13	7	27
Domestic / gender abuse	1,137	327	30	91	240
Death	94	21	9	1	22
Custody	125	767	27	42	92
Covert policing	2	0	0	0	8
Child protection / CSA / CSE	246	62	10	8	65
Call Handling	211	8	0	20	147
Arrest	444	1,344	109	92	305
Total	7,724	3,694	701	549	2,431

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	327	107	0	433
Q1 24/25	301	67	1	363
Q2 24/25	304	51	1	348
Q3 24/25	498	59	1	551
Q4 24/25	465	43	1	507
Total	1,895	327	4	2,202

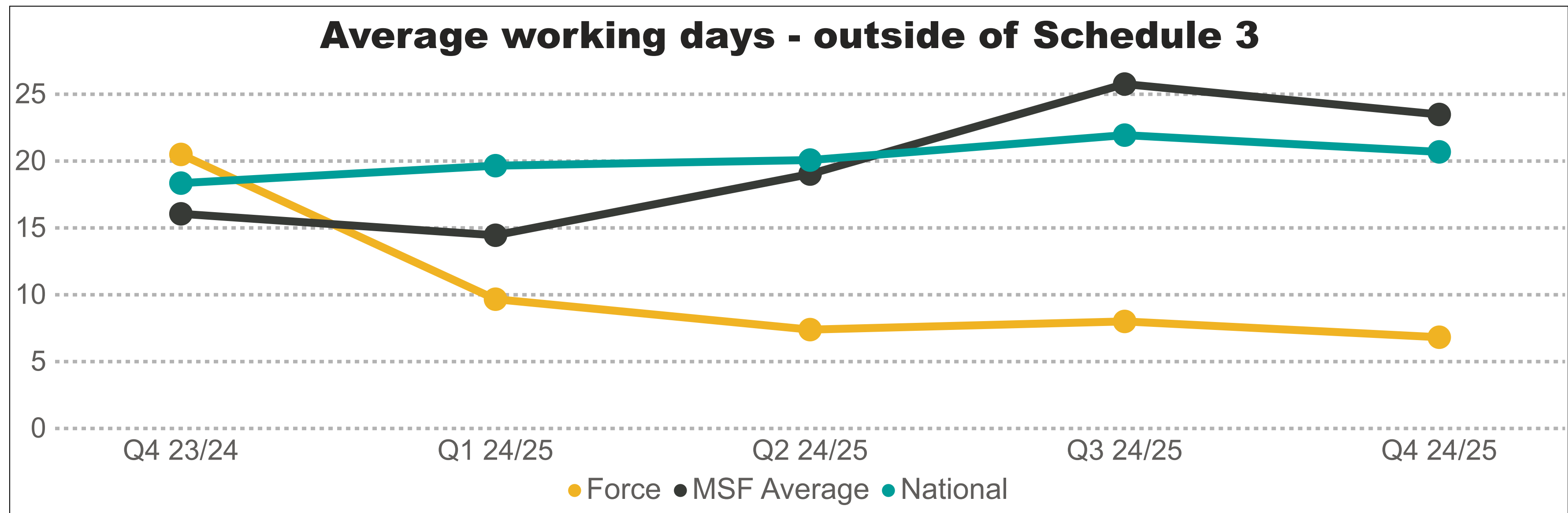
Section A2: Allegations timeliness

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.

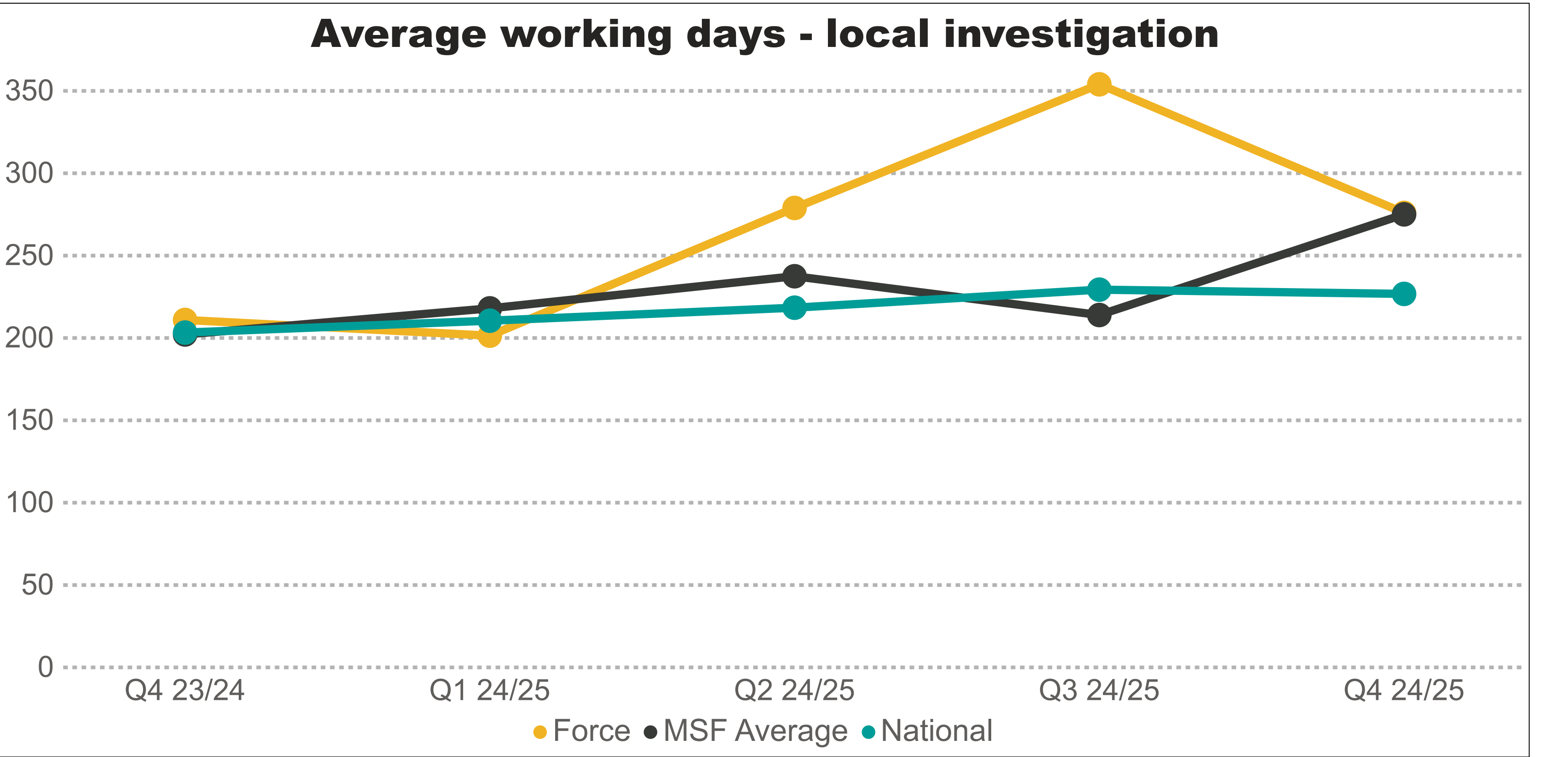
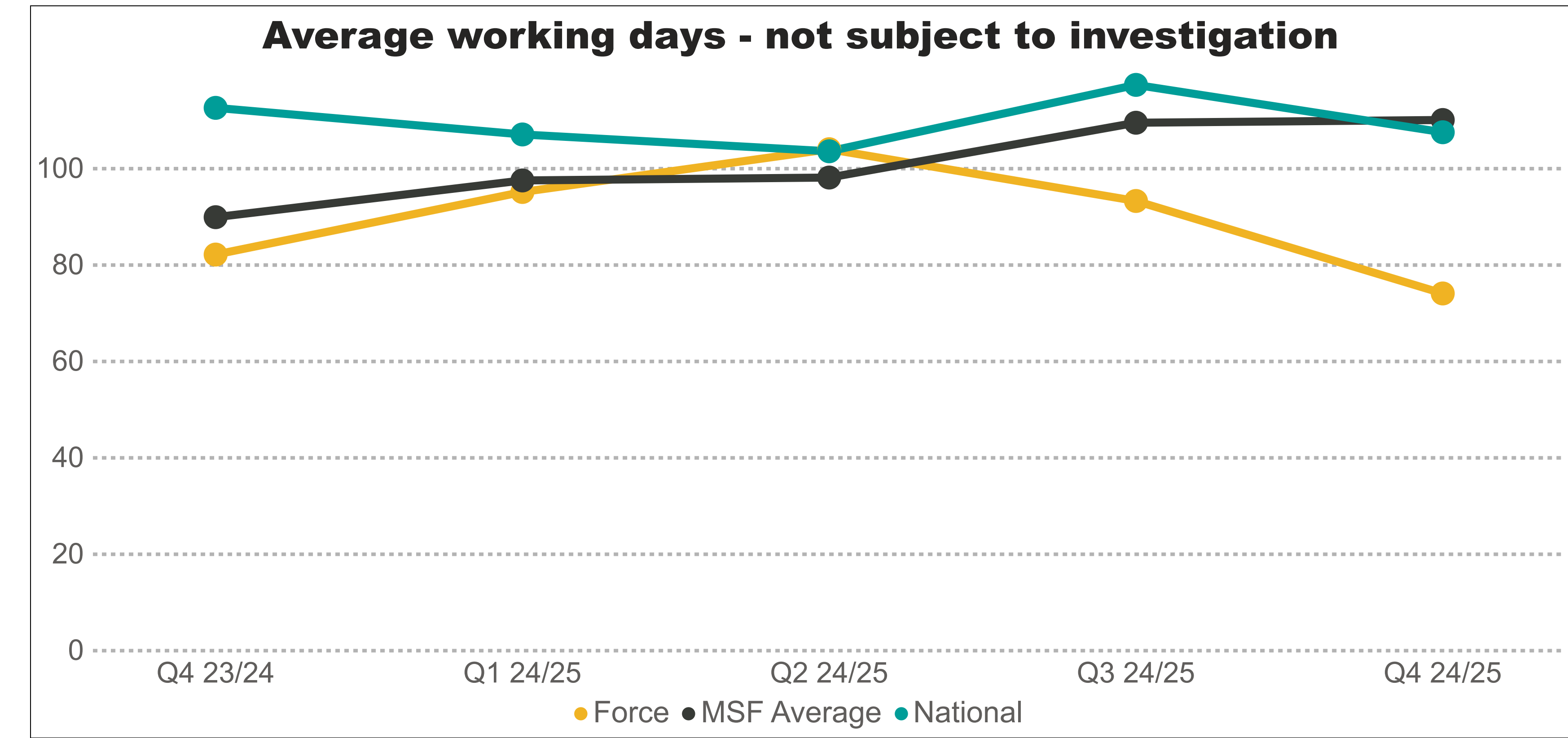
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	7,093	7	8,178	92	638	277	45	271
SPLY	2,897	26	4,381	80	318	238	34	266
MSF Average	2,765	20	2,424	104	457	248	12	459
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	6	744
SPLY	1	49
MSF Average	1	223
National	23	618



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

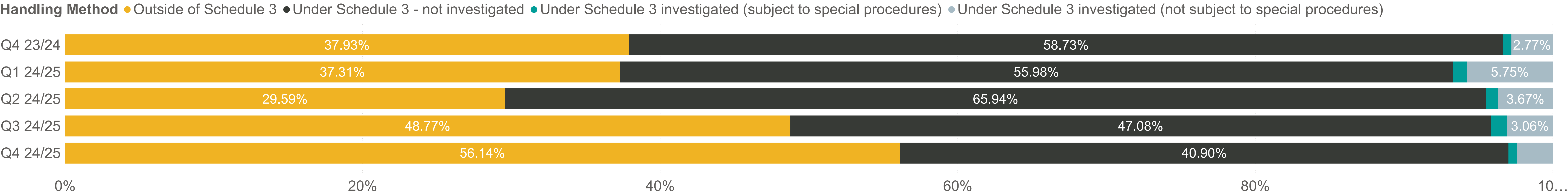
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	552	3 %	427	8 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	137	1 %	43	1 %	2,071	1 %
Under Schedule 3 - not investigated	8,178	51 %	2424	39 %	73,237	45 %
Outside of Schedule 3	7,093	44 %	2765	52 %	71,979	44 %
Total	15,960	100 %	5658	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					355	4 %	5,604	8 %	3	2 %	26	1 %	20	4 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					1149	14 %	6,698	9 %	4	3 %	38	2 %	49	9 %	1,499	9 %
Service provided - not acceptable					1351	17 %	9,844	13 %	5	4 %	79	4 %	47	9 %	1,931	12 %
Service provided - acceptable					5214	64 %	48,901	67 %	24	18 %	338	16 %	395	72 %	11,450	72 %
Not Resolved	238	3 %	3,637	5 %												
Resolved	6855	97 %	68,336	95 %												
No Case to Answer									71	52 %	1,081	52 %				
Case to Answer									19	14 %	454	22 %				
Withdrawal					109	1 %	2,080	3 %	11	8 %	52	3 %	41	7 %	426	3 %

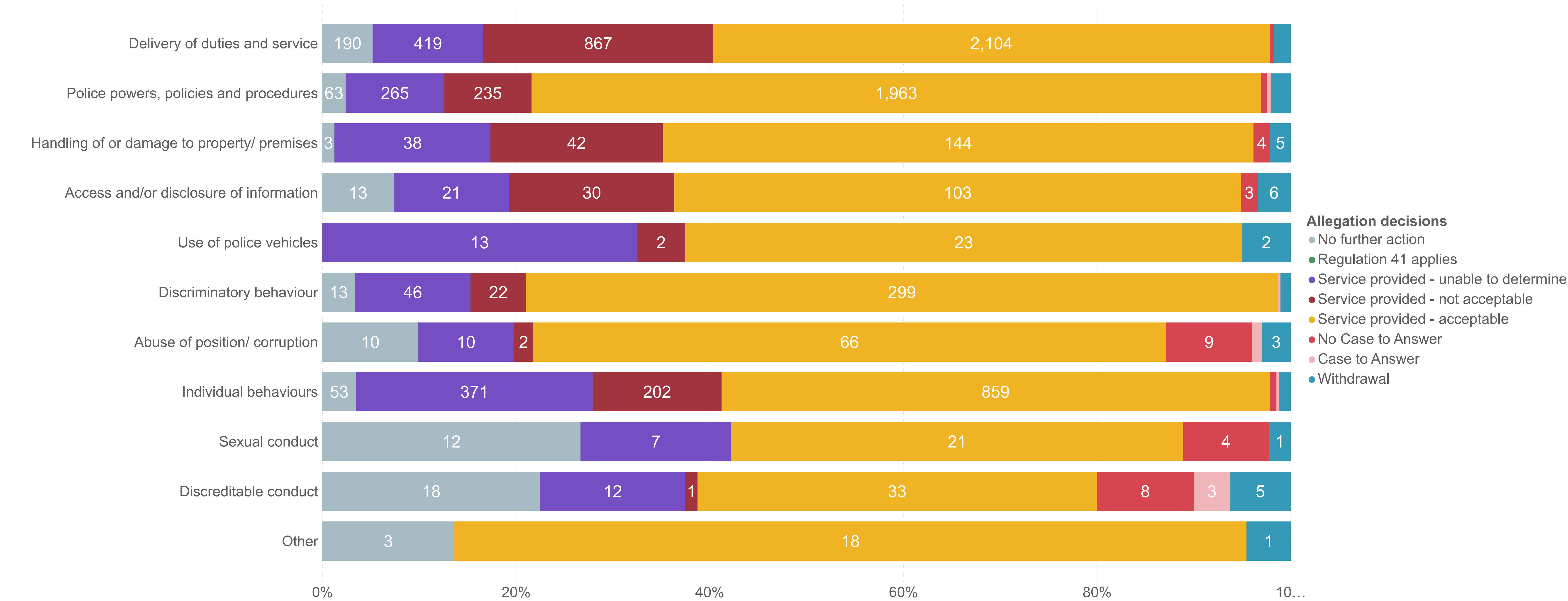
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	4,116	1,028	464	80	50	125	9	959	2	9	13	6,855
Not Resolved	113	39	9	15	7	7	1	37	2	3	5	238

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	0	0 %	5	0 %	3	0 %	272	0 %
Learning from reflection	11	0 %	37	1 %	44	2 %	1,991	3 %
Policy review	0	0 %	1	0 %	1	0 %	59	0 %
Goodwill gesture	2	0 %	1	0 %	2	0 %	114	0 %
Apology	582	8 %	175	6 %	178	9 %	6,555	9 %
Debrief	95	1 %	171	6 %	23	1 %	545	1 %
Explanation	3,252	46 %	702	24 %	1,671	64 %	45,379	63 %
No further action	558	8 %	406	14 %	287	10 %	8,079	11 %
Other action	2,591	37 %	1,397	48 %	528	12 %	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	7	0 %	4	0 %	15	1 %	813	1 %
Apology	296	3 %	374	8 %	96	3 %	3,493	4 %
Debrief	2,670	30 %	593	13 %	345	4 %	2,874	3 %
Explanation	5,373	61 %	3,420	72 %	1,883	68 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	29	0 %
No further action	294	3 %	205	4 %	361	16 %	19,619	21 %
Other action	30	0 %	32	1 %	15	1 %	921	1 %
Learning from reflection	142	2 %	70	1 %	143	6 %	5,009	5 %
Referral to RPRP	34	0 %	19	0 %	22	1 %	1,426	2 %

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

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

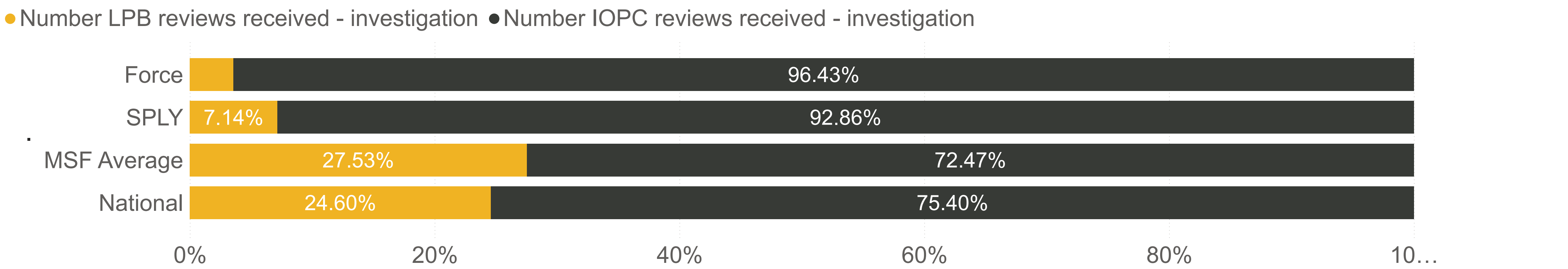
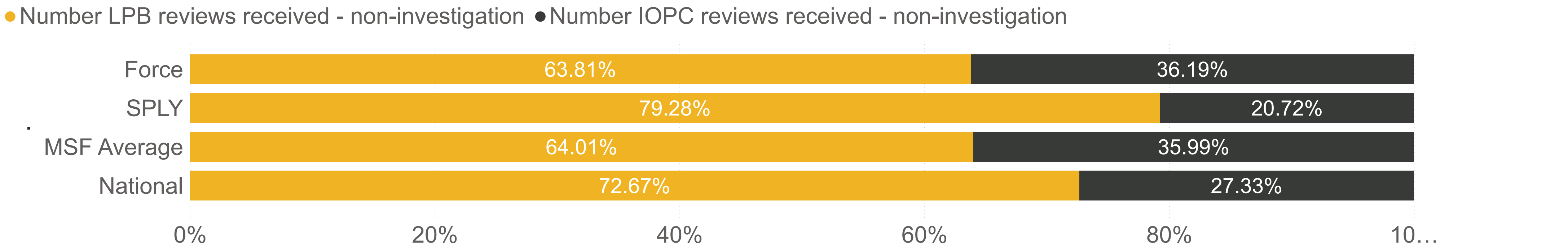
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	13	9 %	8	9 %	5	10 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	3	2 %	1	1 %	2	5 %	139	7 %
Referral to RPRP	31	23 %	16	19 %	7	13 %	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	231	131
SPLY	241	63
MSF Average	109	62
National	3,938	1,481

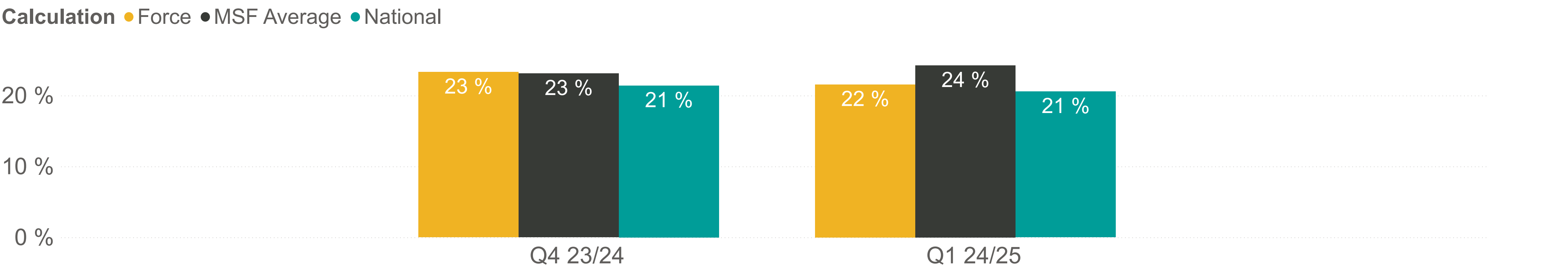
Investigation reviews received	LPB	IOPC
Force	1	27
SPLY	2	26
MSF Average	10	26
National	309	947



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	390	1,990
SPLY	332	1,624
MSF Average	207	991
National	6,675	31,687

Reviews received as a proportion of Schedule 3 cases



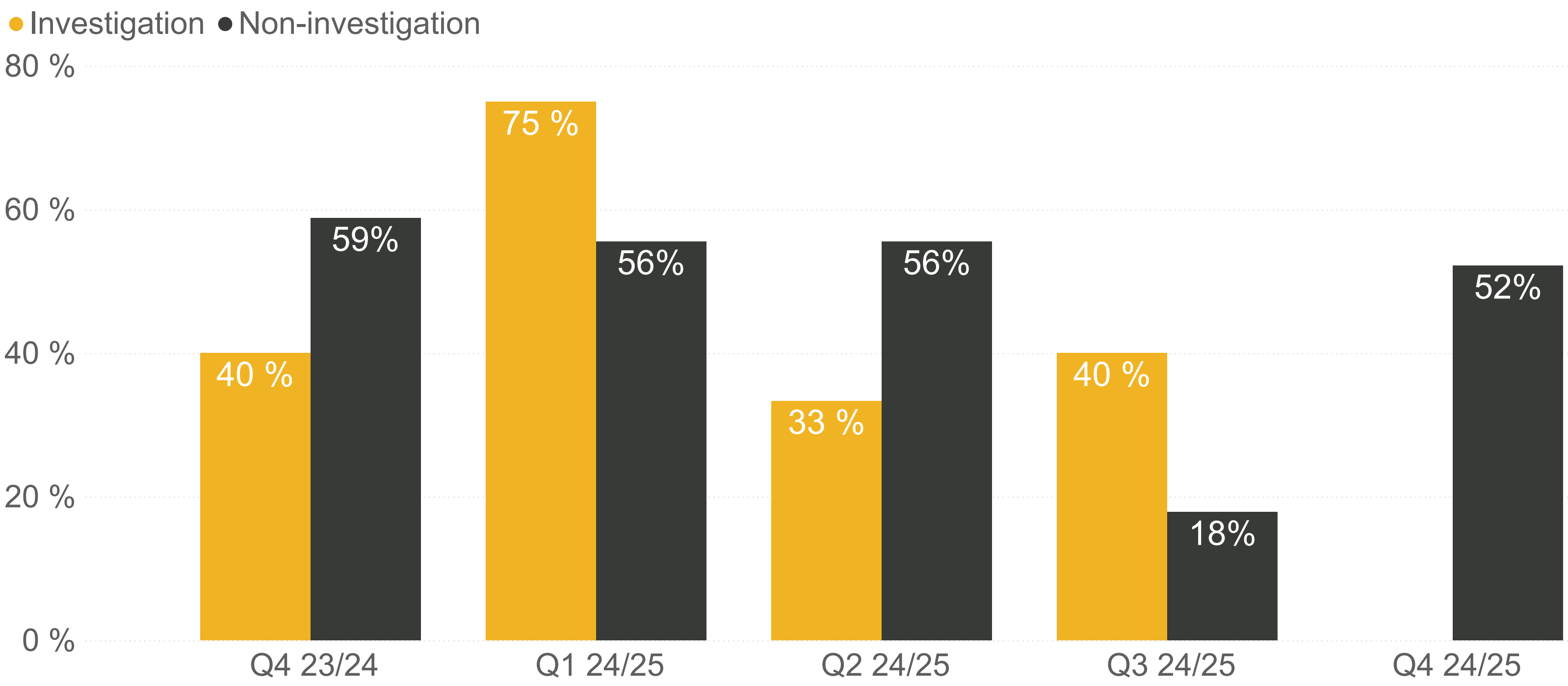
	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	12	95	23	48
Average number of working days to complete IOPC reviews	138	103	138	148

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.

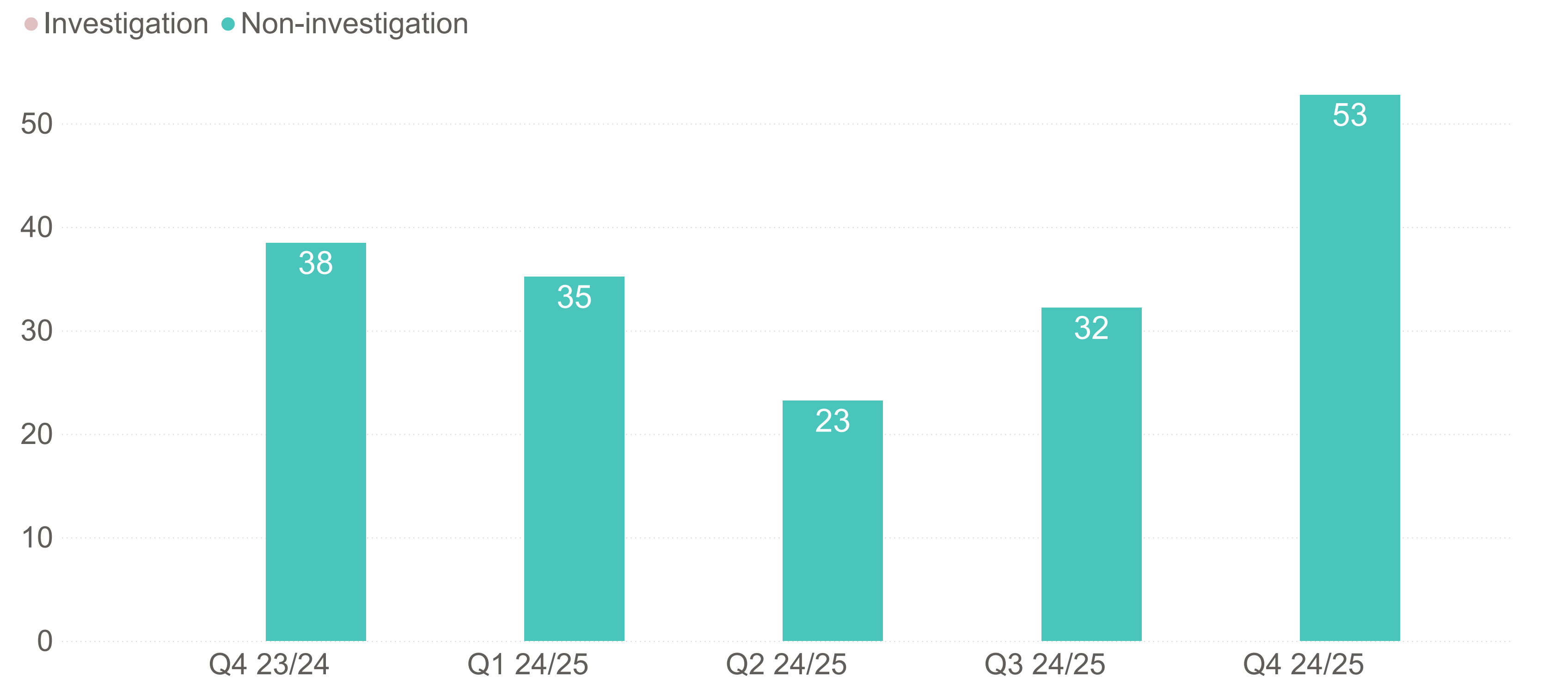
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	25	9	1	
SPLY	22	10	2	
MSF Average	25	7	9	9
National	903	272	284	81

% IOPC reviews upheld - Force



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	78	32	233	79
SPLY	48	31	409	125
MSF Average	48	16	96	28
National	1,112	330	3,747	802

% LPB Reviews upheld - Force



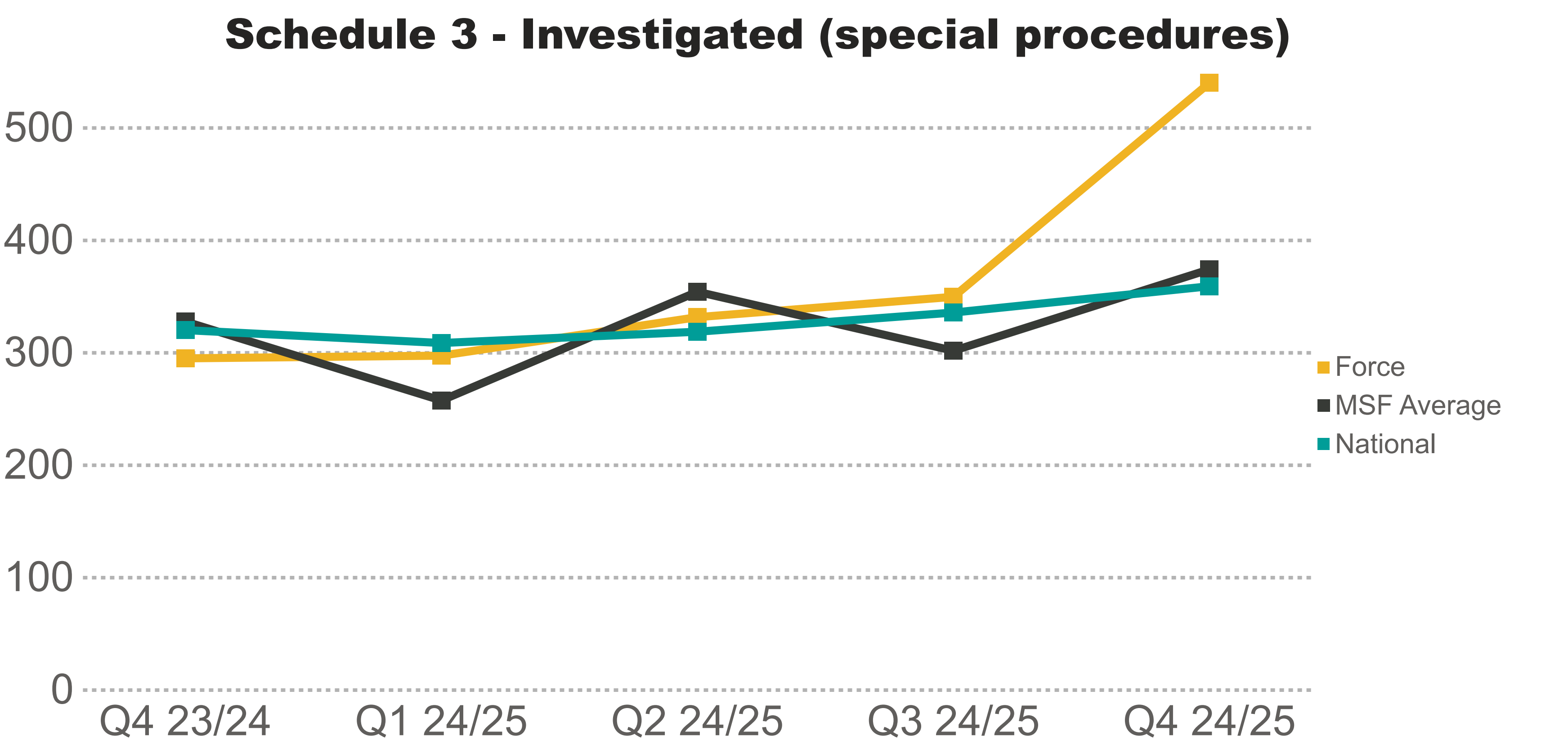
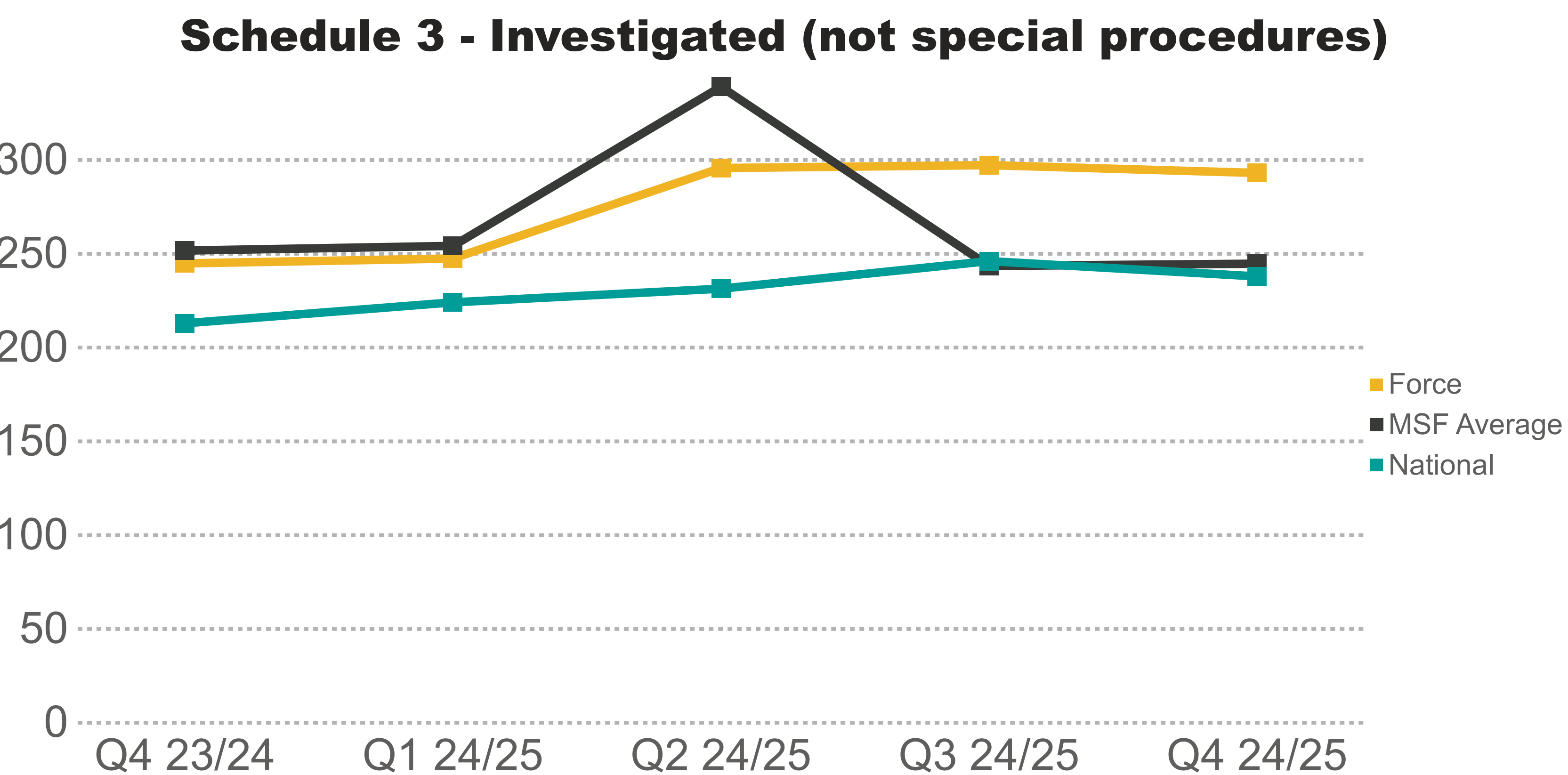
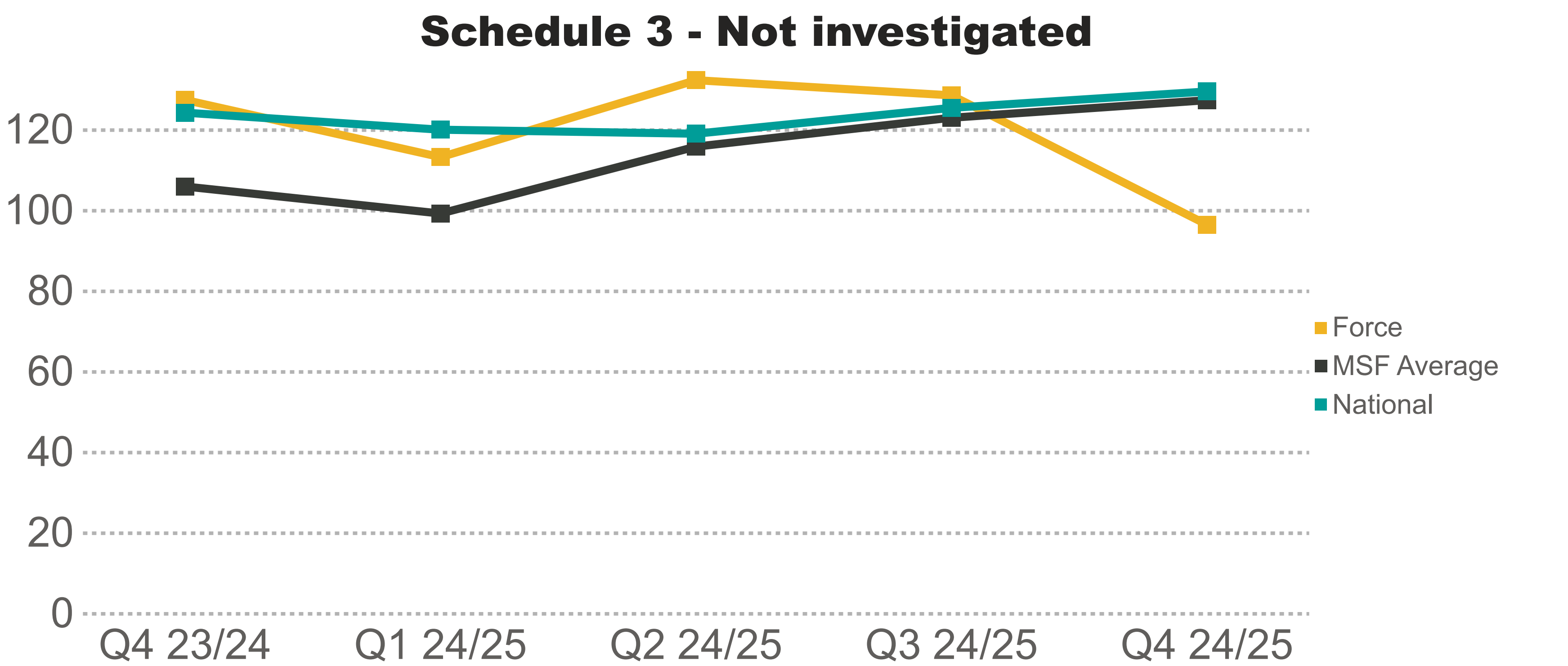
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	369	380	341	329
Under Schedule 3 investigated (not subject to special procedures)	280	255	282	234
Under Schedule 3 - not investigated	119	138	114	124
Total	133	147	142	146

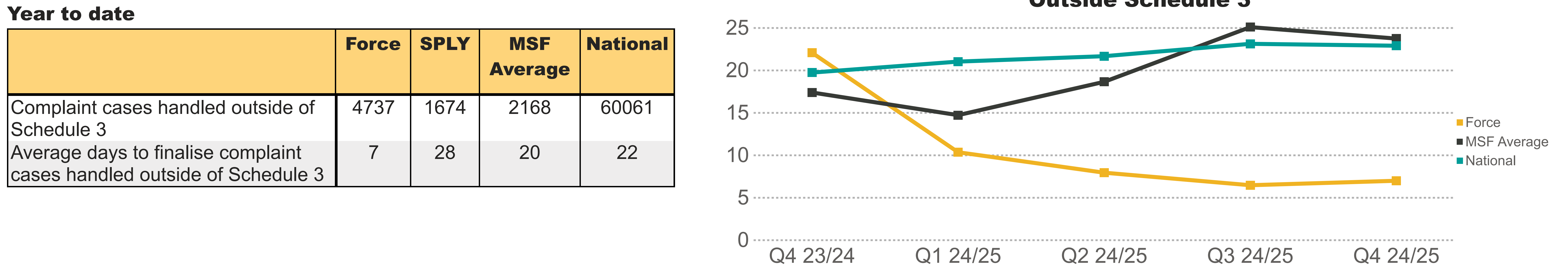
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,842	1,517	832	25,876
Under Schedule 3 investigated (not subject to special procedures)	108	83	144	5,122
Under Schedule 3 investigated (subject to special procedures)	40	24	16	689
Total	1,990	1,624	991	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.

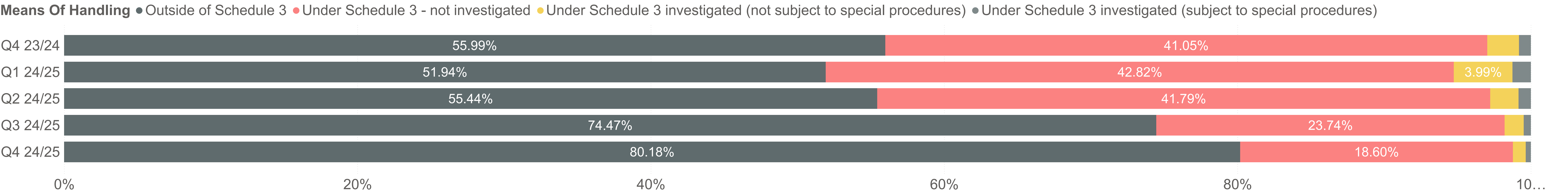


Section D3: How complaint cases handled

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 (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	4,737	70%	1,674	51%	2,168	69%	60,061	65%
Under Schedule 3 - not investigated	1,842	27%	1,517	46%	832	26%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	108	2%	83	3%	144	5%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	40	1%	24	1%	16	1%	689	1%
Total	6,727	100%	3,298	100%	3,159	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.

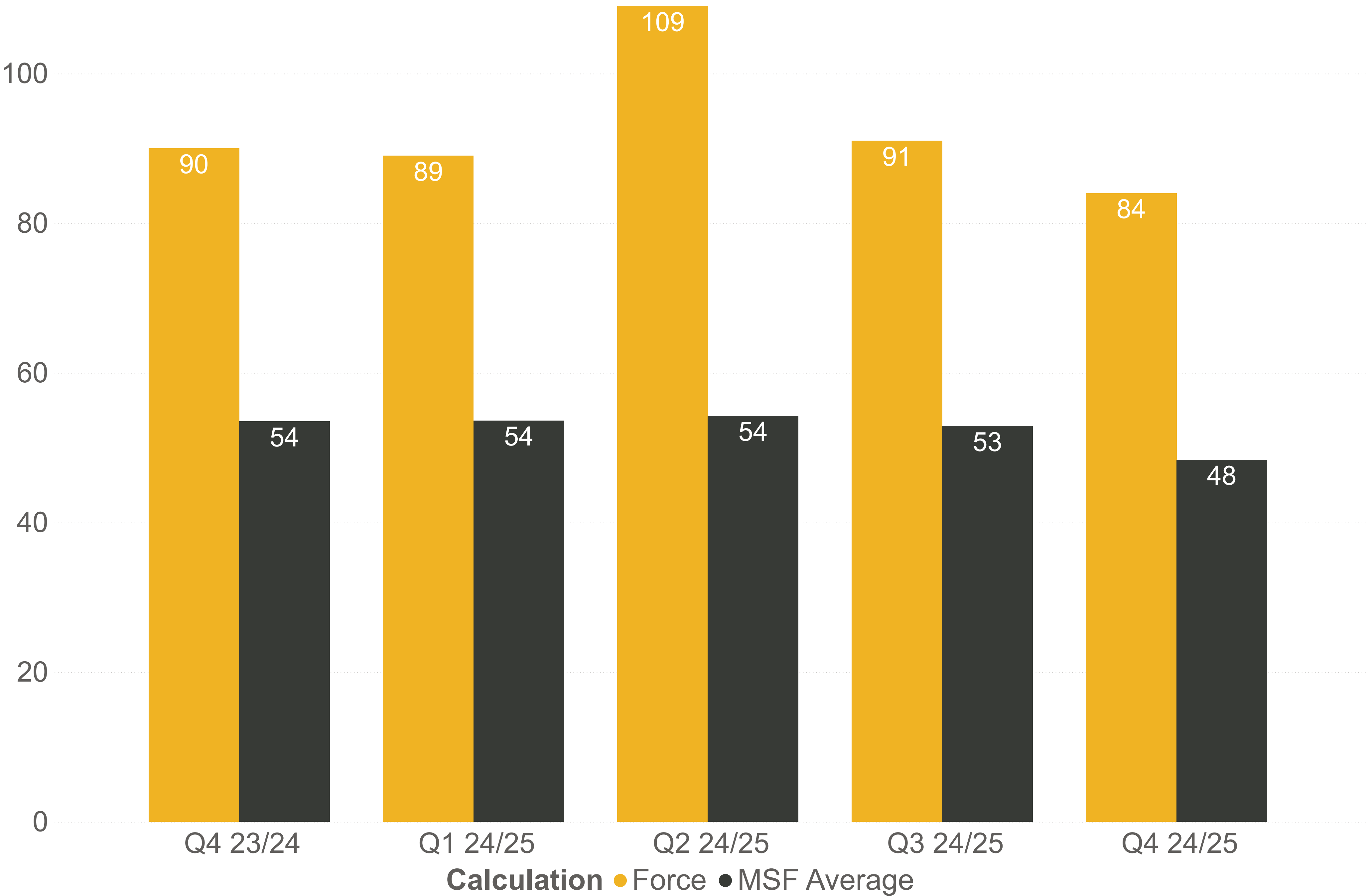
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	373	373	209	6,713
Number referrals completed	372	372	210	6,786
Decision: Independent Investigation	39	41	15	351
Decision: Directed Investigation	5	8	2	30
Decision: Local Investigation	213	253	103	3,629
Decision: Return to Force	114	66	88	2,634
Decision: Invalid	1	4	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

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 \(February 2020\)](#).