

Police Complaints Information Bulletin: Hertfordshire

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

Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

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

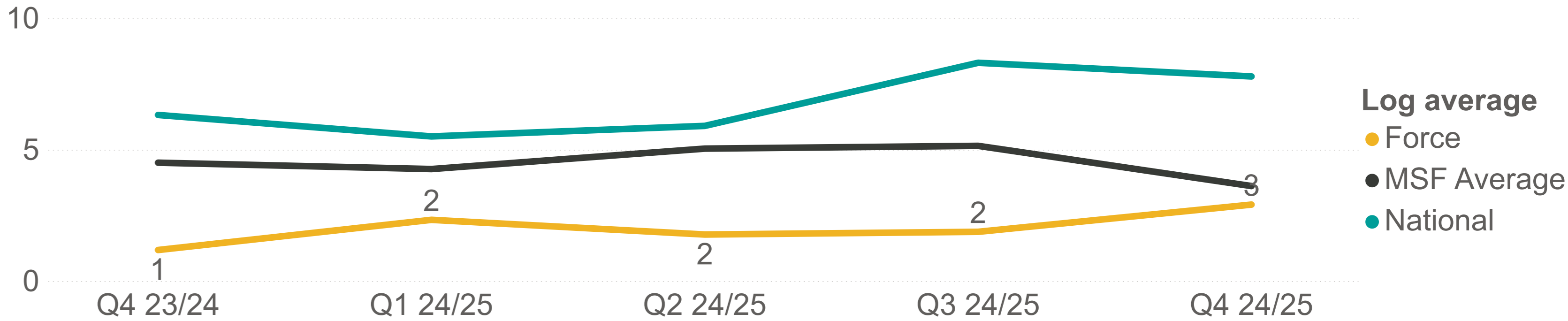
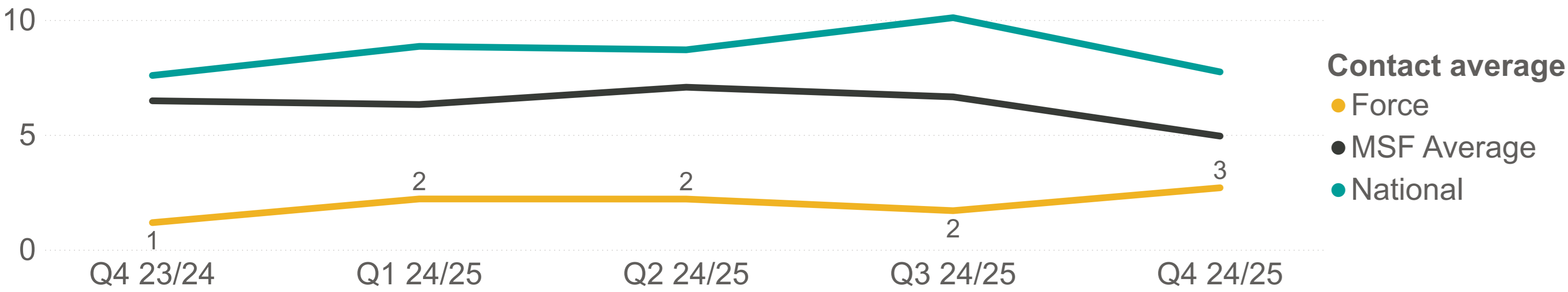
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

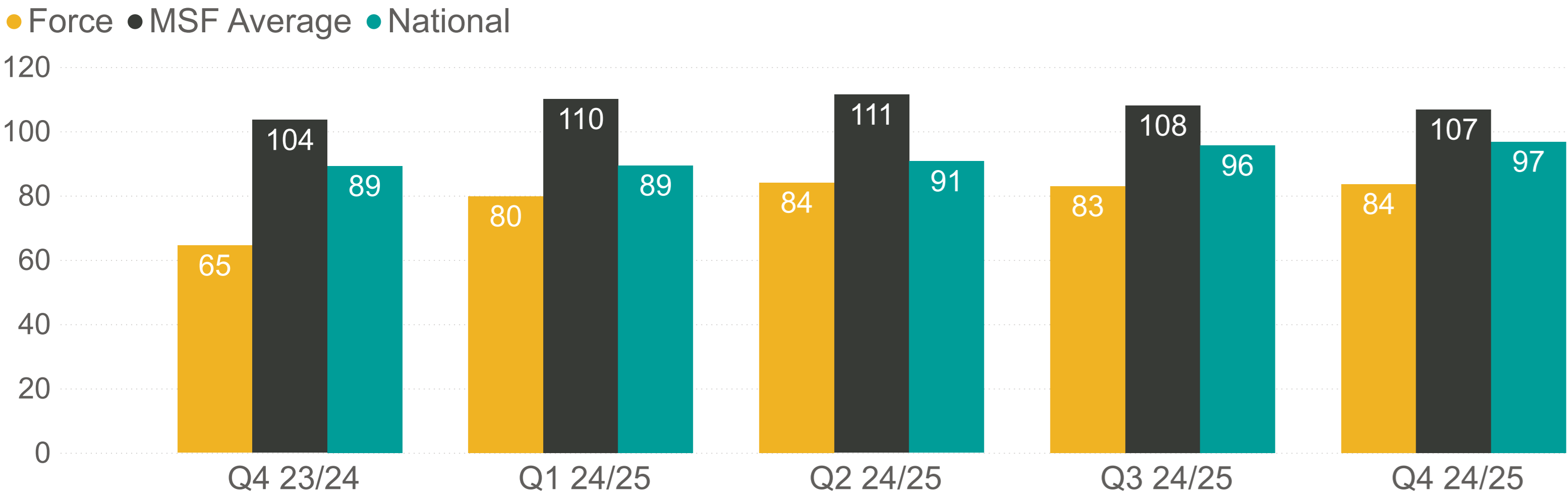
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

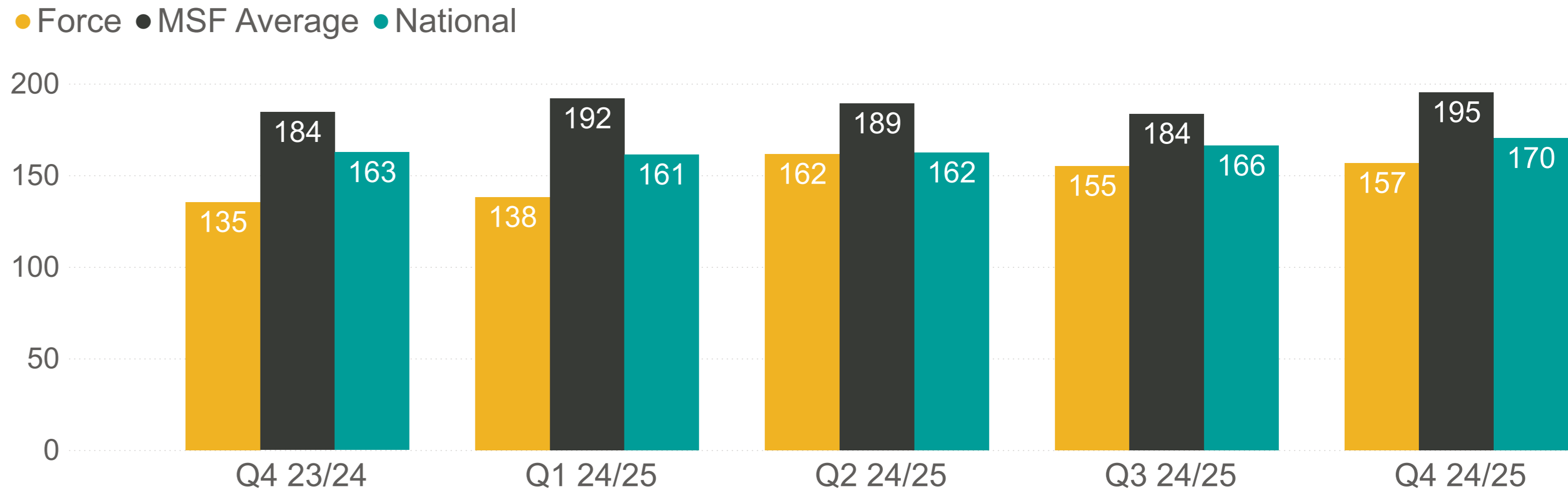
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,474	330	2,728	612	2	2
SPLY	1,266	288	2,611	593	1	2
MSF Average	2,606	436	4,455	760	6	4
National	94,940	373	168,249	660	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	85	54	486	12,831
Complainant wishes the complaint be recorded	32	37	111	6,465
Dissatisfaction after initial handling	131	141	141	5,283
Nature of the allegation(s) in the complaint	144	155	267	7,593
Total	392	387	1,006	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	22 %	14 %	45 %	40 %
Complainant wishes the complaint be recorded	8 %	10 %	10 %	20 %
Dissatisfaction after initial handling	33 %	36 %	18 %	16 %
Nature of the allegation(s) in the complaint	37 %	40 %	26 %	24 %

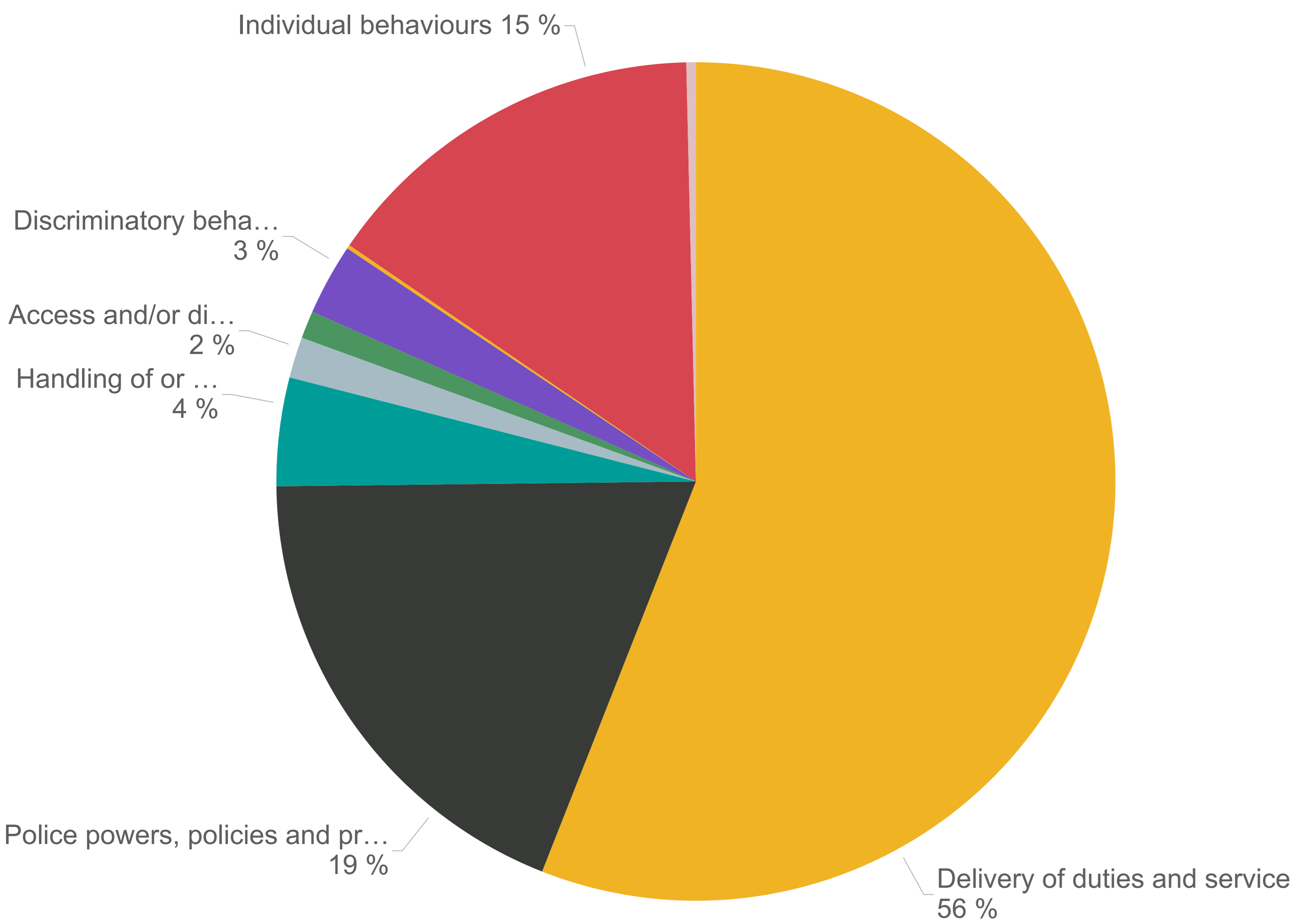
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

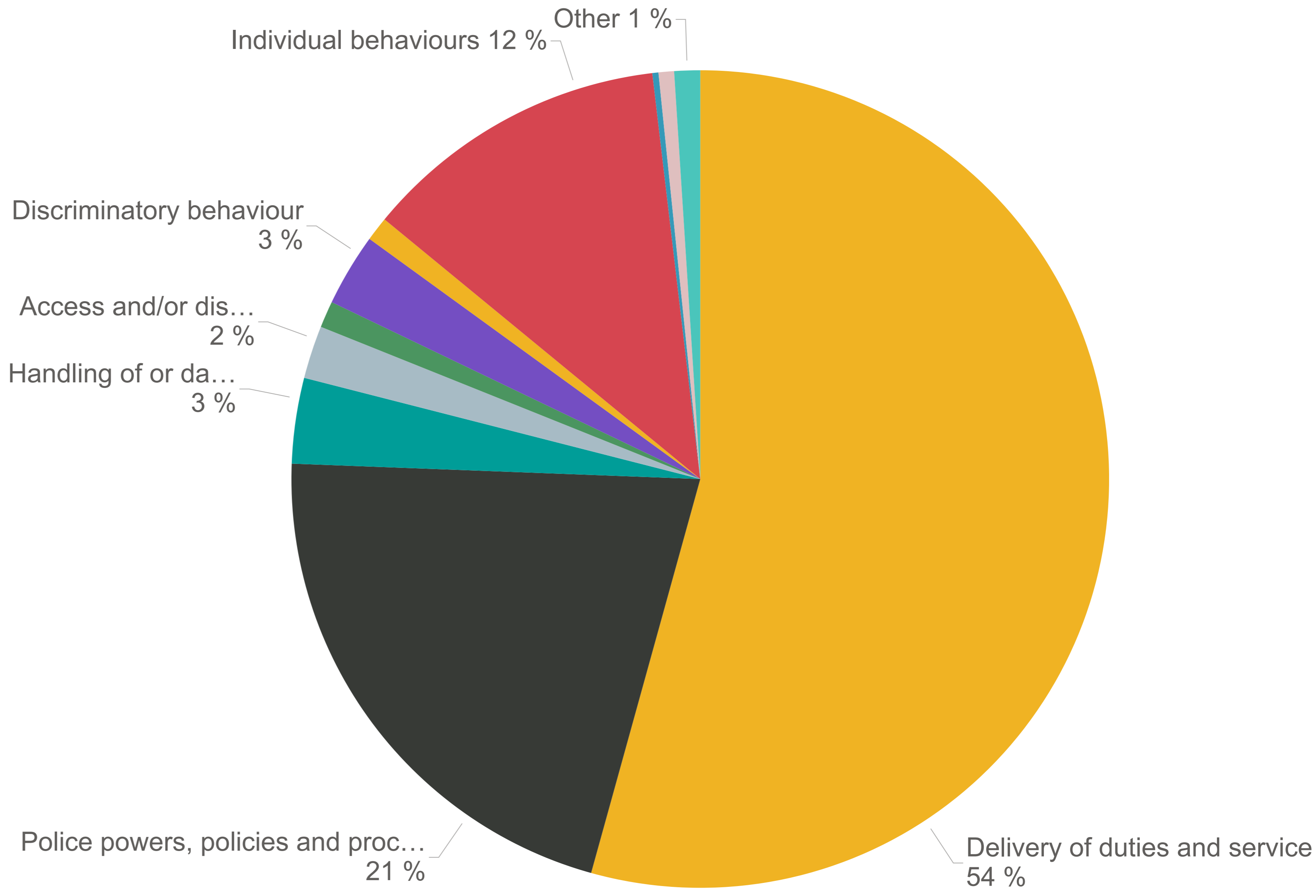
What has been complained about (YTD)

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	1,527	514	114	43	29	75	4	412	0	10	0	2,728
SPLY	1,323	478	127	46	23	88	20	496	1	9	0	2,611
MSF Average	2,396	926	152	88	50	146	45	588	11	22	30	4,455
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	1,527	56 %	1,323	51 %	2,396	54 %	91,353	54 %	
	Police action following contact	859	56 %	698	53 %	1,145	50 %	37,667	41 %	
	Information	370	24 %	361	27 %	346	15 %	10,515	12 %	
	Decisions	267	17 %	243	18 %	331	14 %	13,479	15 %	
	General level of service	31	2 %	21	2 %	575	21 %	29,691	32 %	
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %	
Police powers, policies and procedures	Total	514	19 %	478	18 %	926	21 %	35,830	21 %	
	Power to arrest and detain	144	28 %	109	23 %	184	20 %	6,460	18 %	
	Use of force	99	19 %	125	26 %	218	23 %	8,826	25 %	
	Detention in police custody	90	18 %	86	18 %	125	15 %	5,122	14 %	
	Searches of premises and seizure of property	50	10 %	63	13 %	111	12 %	4,603	13 %	
	Bail, identification and interview procedures	42	8 %	28	6 %	63	7 %	2,122	6 %	
	Other policies and procedures	26	5 %	23	5 %	107	11 %	3,735	10 %	
	Evidential procedures	25	5 %	11	2 %	52	5 %	2,631	7 %	
	Stops, and stop and search	21	4 %	28	6 %	41	4 %	1,790	5 %	
	Out of court disposals	17	3 %	5	1 %	27	3 %	540	2 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	412	15 %	496	19 %	588	13 %	20,480	12 %
		Impolite language / tone	126	31 %	135	27 %	149	26 %	5,352	26 %
		Unprofessional attitude and disrespect	92	22 %	116	23 %	164	28 %	5,808	28 %
Overbearing or harassing behaviours		74	18 %	117	24 %	120	20 %	3,415	17 %	
Lack of fairness and impartiality		65	16 %	85	17 %	97	15 %	2,807	14 %	
Impolite and intolerant actions		55	13 %	43	9 %	58	10 %	3,098	15 %	
Discriminatory behaviour	Total	75	3 %	88	3 %	146	3 %	4,832	3 %	
	Race	35	47 %	41	47 %	73	49 %	2,335	48 %	
	Sex	19	25 %	12	14 %	25	17 %	769	16 %	
	Disability	14	19 %	30	34 %	26	19 %	911	19 %	
	Age	4	5 %	0	0 %	3	2 %	73	2 %	
	Sexual orientation	3	4 %	3	3 %	4	3 %	134	3 %	
	Gender reassignment	0	0 %	0	0 %	1	1 %	56	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	0 %	
	Religion or belief	0	0 %	1	1 %	3	2 %	127	3 %	
Other	0	0 %	1	1 %	11	8 %	421	9 %		
Access and/or disclosure of information	Total	43	2 %	46	2 %	88	2 %	3,518	2 %	
	Disclosure of information	33	77 %	40	87 %	64	73 %	2,349	67 %	
	Use of police systems	4	9 %	4	9 %	6	7 %	245	7 %	
	Handling of information	4	9 %	1	2 %	14	15 %	789	22 %	
	Accessing and handling of information from other sources	2	5 %	1	2 %	5	5 %	133	4 %	
	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	1,202	44 %	825	32 %	1,749	40 %	65,409	39 %
None	470	17 %	655	25 %	718	16 %	31,766	19 %
Arrest	440	16 %	270	10 %	525	12 %	21,786	13 %
Domestic / gender abuse	231	8 %	165	6 %	261	6 %	9,507	6 %
Call Handling	194	7 %	209	8 %	218	5 %	7,140	4 %
Neighbourhood policing	182	7 %	232	9 %	265	6 %	7,856	5 %
Custody	166	6 %	154	6 %	233	5 %	9,989	6 %
Roads/traffic	94	3 %	97	4 %	279	6 %	10,386	6 %
VAWG - dissatisfaction handling	84	3 %	52	2 %	175	4 %	7,183	4 %
Mental health	83	3 %	90	3 %	123	3 %	5,164	3 %
Premises search	80	3 %	96	4 %	97	2 %	4,308	3 %
Stop and/or search	61	2 %	73	3 %	71	2 %	3,755	2 %
Drugs / alcohol	60	2 %	80	3 %	40	1 %	2,046	1 %
Child protection / CSA / CSE	49	2 %	54	2 %	65	1 %	3,021	2 %
Restraint equipment	35	1 %	69	3 %	42	1 %	1,866	1 %
Hate Crime	16	1 %	21	1 %	26	1 %	942	1 %
Missing persons	15	1 %	10	0 %	31	1 %	1,077	1 %
Social media	15	1 %	8	0 %	15	0 %	720	0 %
Fraud	14	1 %	19	1 %	13	0 %	1,113	1 %
Death	10	0 %	9	0 %	38	1 %	1,585	1 %
Public order incident	7	0 %	32	1 %	38	1 %	1,327	1 %
Serious injury	7	0 %	19	1 %	4	0 %	346	0 %
VAWG - police perpetrated	7	0 %	11	0 %	19	0 %	1,085	1 %
Firearms	6	0 %	9	0 %	19	0 %	742	0 %
Covert policing	2	0 %	0	0 %	2	0 %	86	0 %
Police dogs or horses	2	0 %	5	0 %	2	0 %	102	0 %
Taser	2	0 %	5	0 %	4	0 %	196	0 %
Unknown	1	0 %	1	0 %	2	0 %	28	0 %
Coronavirus - other	0	0 %	0	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 %
PPDA	0	0 %	0	0 %	1	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	0 %
VAWG - police victim	0	0 %	1	0 %	2	0 %	141	0 %

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

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

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police perpetrated	1	2	0	0	2
VAWG - dissatisfaction handling	67	8	0	2	5
Unknown	0	1	0	0	0
Taser	0	2	0	0	0
Stop and/or search	18	28	1	3	8
Social media	8	1	1	1	2
Serious injury	4	2	1	0	0
Roads/traffic	38	6	2	1	20
Restraint equipment	1	34	0	0	0
Public order incident	2	3	0	0	2
Premises search	13	38	19	0	9
Police dogs or horses	1	1	0	0	0
None	304	27	22	13	83
Neighbourhood policing	125	11	2	0	44
Missing persons	10	1	0	0	3
Mental health	41	20	2	4	16
Investigation	860	91	54	35	138
Hate Crime	14	0	0	0	2
Fraud	13	0	0	0	1
Firearms	1	2	0	1	1
Drugs / alcohol	24	19	8	0	8
Domestic / gender abuse	143	44	10	1	33
Death	10	0	0	0	0
Custody	22	118	1	4	21
Covert policing	0	0	0	0	1
Child protection / CSA / CSE	40	5	0	0	4
Call Handling	131	4	0	1	55
Arrest	87	263	23	17	48
Total	1,527	514	114	75	412

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	11	5	0	16
Q1 24/25	20	3	0	23
Q2 24/25	24	2	0	25
Q3 24/25	17	2	0	19
Q4 24/25	23	0	0	23
Total	95	12	0	106

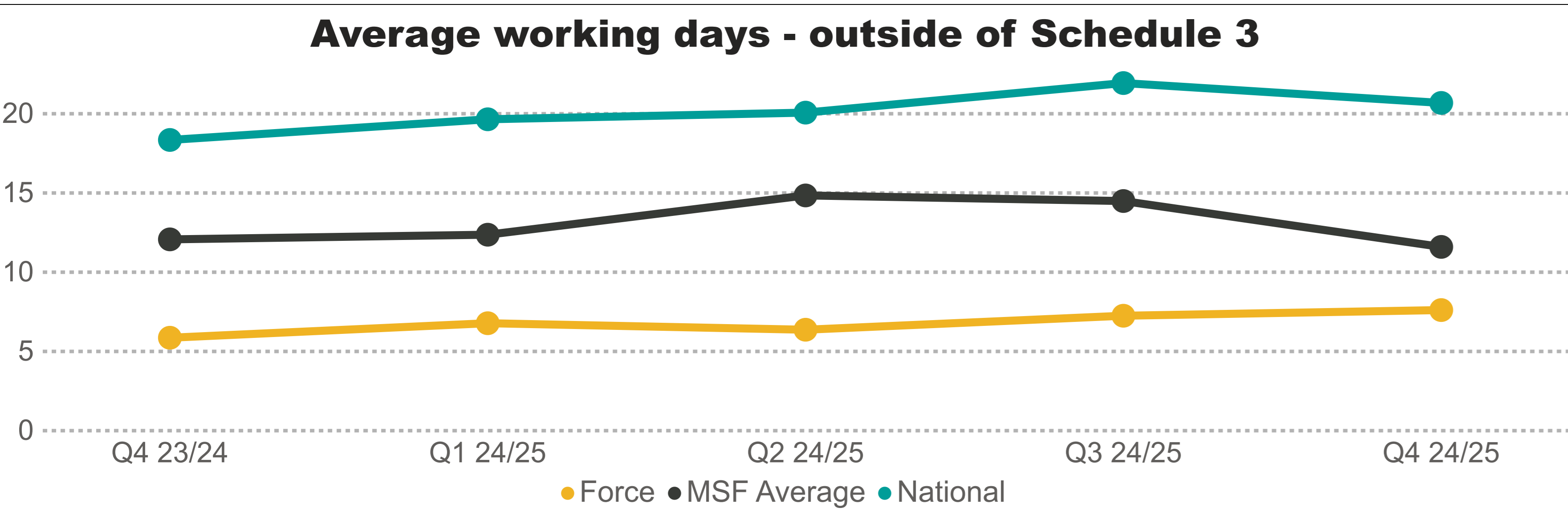
Section A2: Allegations timeliness

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.

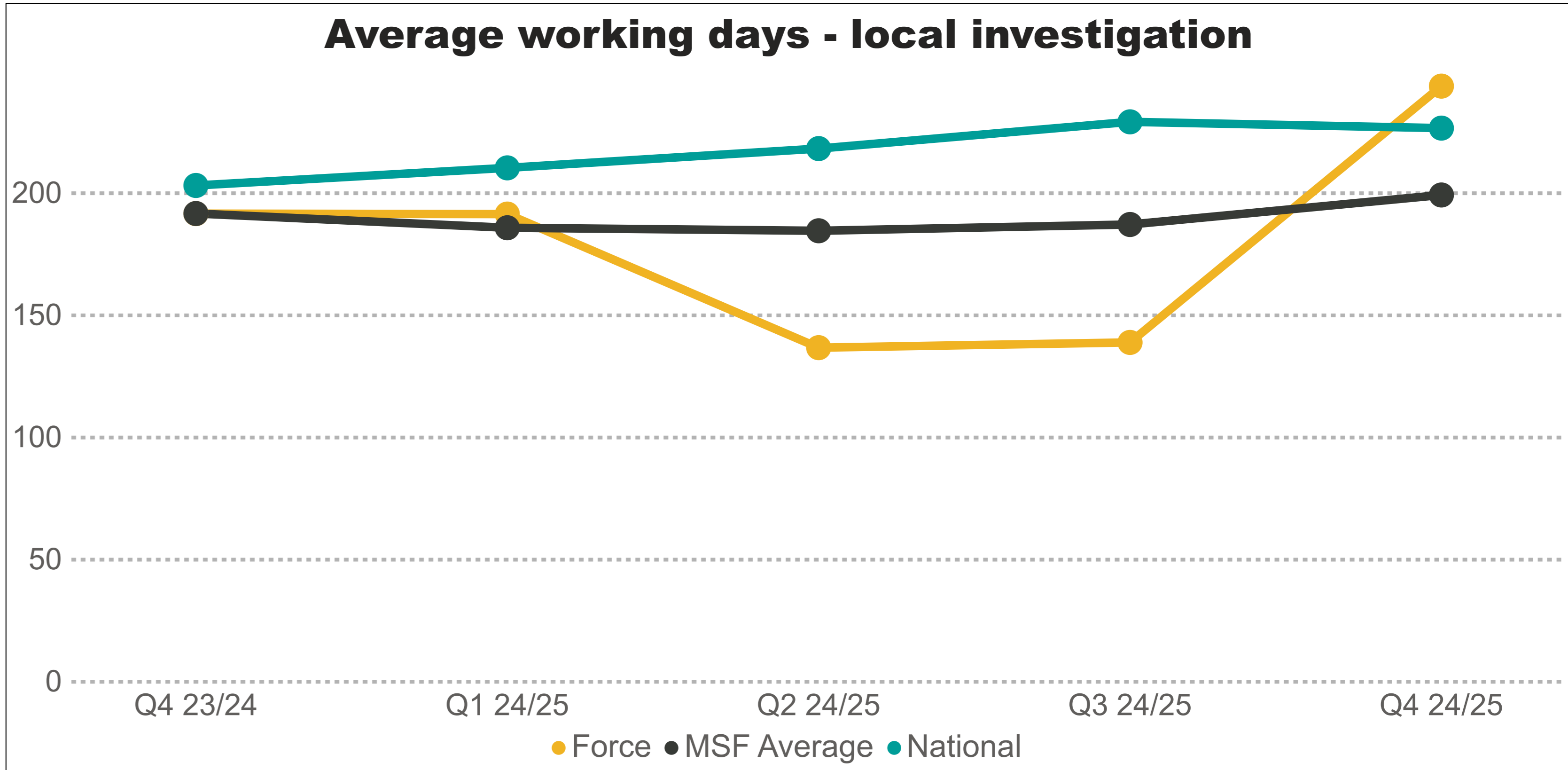
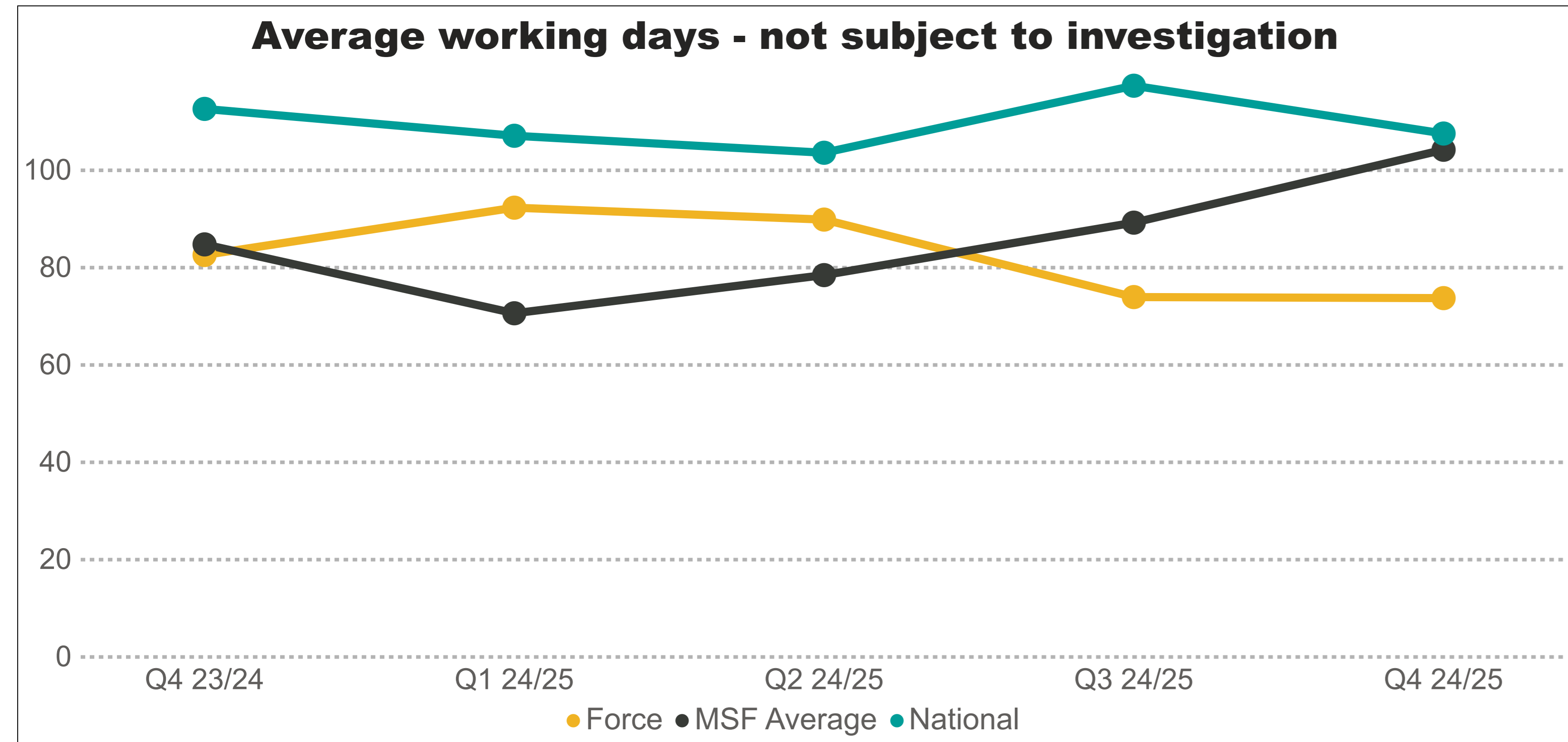
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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 Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	1,487	7	981	82	281	178	0	0
SPLY	1,398	7	920	76	293	200	1	287
MSF Average	1,857	13	1,801	93	614	184	3	78
National	71,979	20	73,237	109	17,701	220	348	380



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

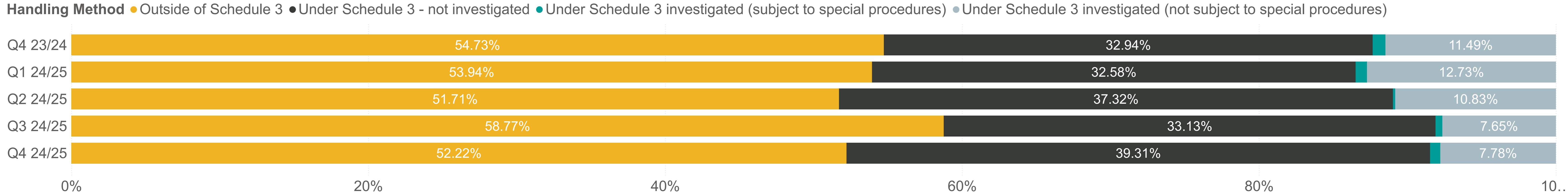


Section A3.1: How allegations were handled and their decisions

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	267	10 %	590	12 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	14	1 %	27	1 %	2,071	1 %
Under Schedule 3 - not investigated	981	36 %	1801	44 %	73,237	45 %
Outside of Schedule 3	1,487	54 %	1857	43 %	71,979	44 %
Total	2,749	100 %	4275	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)			
	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					26	3 %	5,604	8 %			26	1 %	1	0 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					89	9 %	6,698	9 %			38	2 %	30	11 %	1,499	9 %
Service provided - not acceptable					124	13 %	9,844	13 %	2	14 %	79	4 %	33	12 %	1,931	12 %
Service provided - acceptable					721	73 %	48,901	67 %			338	16 %	193	72 %	11,450	72 %
Not Resolved	3	0 %	3,637	5 %												
Resolved	1484	100 %	68,336	95 %												
No Case to Answer									5	36 %	1,081	52 %				
Case to Answer									6	43 %	454	22 %				
Withdrawal					21	2 %	2,080	3 %	1	7 %	52	3 %	10	4 %	426	3 %

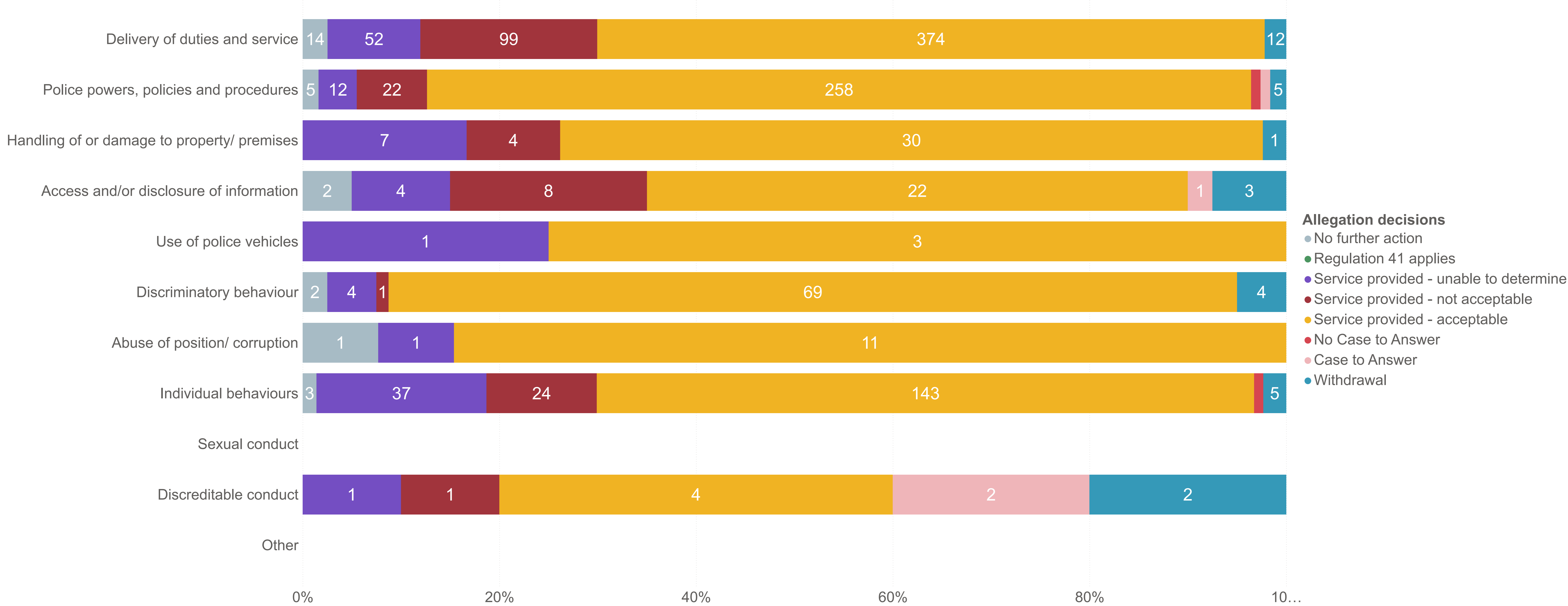
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	956	200	76	4	24	0	0	224	0	0	0	1,484
Not Resolved	2	0	0	0	0	0	0	1	0	0	0	3

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	13	1 %	15	1 %	4	0 %	272	0 %
Learning from reflection	140	9 %	173	12 %	37	3 %	1,991	3 %
Policy review	0	0 %	2	0 %	1	0 %	59	0 %
Goodwill gesture	4	0 %	2	0 %	3	0 %	114	0 %
Apology	88	6 %	104	7 %	154	7 %	6,555	9 %
Debrief	11	1 %	4	0 %	7	0 %	545	1 %
Explanation	1,195	80 %	1,006	72 %	1,335	72 %	45,379	63 %
No further action	4	0 %	26	2 %	182	10 %	8,079	11 %
Other action	30	2 %	29	2 %	120	6 %	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	12	1 %	3	0 %	26	1 %	813	1 %
Apology	22	2 %	12	1 %	70	3 %	3,493	4 %
Debrief	0	0 %	0	0 %	3	0 %	2,874	3 %
Explanation	1,000	79 %	716	59 %	1,358	62 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	0	0 %	2	0 %	29	0 %
No further action	104	8 %	346	29 %	719	24 %	19,619	21 %
Other action	1	0 %	1	0 %	59	2 %	921	1 %
Learning from reflection	104	8 %	106	9 %	131	5 %	5,009	5 %
Referral to RPRP	8	1 %	16	1 %	36	1 %	1,426	2 %

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

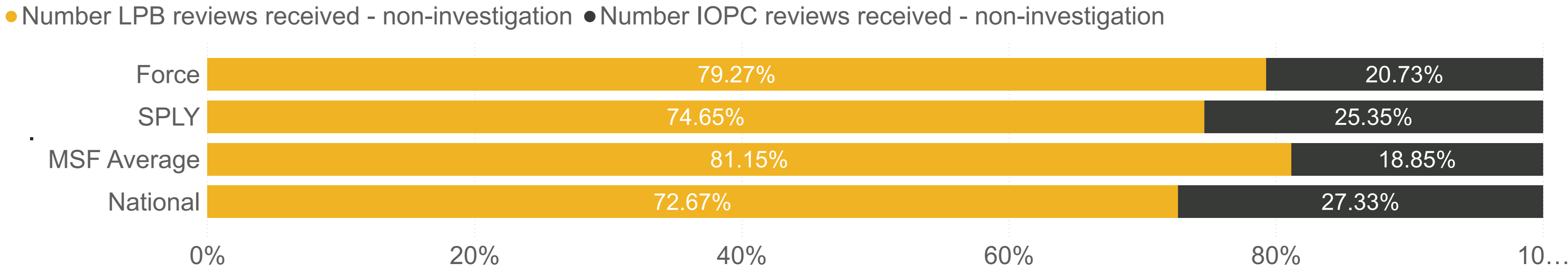
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	4	29 %	13	54 %	4	12 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	3 %	11	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	2	9 %	139	7 %
Referral to RPRP	4	29 %	1	4 %	8	29 %	354	17 %

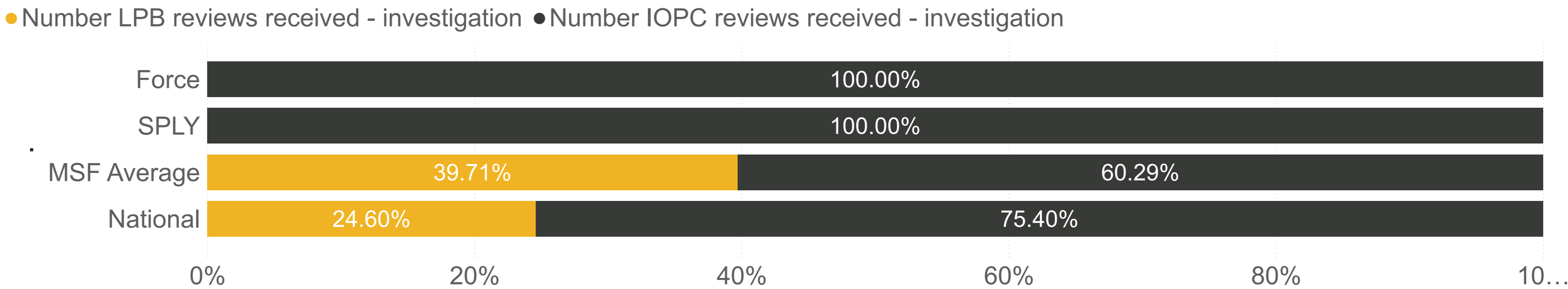
Section C1: Reviews received and timeliness (Year to date)

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	65	17
SPLY	53	18
MSF Average	115	27
National	3,938	1,481



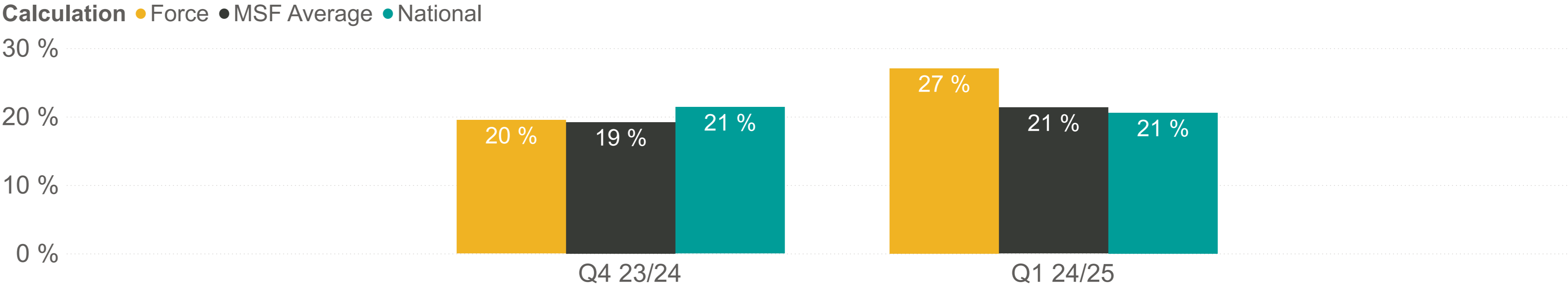
Investigation reviews received	LPB	IOPC
Force	0	18
SPLY	0	16
MSF Average	17	26
National	309	947



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	100	351
SPLY	87	437
MSF Average	184	926
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	73	57	54	48
Average number of working days to complete IOPC reviews	164	180	151	148

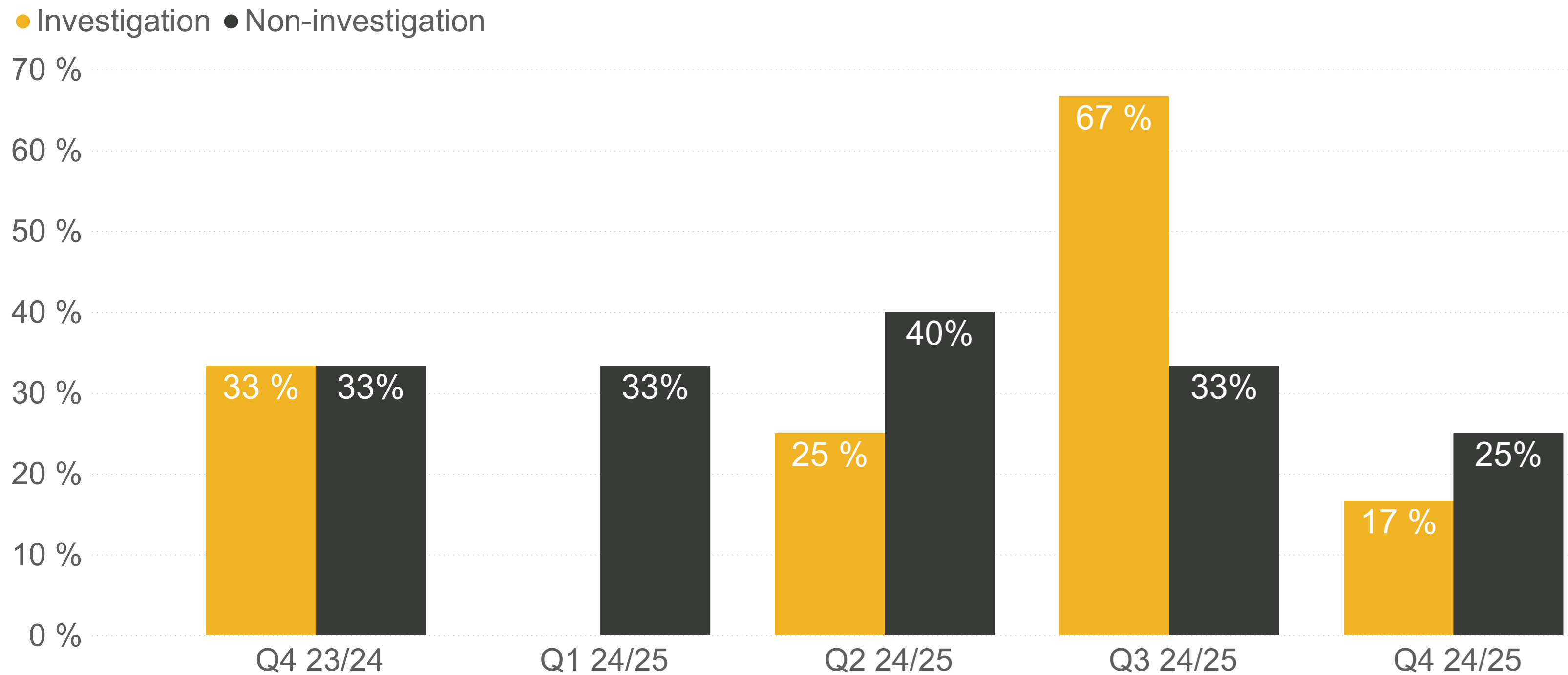
Section C2: Outcomes on reviews

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.

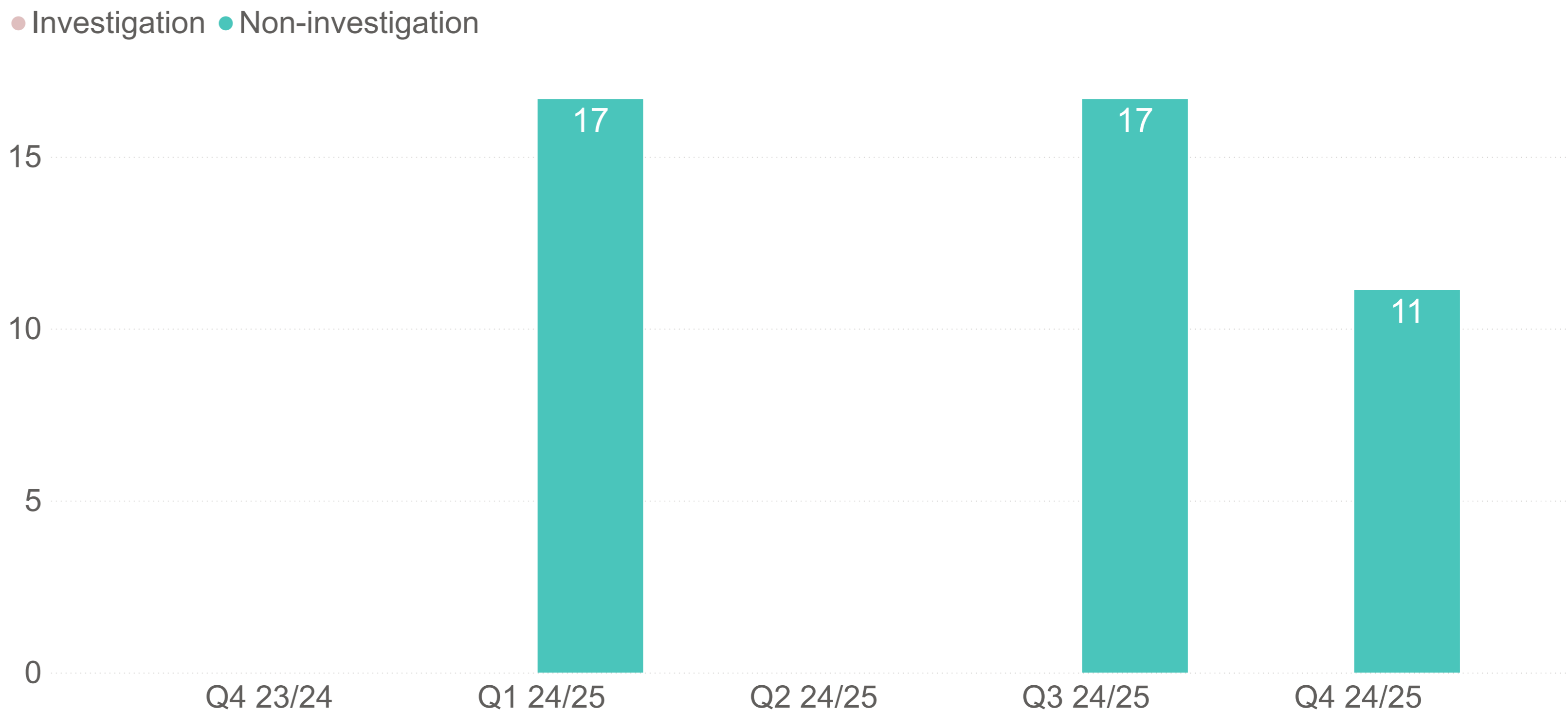
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	20	5	0	
SPLY	16	4	1	1
MSF Average	23	7	18	43
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	15	5	28	3
SPLY	10	3	59	7
MSF Average	23	5	103	18
National	1,112	330	3,747	802

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



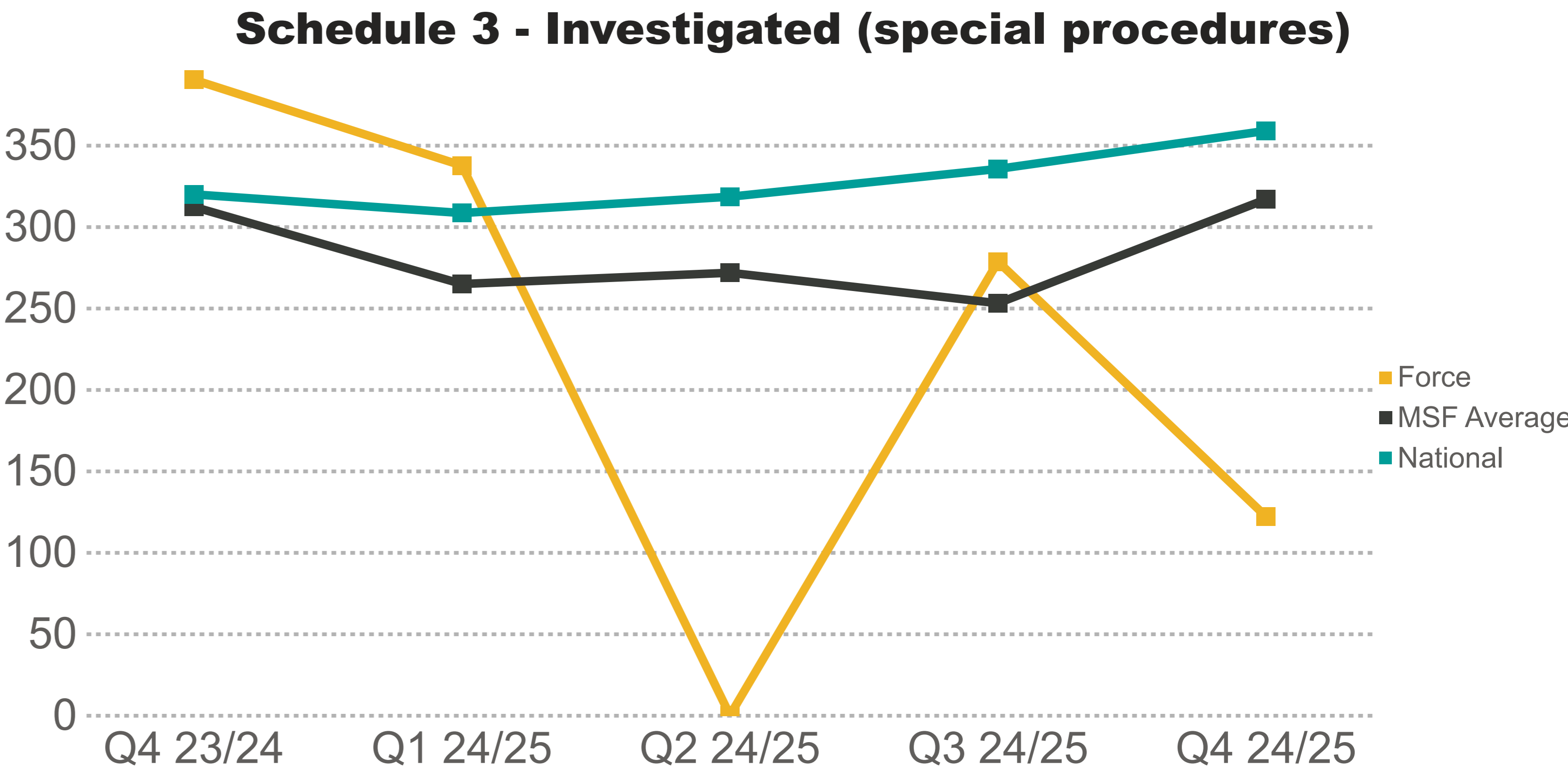
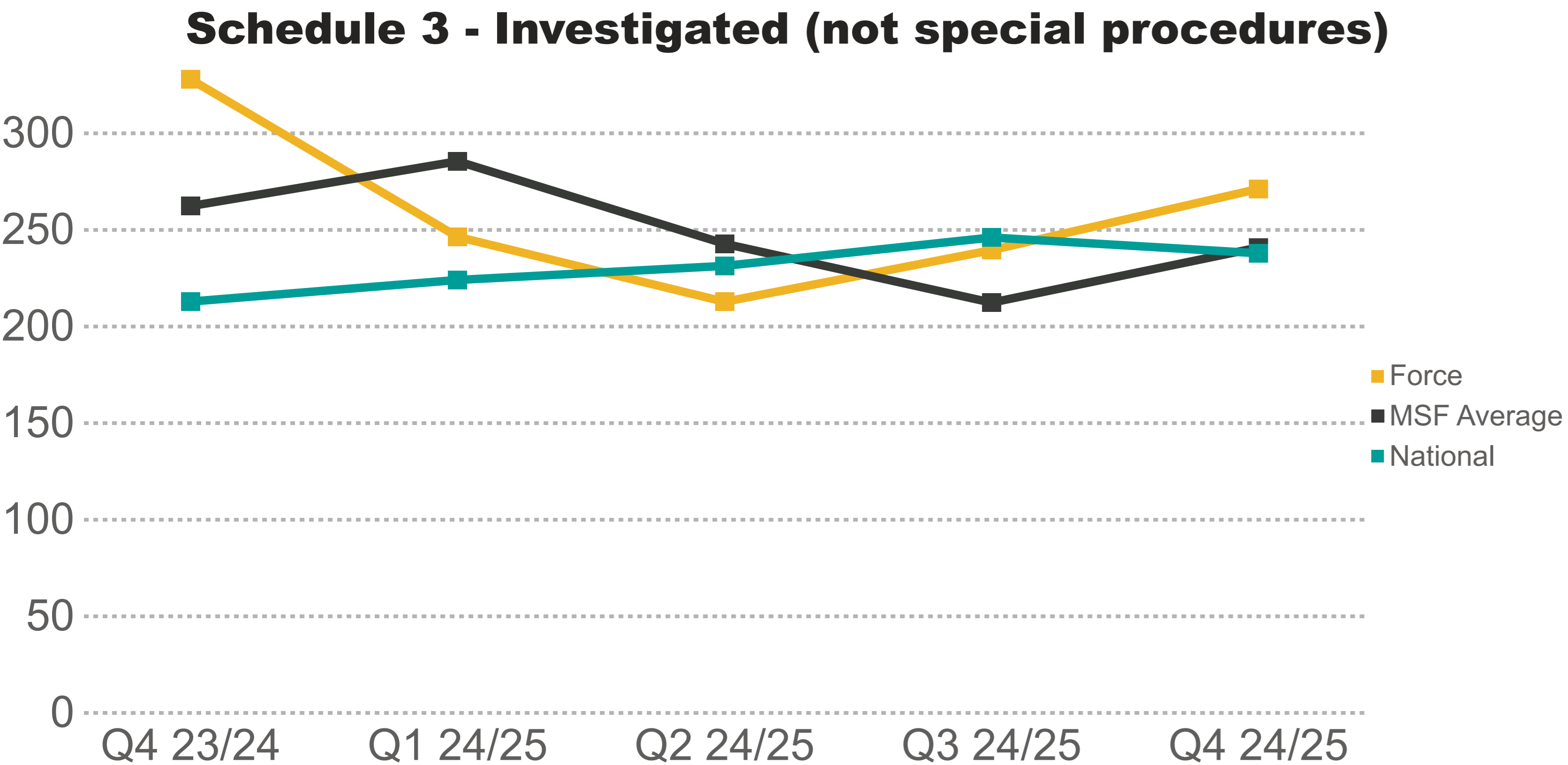
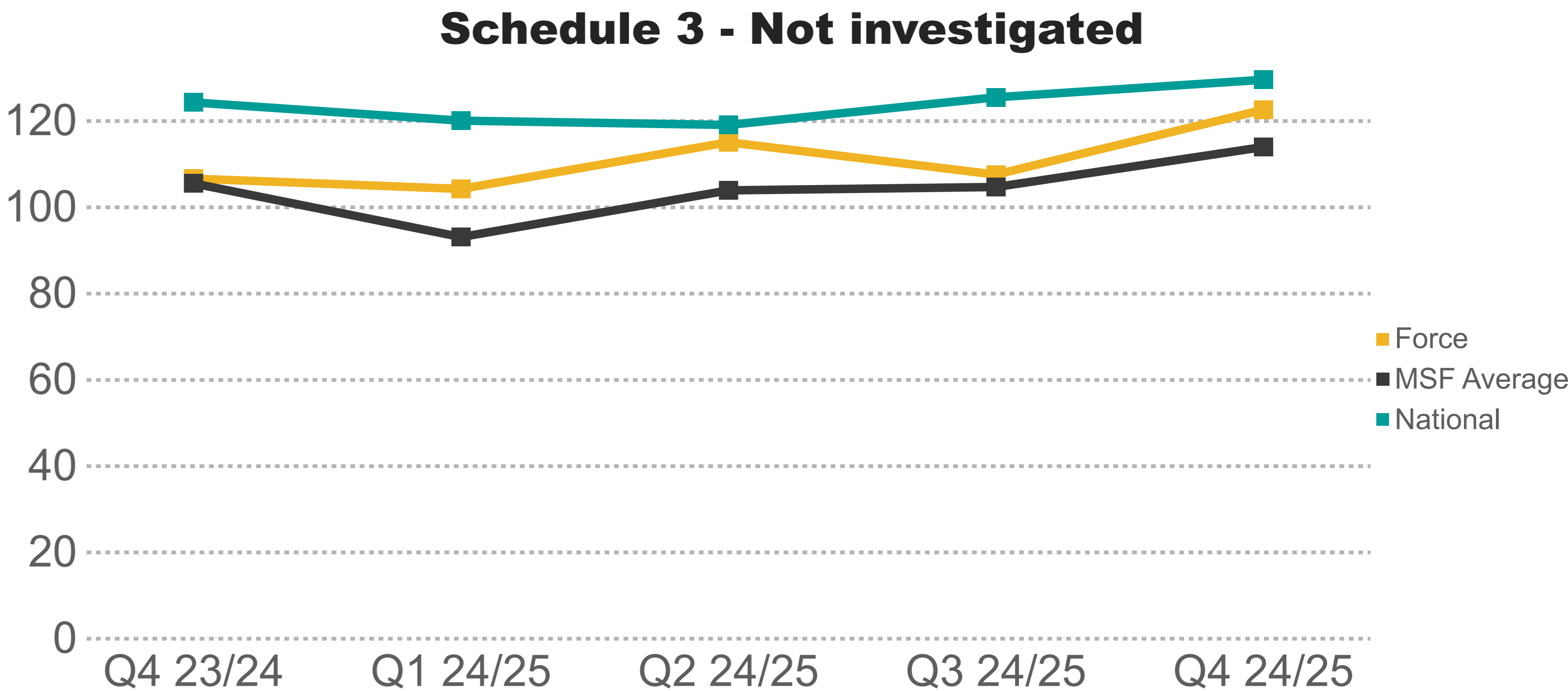
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	290	393	354	329
Under Schedule 3 investigated (not subject to special procedures)	242	271	234	234
Under Schedule 3 - not investigated	113	100	105	124
Total	139	134	124	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	283	357	687	25,876
Under Schedule 3 investigated (not subject to special procedures)	61	68	227	5,122
Under Schedule 3 investigated (subject to special procedures)	7	12	12	689
Total	351	437	926	31,687

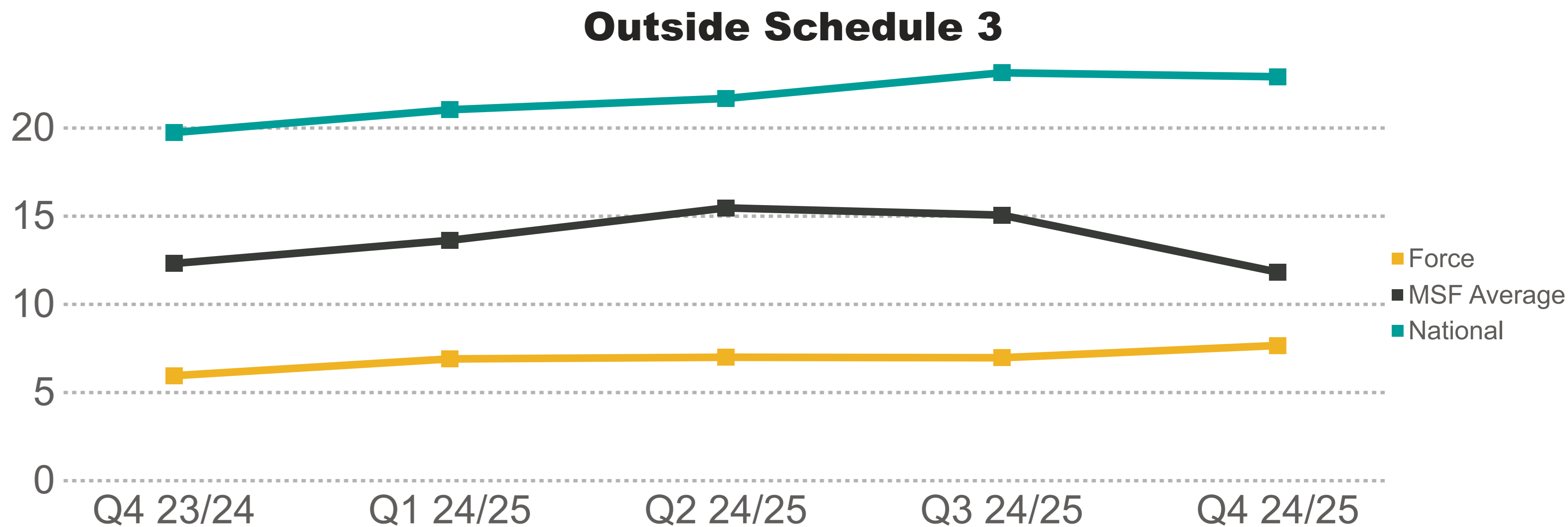


Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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 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	1070	883	1535	60061
Average days to finalise complaint cases handled outside of Schedule 3	7	6	14	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	1,070	75%	883	67%	1,535	62%	60,061	65%
Under Schedule 3 - not investigated	283	20%	357	27%	687	28%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	61	4%	68	5%	227	9%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	7	0%	12	1%	12	0%	689	1%
Total	1,421	100%	1,320	100%	2,461	100%	91,750	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



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.

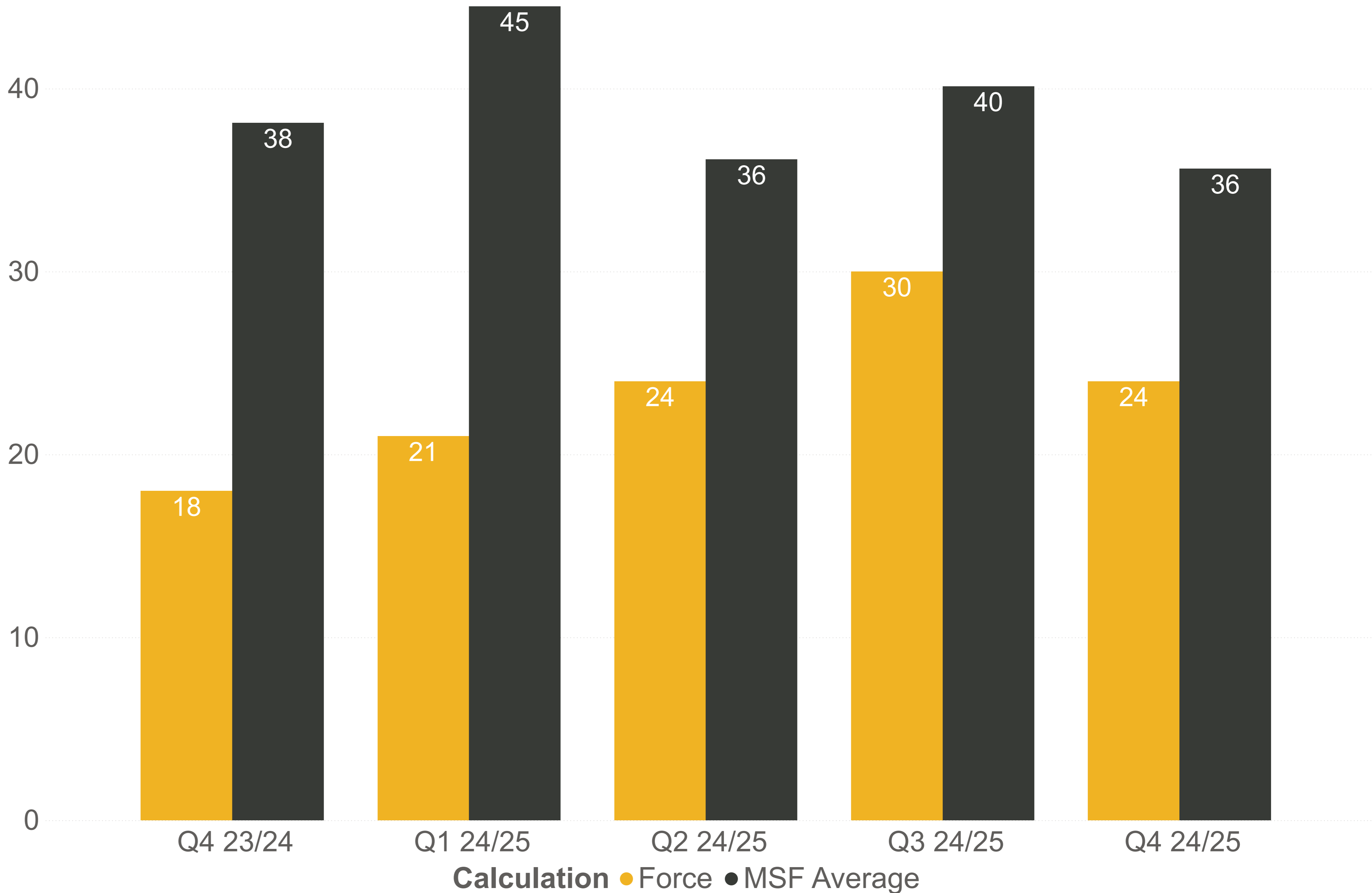
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	99	56	156	6,713
Number referrals completed	99	57	157	6,786
Decision: Independent Investigation	6	2	8	351
Decision: Directed Investigation	0	0	0	30
Decision: Local Investigation	49	32	88	3,629
Decision: Return to Force	43	22	58	2,634
Decision: Invalid	1	1	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

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 \(February 2020\)](#).