

Police Complaints Information Bulletin: Kent



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

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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

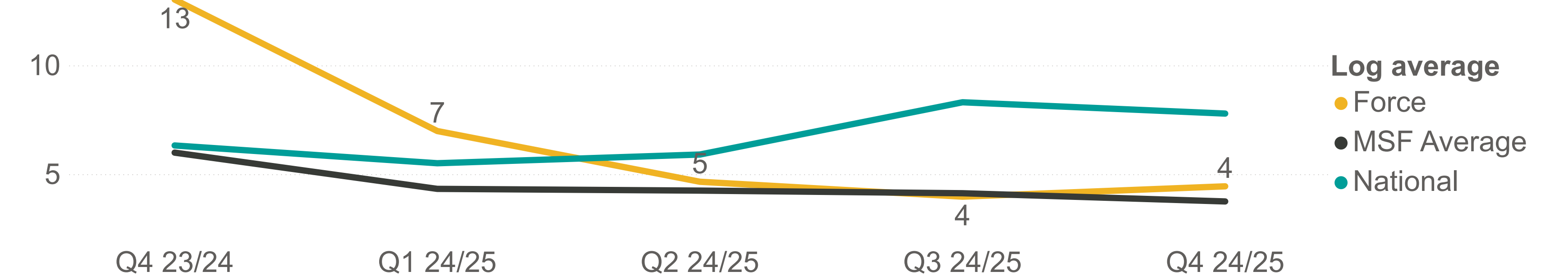
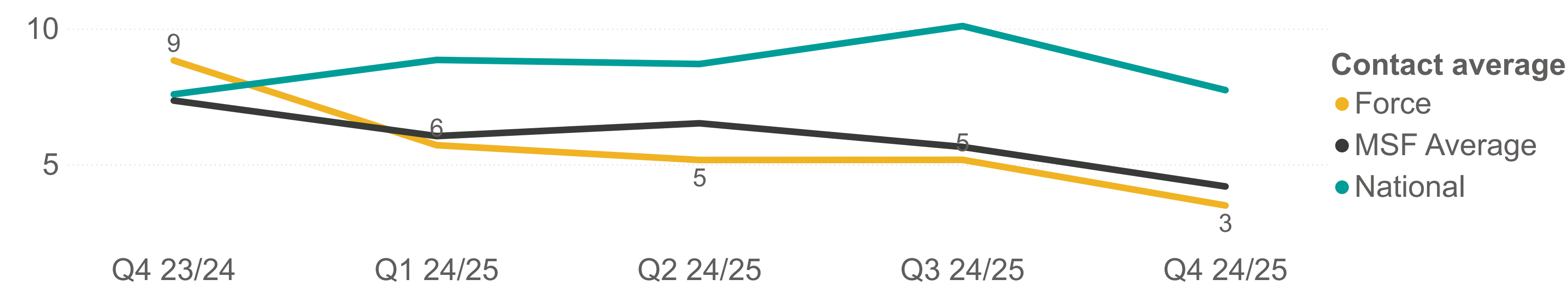
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

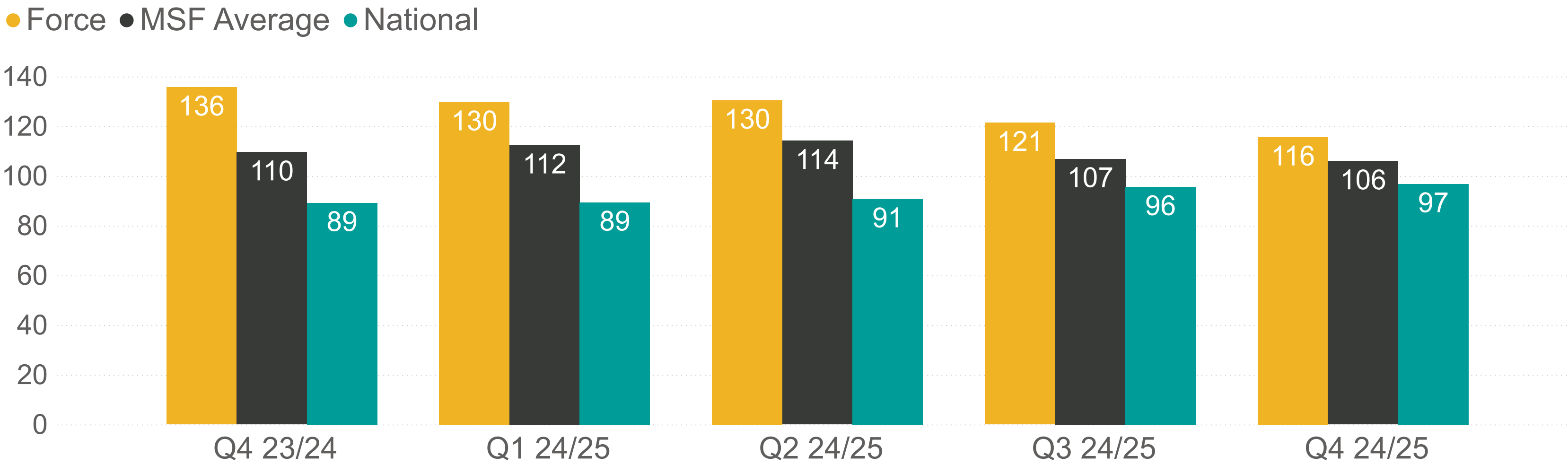
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

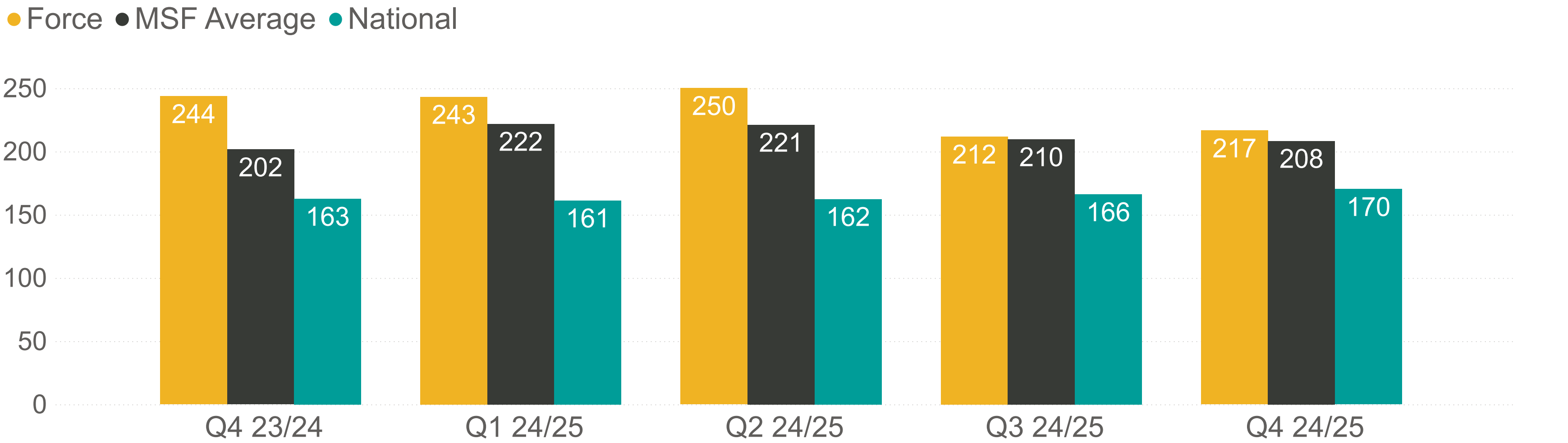
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	3,480	497	6,451	922	5	5
SPLY	2,089	295	4,517	638	16	20
MSF Average	2,179	439	4,280	861	6	4
National	94,940	373	168,249	660	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	631	965	312	12,831
Complainant wishes the complaint be recorded	6	7	103	6,465
Dissatisfaction after initial handling	246	384	166	5,283
Nature of the allegation(s) in the complaint	450	195	279	7,593
Total	1,333	1,551	860	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	47 %	62 %	33 %	40 %
Complainant wishes the complaint be recorded	0 %	0 %	11 %	20 %
Dissatisfaction after initial handling	18 %	25 %	25 %	16 %
Nature of the allegation(s) in the complaint	34 %	13 %	31 %	24 %

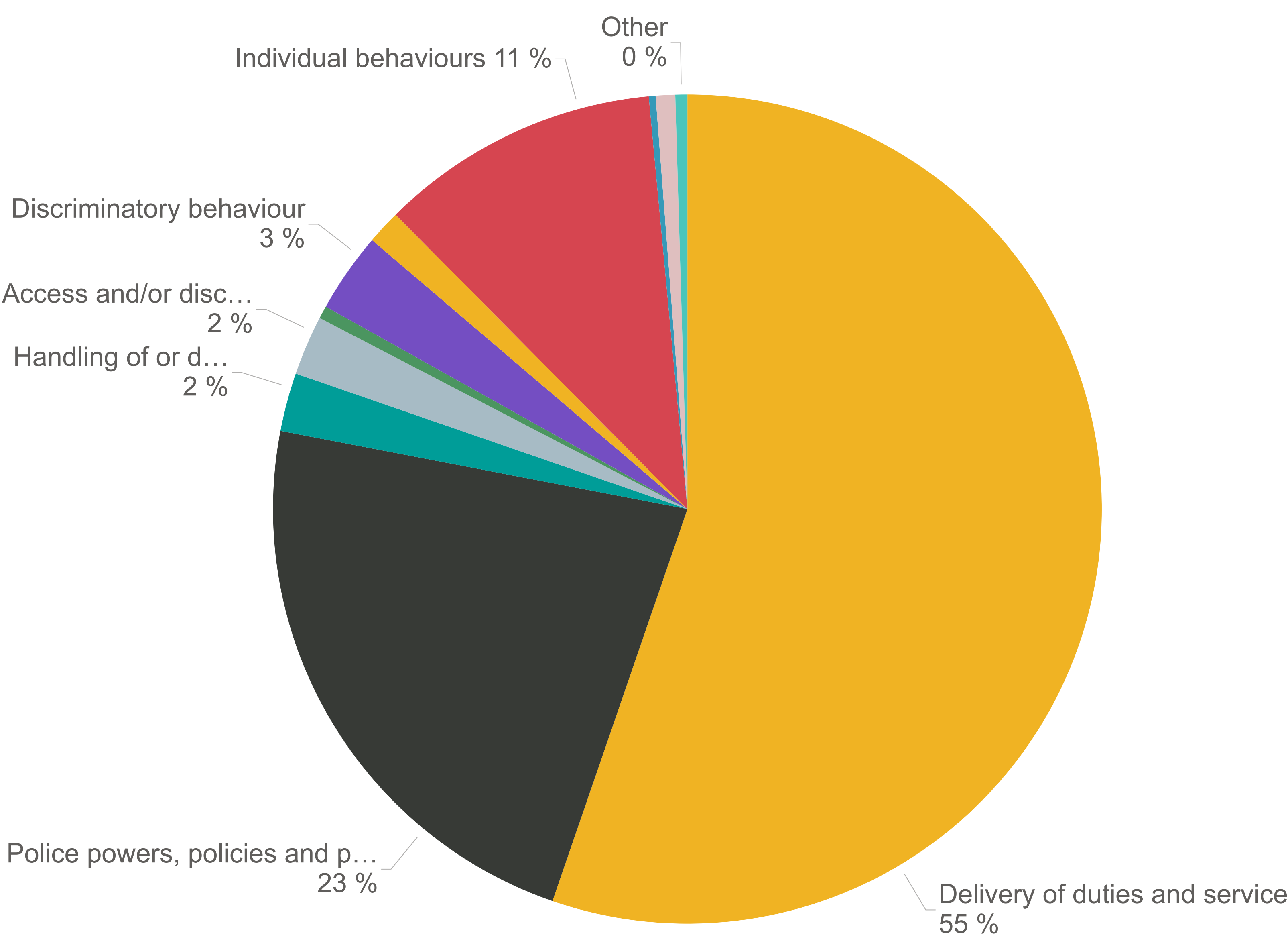
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

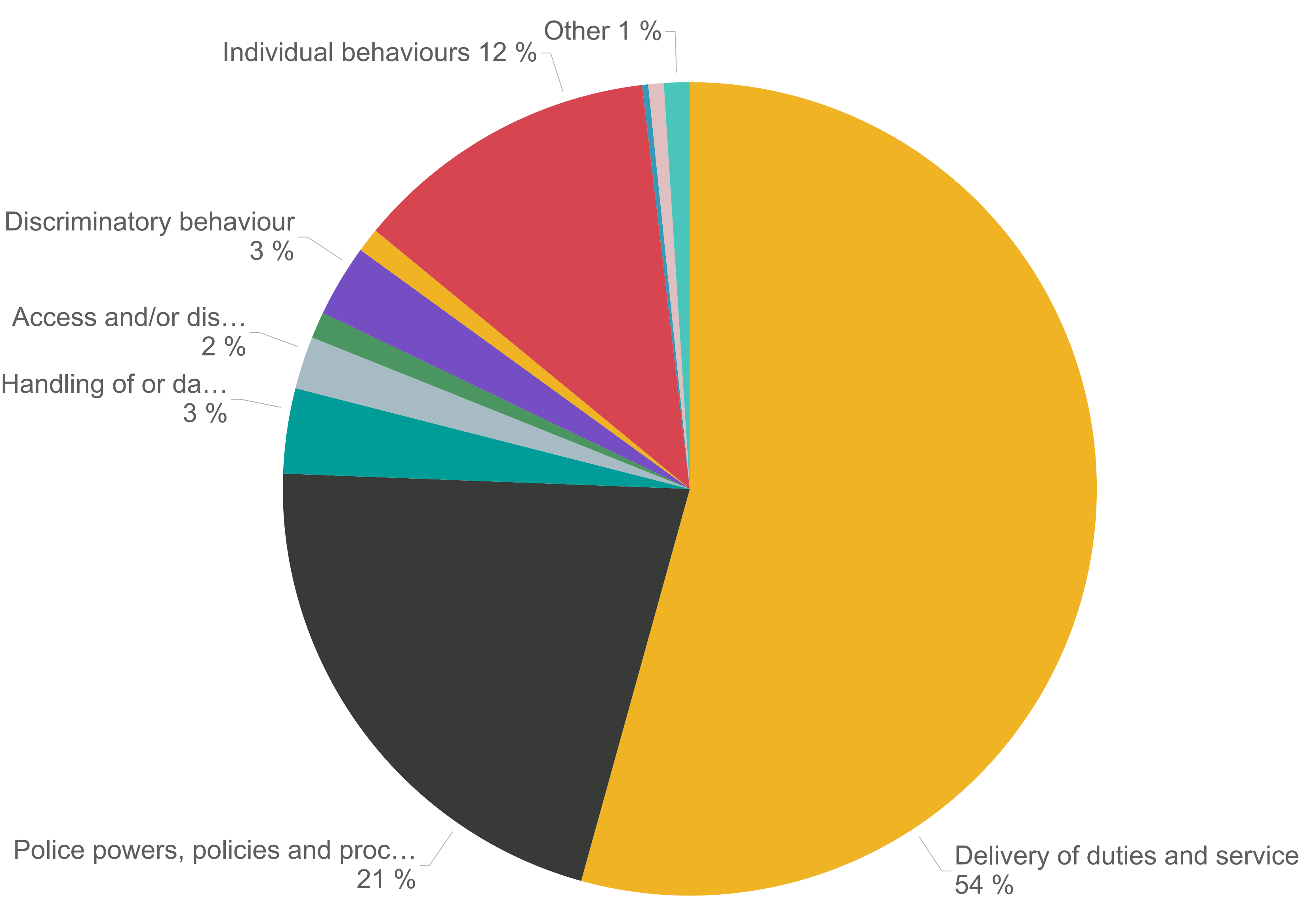
What has been complained about (YTD)

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	3,566	1,467	147	150	32	201	86	706	17	49	30	6,451
SPLY	2,210	1,074	57	126	13	227	221	503	15	37	34	4,517
MSF Average	2,350	859	129	78	41	129	58	582	12	24	20	4,280
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	3,566	55 %	2,210	49 %	2,349	55 %	91,353	54 %
	General level of service	1,731	49 %	1,430	65 %	556	24 %	29,691	32 %
	Decisions	845	24 %	348	16 %	423	18 %	13,479	15 %
	Police action following contact	717	20 %	304	14 %	977	40 %	37,667	41 %
	Information	273	8 %	128	6 %	394	17 %	10,515	12 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	1,467	23 %	1,074	24 %	859	20 %	35,830	21 %
	Evidential procedures	290	20 %	174	16 %	74	8 %	2,631	7 %
	Use of force	244	17 %	277	26 %	195	23 %	8,826	25 %
	Searches of premises and seizure of property	233	16 %	136	13 %	111	12 %	4,603	13 %
	Power to arrest and detain	197	13 %	141	13 %	162	20 %	6,460	18 %
	Detention in police custody	164	11 %	155	14 %	131	15 %	5,122	14 %
	Other policies and procedures	160	11 %	84	8 %	77	10 %	3,735	10 %
	Bail, identification and interview procedures	96	7 %	70	7 %	58	7 %	2,122	6 %
	Stops, and stop and search	60	4 %	30	3 %	29	3 %	1,790	5 %
	Out of court disposals	23	2 %	7	1 %	21	3 %	540	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	706	11 %	503	11 %	582	13 %	20,480	12 %
	Unprofessional attitude and disrespect	215	30 %	150	30 %	158	27 %	5,808	28 %
	Impolite language / tone	170	24 %	96	19 %	151	27 %	5,352	26 %
	Lack of fairness and impartiality	128	18 %	131	26 %	113	18 %	2,807	14 %
	Impolite and intolerant actions	121	17 %	56	11 %	69	13 %	3,098	15 %
	Overbearing or harassing behaviours	72	10 %	70	14 %	91	14 %	3,415	17 %
Discriminatory behaviour	Total	201	3 %	227	5 %	129	3 %	4,832	3 %
	Race	82	41 %	108	48 %	60	45 %	2,335	48 %
	Disability	37	18 %	40	18 %	26	21 %	911	19 %
	Sex	36	18 %	53	23 %	23	17 %	769	16 %
	Other	31	15 %	12	5 %	10	8 %	421	9 %
	Gender reassignment	5	2 %	2	1 %	1	1 %	56	1 %
	Religion or belief	4	2 %	4	2 %	3	2 %	127	3 %
	Sexual orientation	4	2 %	8	4 %	4	3 %	134	3 %
	Age	1	0 %	0	0 %	3	2 %	73	2 %
	Pregnancy and maternity	1	0 %	0	0 %	0	0 %	4	0 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
Access and/or disclosure of information	Total	150	2 %	126	3 %	78	2 %	3,518	2 %
	Disclosure of information	111	74 %	99	79 %	60	76 %	2,349	67 %
	Handling of information	35	23 %	19	15 %	11	13 %	789	22 %
	Accessing and handling of information from other sources	4	3 %	3	2 %	4	5 %	133	4 %
	Decisions	0	0 %	0	0 %	0	0 %	0	0 %
	Use of police systems	0	0 %	5	4 %	4	6 %	245	7 %
	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	2,659	41 %	446	10 %	1,802	44 %	65,409	39 %
None	1,847	29 %	2,995	66 %	790	16 %	31,766	19 %
Arrest	514	8 %	228	5 %	489	12 %	21,786	13 %
Call Handling	336	5 %	106	2 %	201	5 %	7,140	4 %
Custody	239	4 %	165	4 %	221	5 %	9,989	6 %
Roads/traffic	227	4 %	68	2 %	219	5 %	10,386	6 %
Premises search	162	3 %	35	1 %	93	2 %	4,308	3 %
Domestic / gender abuse	135	2 %	108	2 %	178	4 %	9,507	6 %
Stop and/or search	128	2 %	23	1 %	60	1 %	3,755	2 %
Mental health	119	2 %	21	0 %	96	2 %	5,164	3 %
Neighbourhood policing	105	2 %	21	0 %	150	4 %	7,856	5 %
Child protection / CSA / CSE	103	2 %	6	0 %	56	1 %	3,021	2 %
VAWG - dissatisfaction handling	96	1 %	232	5 %	116	3 %	7,183	4 %
VAWG - police perpetrated	77	1 %	241	5 %	25	0 %	1,085	1 %
Restraint equipment	44	1 %	8	0 %	29	1 %	1,866	1 %
VAWG - police victim	37	1 %	154	3 %	6	0 %	141	0 %
Death	35	1 %	14	0 %	26	1 %	1,585	1 %
Drugs / alcohol	28	0 %	9	0 %	34	1 %	2,046	1 %
Firearms	23	0 %	5	0 %	17	0 %	742	0 %
Missing persons	23	0 %	12	0 %	23	1 %	1,077	1 %
PPDA	19	0 %	9	0 %	3	0 %	65	0 %
Social media	12	0 %	3	0 %	12	0 %	720	0 %
Fraud	11	0 %	4	0 %	9	0 %	1,113	1 %
Public order incident	8	0 %	4	0 %	34	1 %	1,327	1 %
Hate Crime	4	0 %	5	0 %	22	1 %	942	1 %
Covert policing	3	0 %	0	0 %	3	0 %	86	0 %
Serious injury	3	0 %	7	0 %	8	0 %	346	0 %
Taser	3	0 %	2	0 %	3	0 %	196	0 %
Police dogs or horses	1	0 %	1	0 %	1	0 %	102	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 %	0	0 %	4	0 %
Unknown	0	0 %	2	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	Access and/or disclosure of information	Discriminatory behaviour	Individual behaviours
VAWG - police victim	14	16	0	1	4
VAWG - police perpetrated	15	24	0	2	8
VAWG - dissatisfaction handling	46	40	0	1	7
Taser	0	3	0	0	0
Stop and/or search	19	75	1	7	22
Social media	7	2	2	0	0
Serious injury	0	3	0	0	0
Roads/traffic	110	39	0	10	37
Restraint equipment	3	36	0	2	2
Public order incident	2	2	0	1	3
Premises search	35	87	0	7	17
Police dogs or horses	0	0	0	0	1
None	1,091	273	78	62	212
Neighbourhood policing	66	8	1	1	20
Missing persons	13	3	2	0	5
Mental health	56	38	2	5	11
Investigation	1,718	464	52	81	241
Hate Crime	2	0	0	2	0
Fraud	5	5	0	0	0
Firearms	10	7	2	1	1
Drugs / alcohol	12	11	0	1	3
Domestic / gender abuse	63	18	0	5	31
Death	28	3	0	0	4
Custody	46	171	3	1	13
Covert policing	0	1	0	0	2
Child protection / CSA / CSE	59	18	5	0	14
Call Handling	236	15	2	6	72
Arrest	119	310	3	22	45
Total	3,554	1,466	150	198	706

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	92	113	73	131
Q1 24/25	60	49	35	78
Q2 24/25	21	14	2	36
Q3 24/25	6	6	0	12
Q4 24/25	9	8	0	17
Total	188	190	110	274

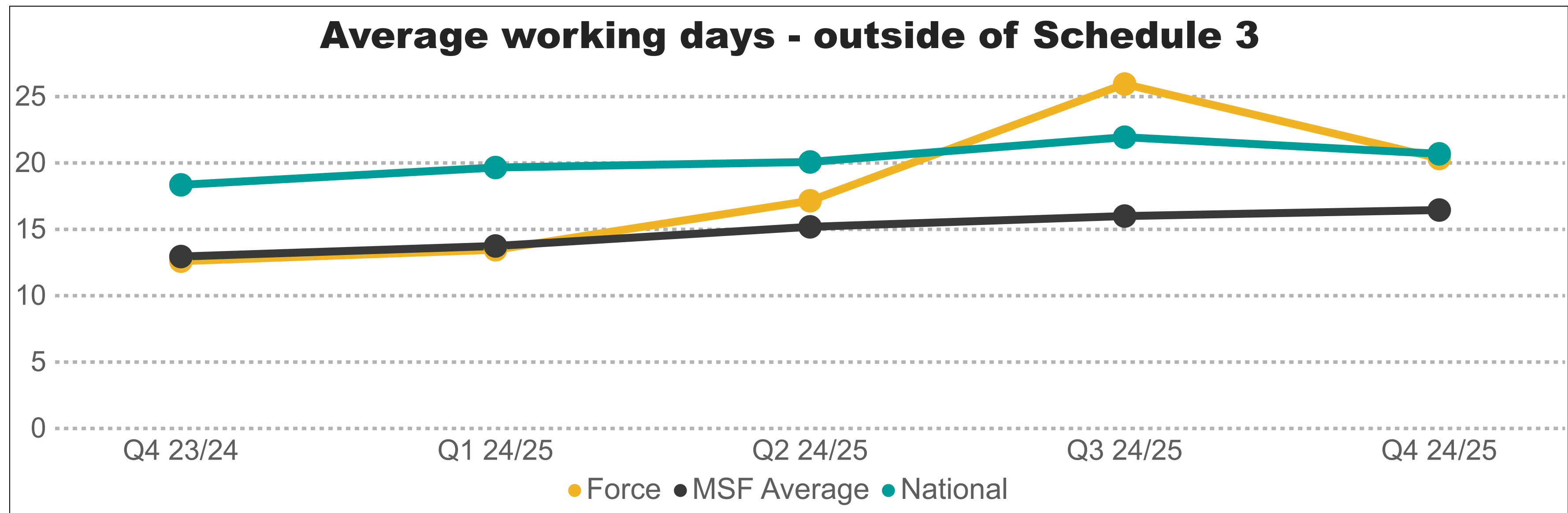
Section A2: Allegations timeliness

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.

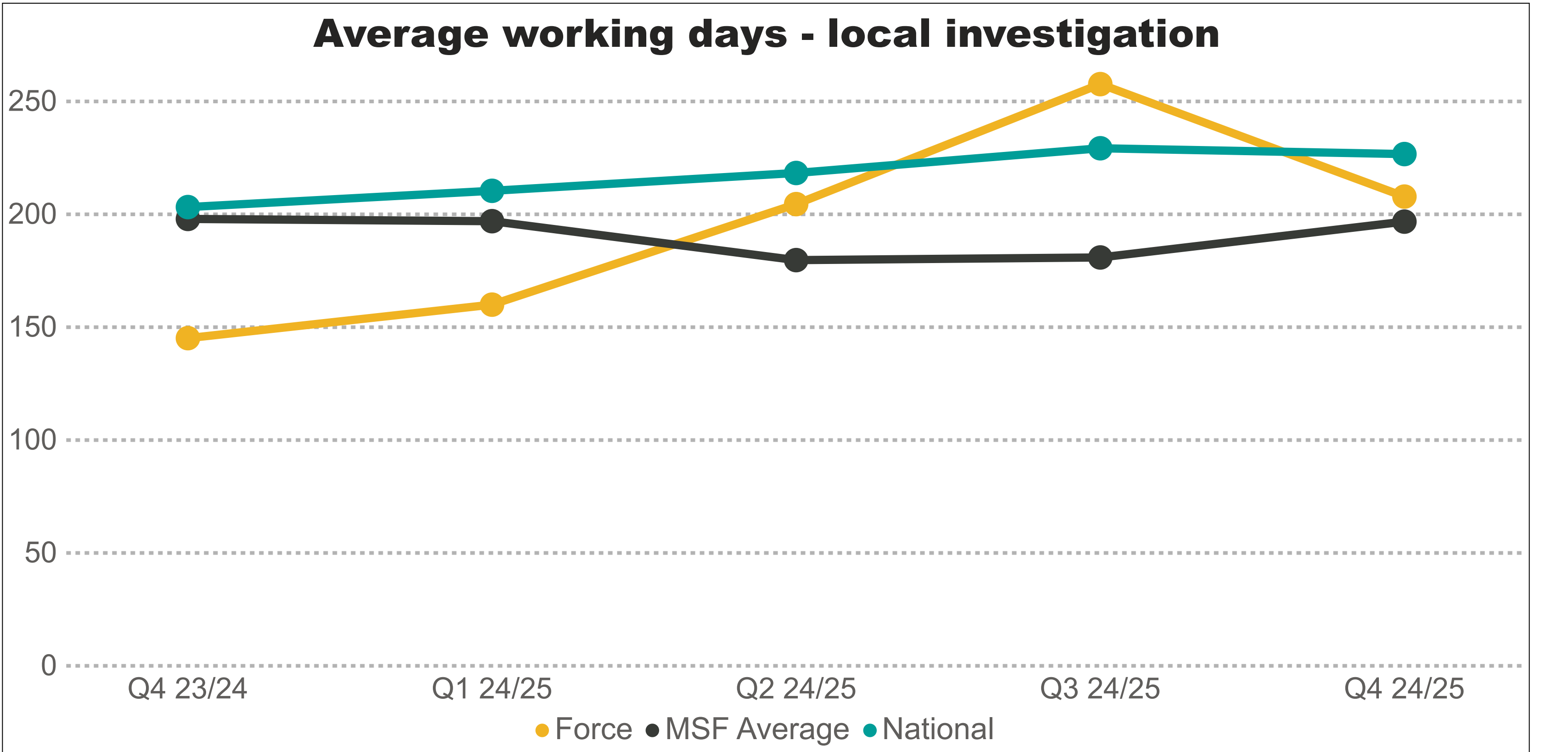
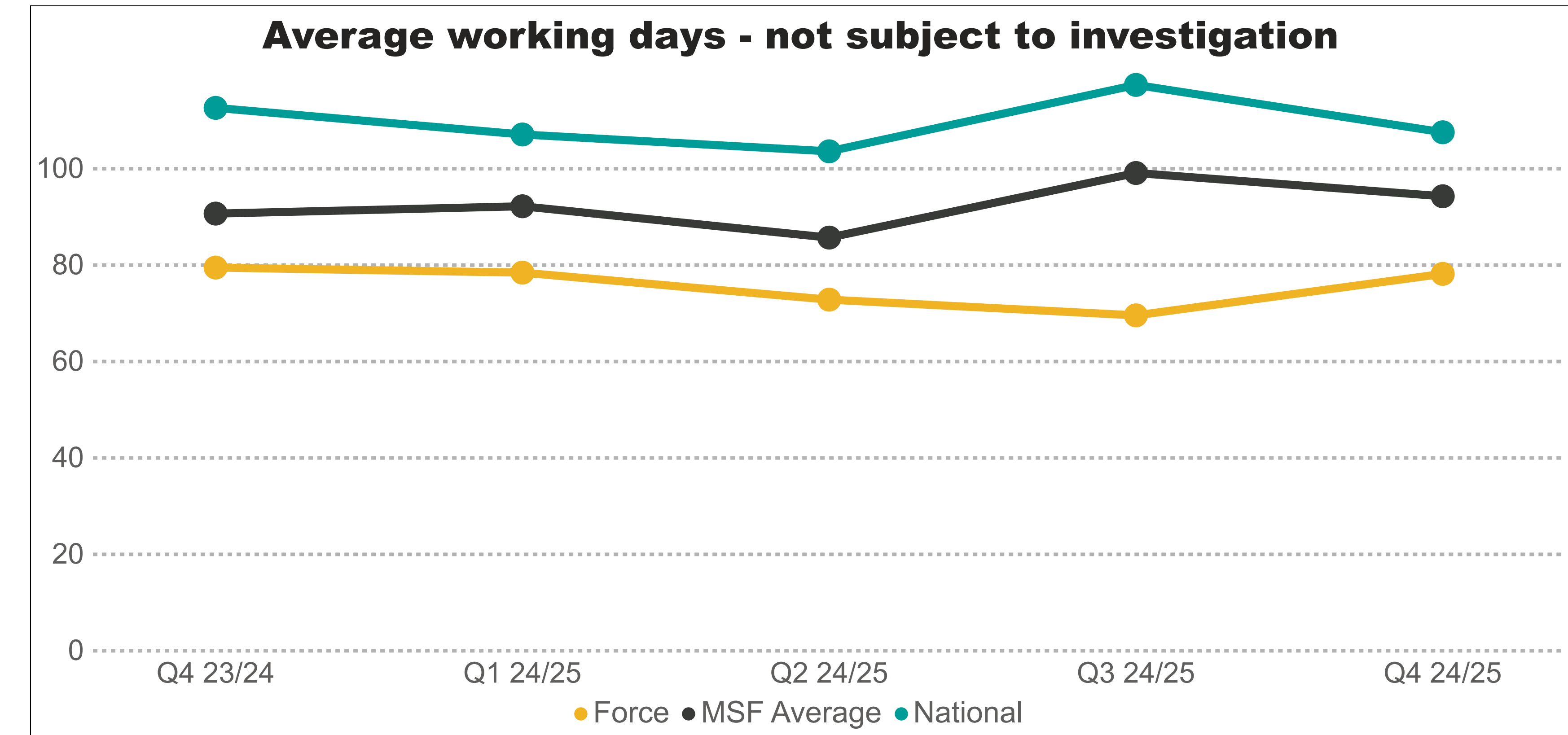
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	2,010	19	3,250	75	716	197	0	0
SPLY	456	14	2,534	72	1,401	170	0	0
MSF Average	1,552	15	2,047	93	466	188	8	169
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	0	0
National	23	618



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

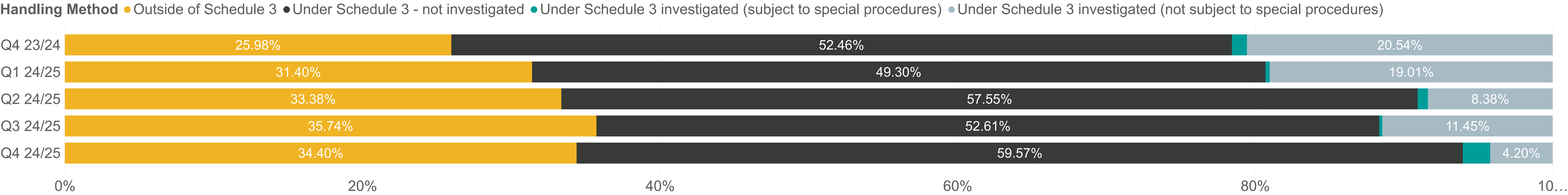
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	674	11 %	438	10 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	42	1 %	36	1 %	2,071	1 %
Under Schedule 3 - not investigated	3,250	54 %	2047	48 %	73,237	45 %
Outside of Schedule 3	2,010	34 %	1552	41 %	71,979	44 %
Total	5,976	100 %	4073	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					449	14 %	5,604	8 %			26	1 %	3	0 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					275	8 %	6,698	9 %	1	2 %	38	2 %	82	12 %	1,499	9 %
Service provided - not acceptable					400	12 %	9,844	13 %	1	2 %	79	4 %	69	10 %	1,931	12 %
Service provided - acceptable					1944	60 %	48,901	67 %	15	36 %	338	16 %	508	75 %	11,450	72 %
Not Resolved	7	0 %	3,637	5 %												
Resolved	2003	100 %	68,336	95 %												
No Case to Answer									20	48 %	1,081	52 %				
Case to Answer									4	10 %	454	22 %				
Withdrawal					182	6 %	2,080	3 %	1	2 %	52	3 %	12	2 %	426	3 %

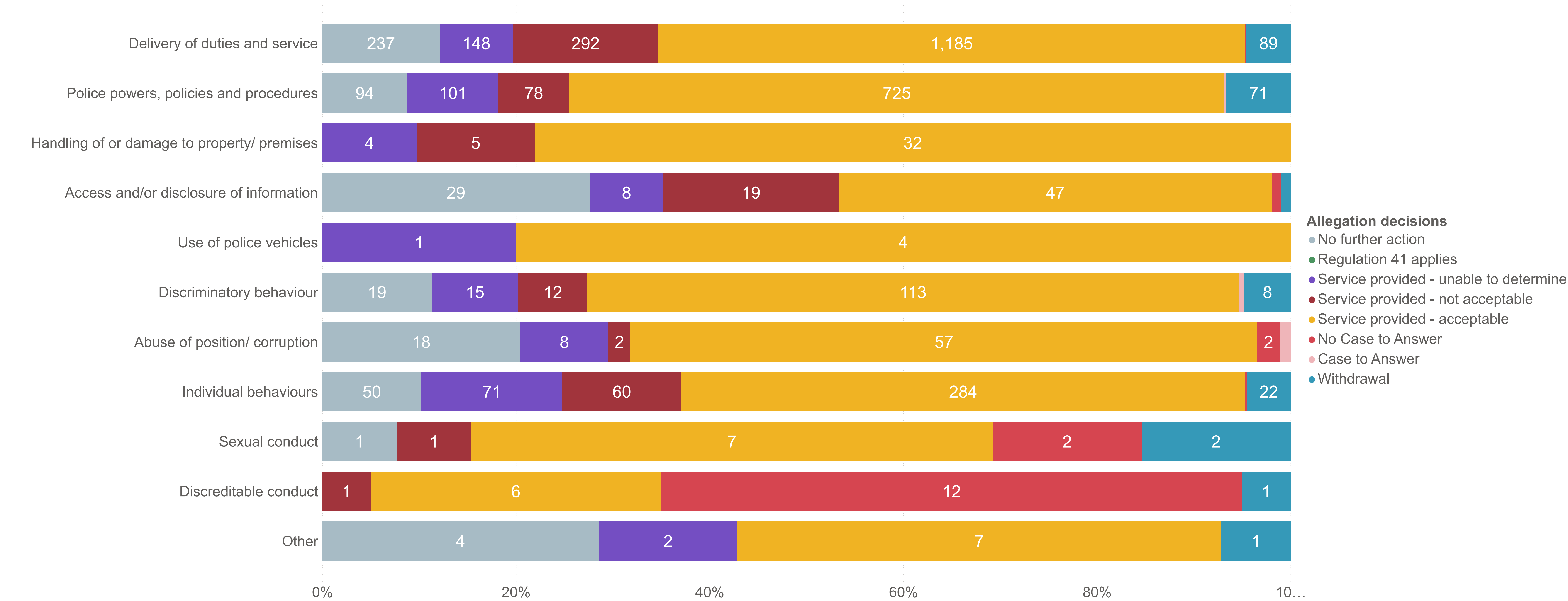
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,413	194	90	36	30	14	4	209	0	1	12	2,003
Not Resolved	4	1	0	0	0	1	0	1	0	0	0	7

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	63	3 %	12	3 %	12	1 %	272	0 %
Learning from reflection	505	25 %	117	26 %	96	5 %	1,991	3 %
Policy review	18	1 %	15	3 %	2	0 %	59	0 %
Goodwill gesture	6	0 %	2	0 %	2	0 %	114	0 %
Apology	291	14 %	37	8 %	117	7 %	6,555	9 %
Debrief	77	4 %	15	3 %	20	1 %	545	1 %
Explanation	882	44 %	198	44 %	1,055	70 %	45,379	63 %
No further action	131	7 %	45	10 %	155	10 %	8,079	11 %
Other action	36	2 %	11	2 %	83	5 %	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	37	1 %	161	4 %	21	1 %	813	1 %
Apology	535	13 %	40	1 %	124	4 %	3,493	4 %
Debrief	6	0 %	0	0 %	4	0 %	2,874	3 %
Explanation	2,495	63 %	1,671	42 %	1,349	59 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	2	0 %	29	0 %
No further action	552	14 %	1,296	33 %	788	27 %	19,619	21 %
Other action	62	2 %	67	2 %	72	2 %	921	1 %
Learning from reflection	190	5 %	576	15 %	120	5 %	5,009	5 %
Referral to RPRP	25	1 %	2	0 %	18	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

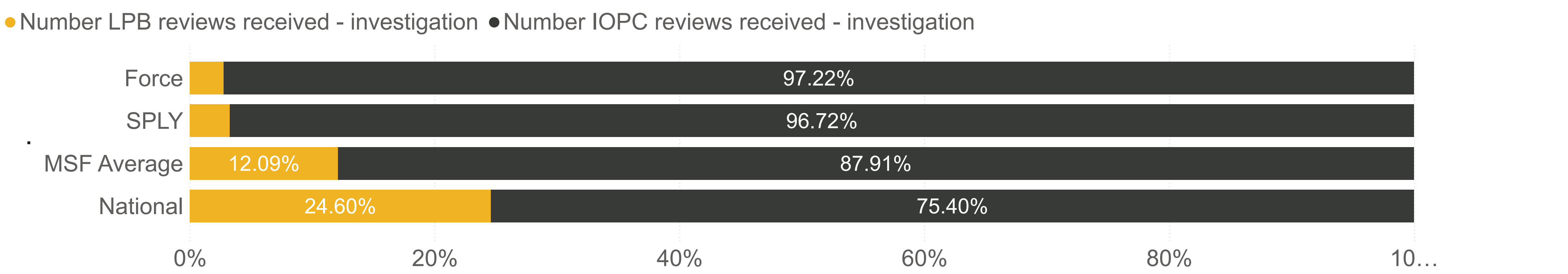
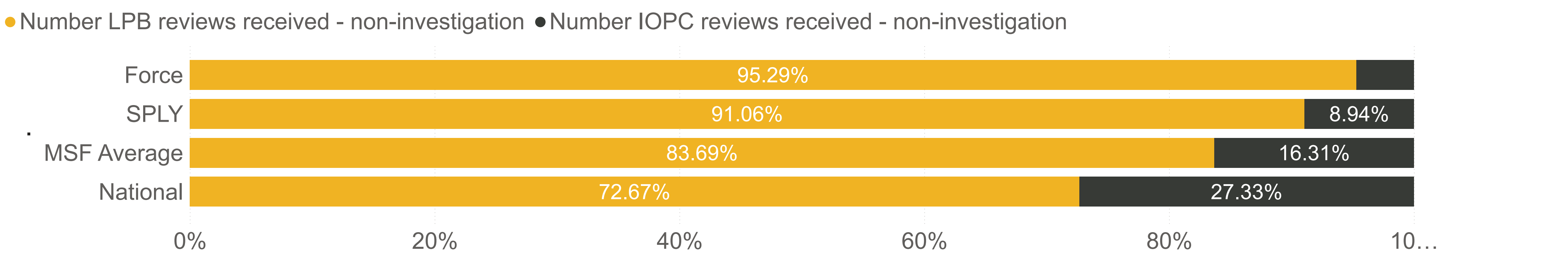
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	2	5 %	12	34 %	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 %	1	3 %	4	10 %	139	7 %
Referral to RPRP	3	7 %	2	6 %	5	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	243	12
SPLY	214	21
MSF Average	121	24
National	3,938	1,481

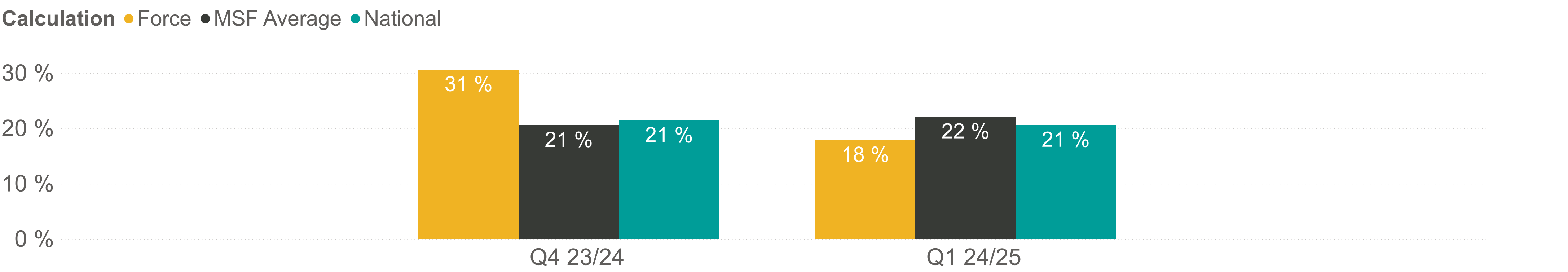
Investigation reviews received	LPB	IOPC
Force	1	35
SPLY	2	59
MSF Average	3	24
National	309	947



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	291	1,409
SPLY	296	1,339
MSF Average	172	805
National	6,675	31,687

Reviews received as a proportion of Schedule 3 cases



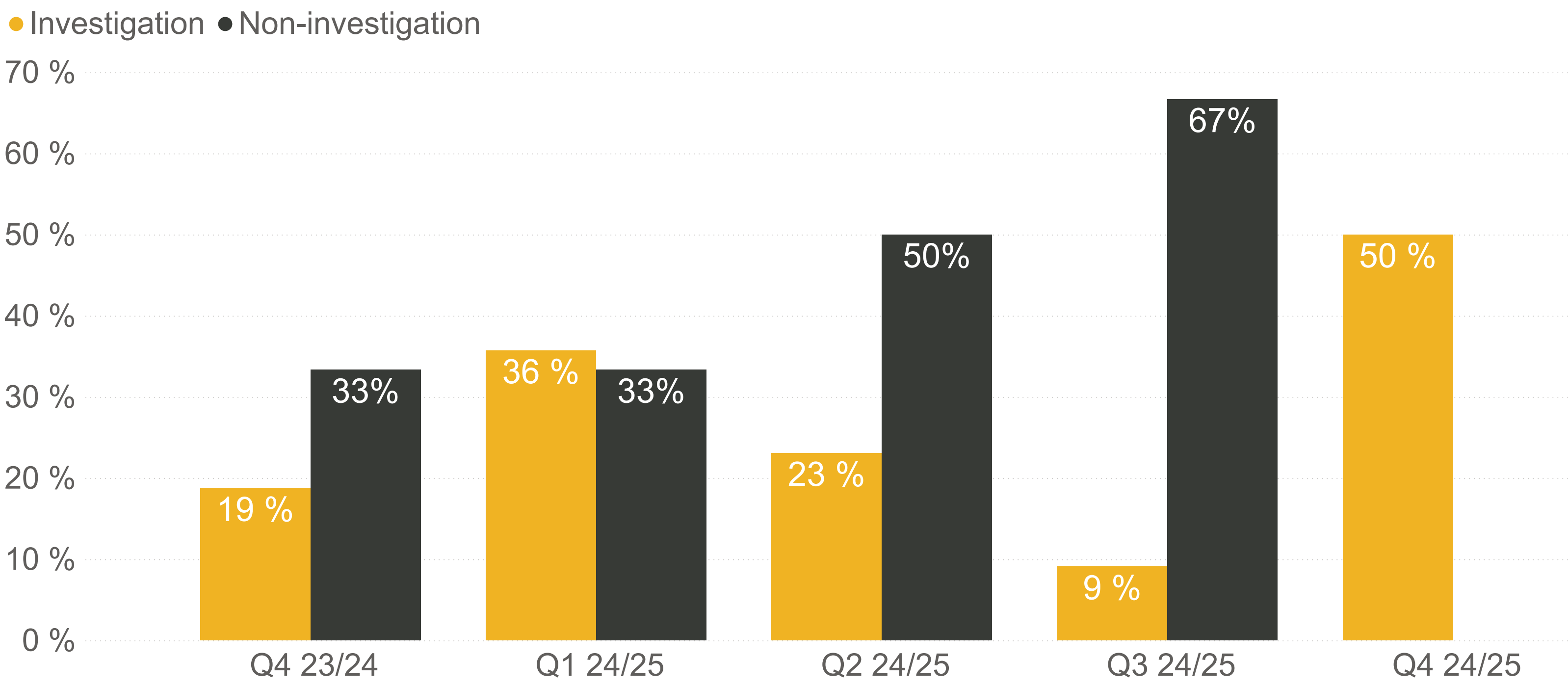
	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	30	24	46	48
Average number of working days to complete IOPC reviews	170	173	149	148

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.

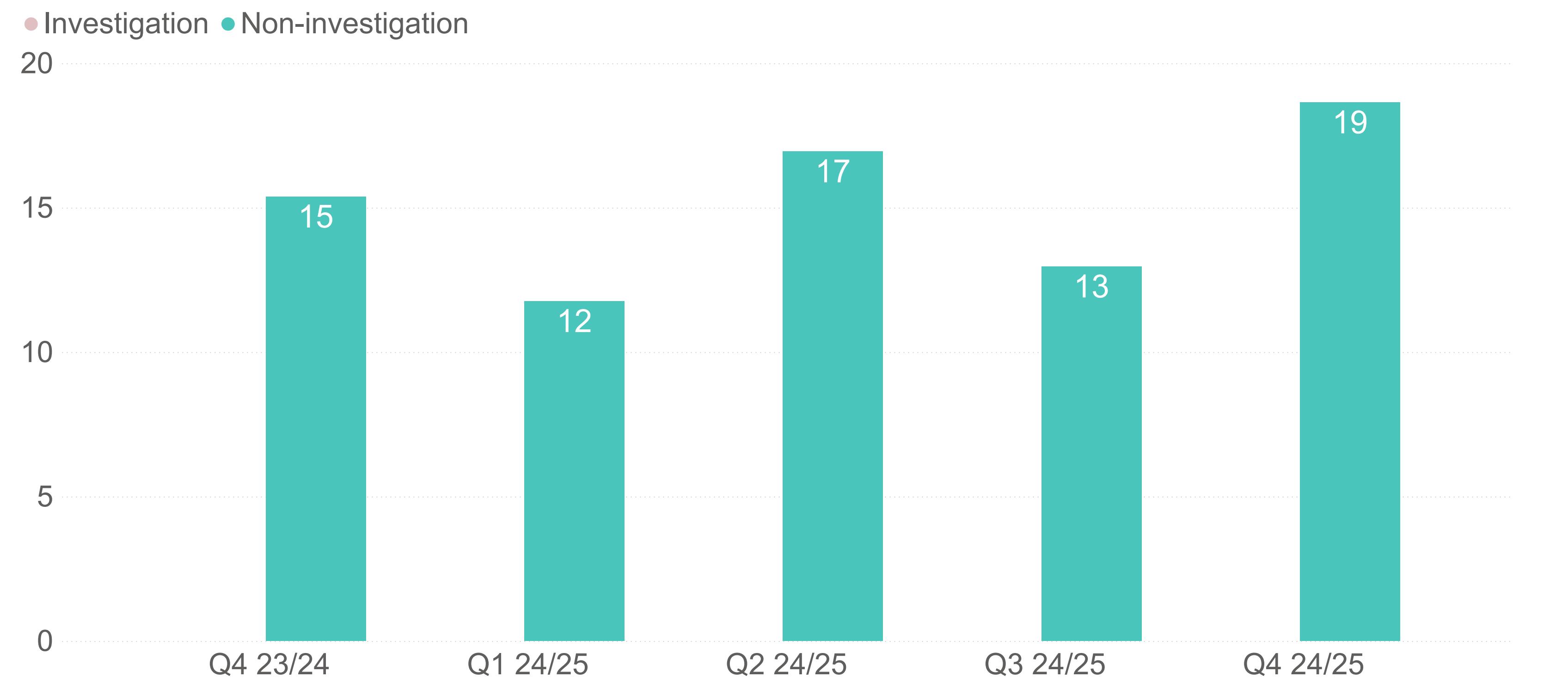
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	48	14	1	
SPLY	69	17	2	
MSF Average	24	7	2	2
National	903	272	284	81

% 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	13	5	223	34
SPLY	24	9	151	30
MSF Average	17	5	103	20
National	1,112	330	3,747	802

% LPB Reviews upheld - Force



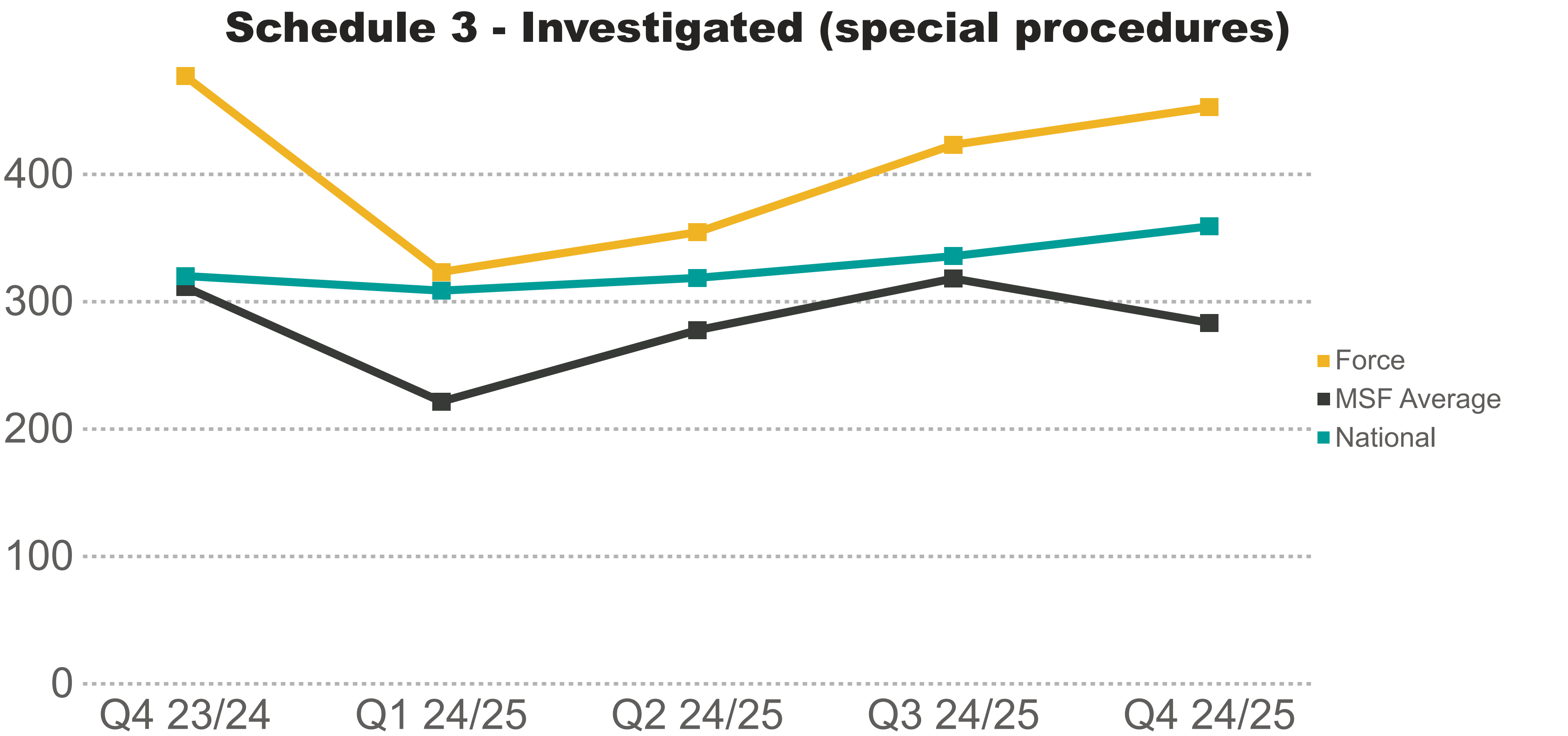
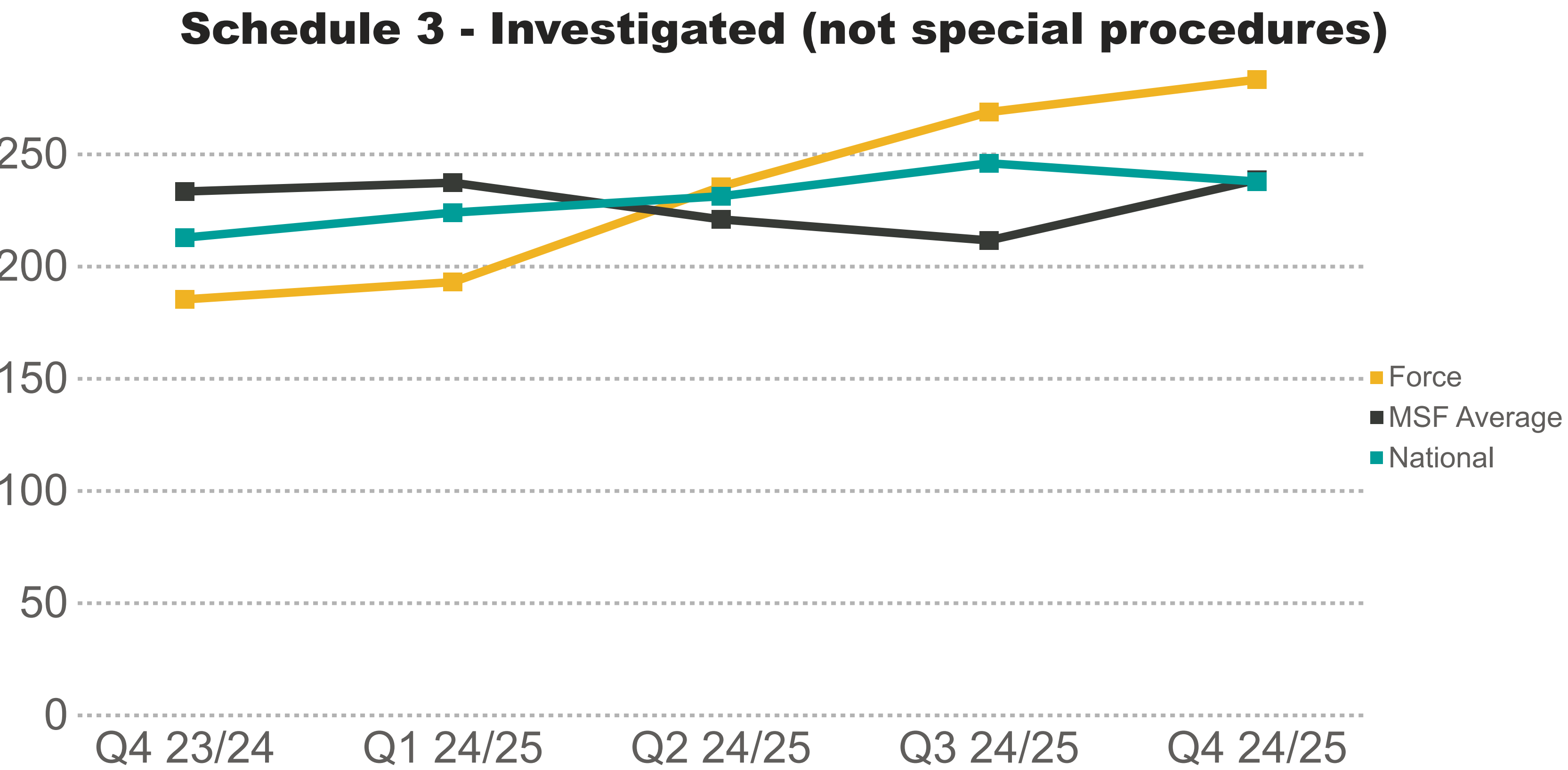
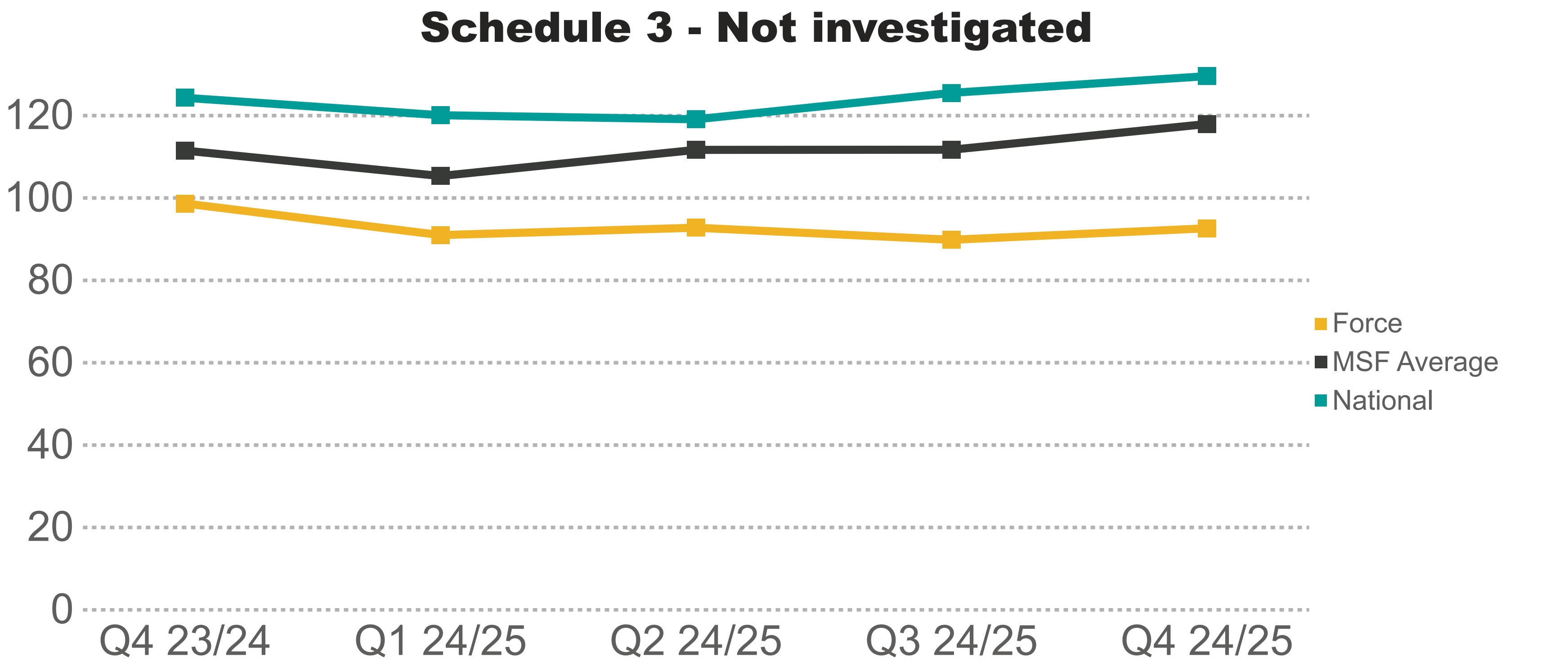
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	393	465	328	329
Under Schedule 3 investigated (not subject to special procedures)	230	184	227	234
Under Schedule 3 - not investigated	91	81	112	124
Total	114	105	131	146

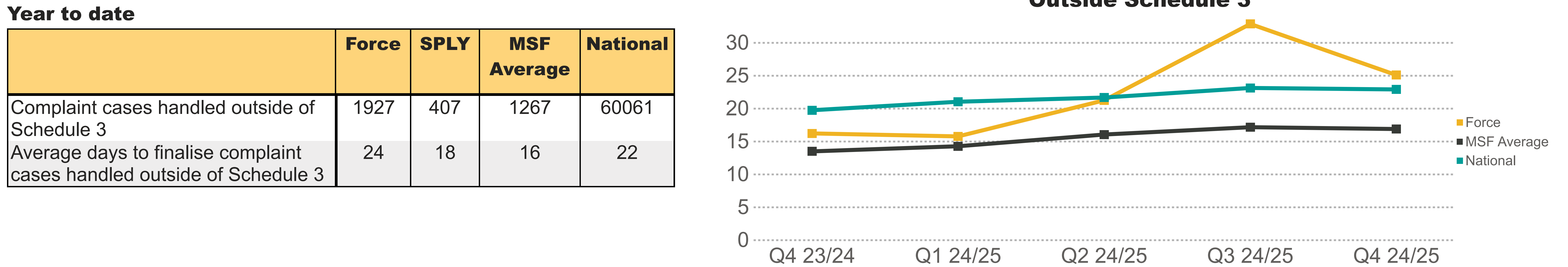
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,200	1,056	683	25,876
Under Schedule 3 investigated (not subject to special procedures)	189	273	110	5,122
Under Schedule 3 investigated (subject to special procedures)	20	10	12	689
Total	1,409	1,339	805	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.

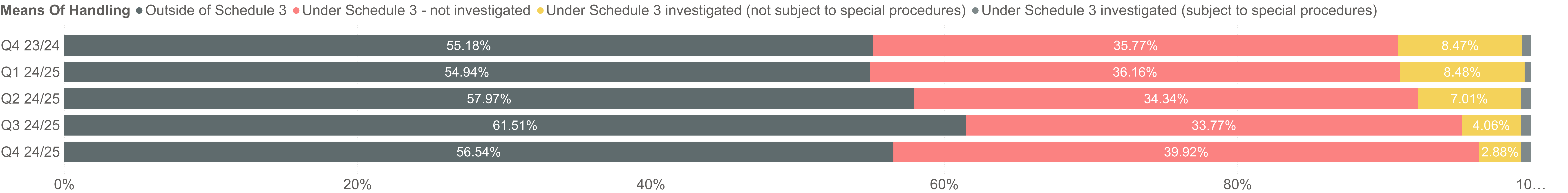


Section D3: How complaint cases handled

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.

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,927	58%	407	23%	1,267	61%	60,061	65%
Under Schedule 3 - not investigated	1,200	36%	1,056	60%	683	33%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	189	6%	273	16%	110	5%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	20	1%	10	1%	12	1%	689	1%
Total	3,336	100%	1,746	100%	2,072	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.

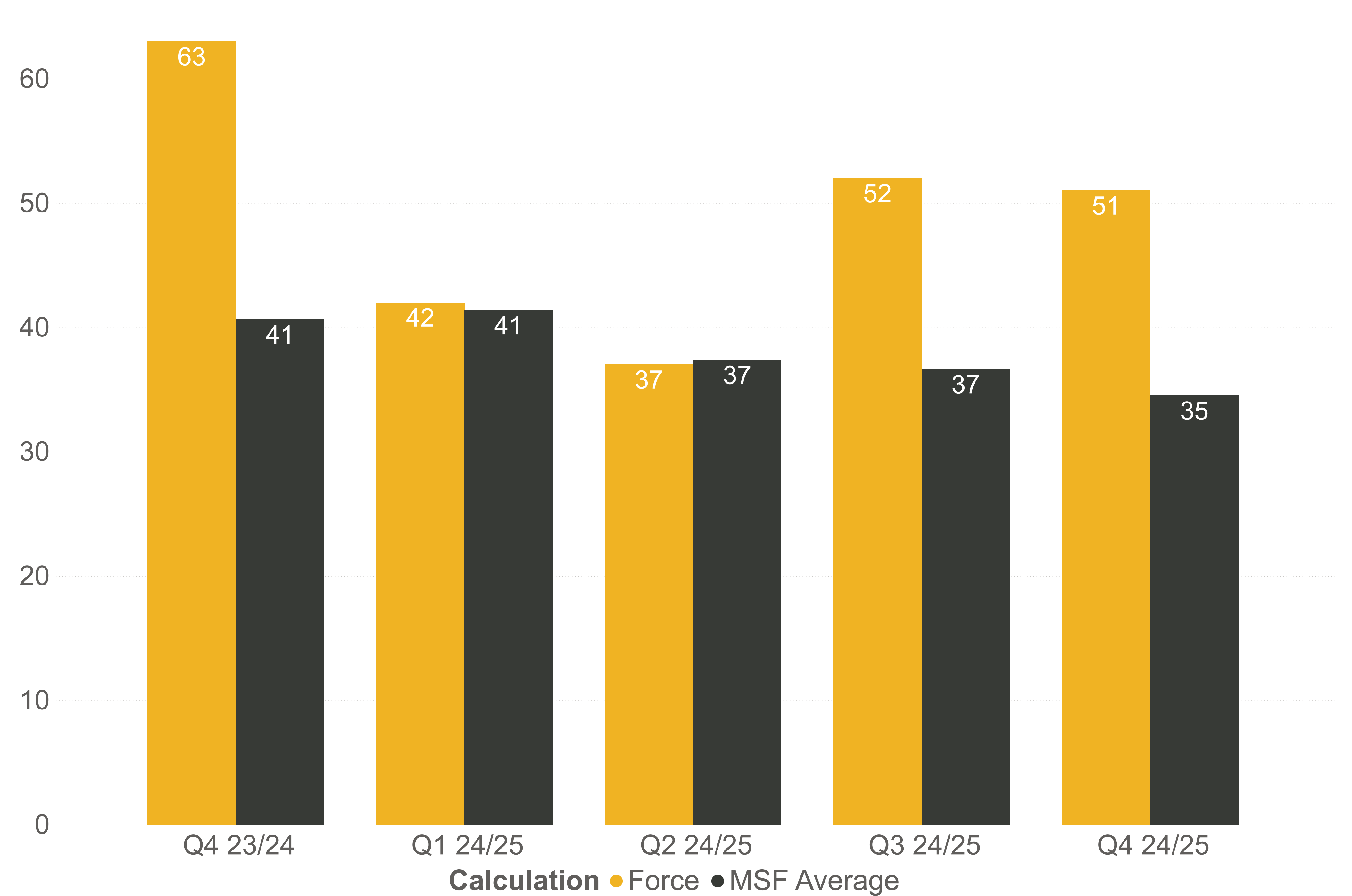
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	182	247	150	6,713
Number referrals completed	188	242	151	6,786
Decision: Independent Investigation	8	2	7	351
Decision: Directed Investigation	0	1	0	30
Decision: Local Investigation	101	164	84	3,629
Decision: Return to Force	73	68	56	2,634
Decision: Invalid	6	7	4	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire

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 \(February 2020\)](#).