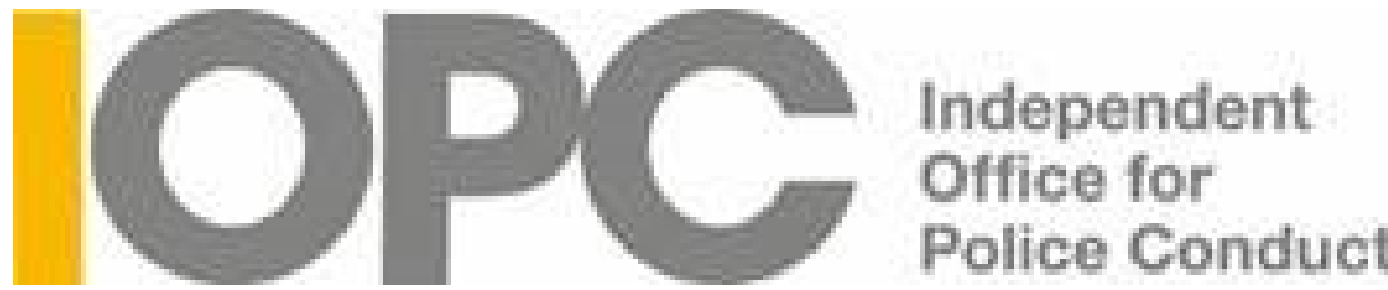


Police Complaints Information Bulletin: Metropolitan



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

Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, 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.

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Acronyms used in this bulletin

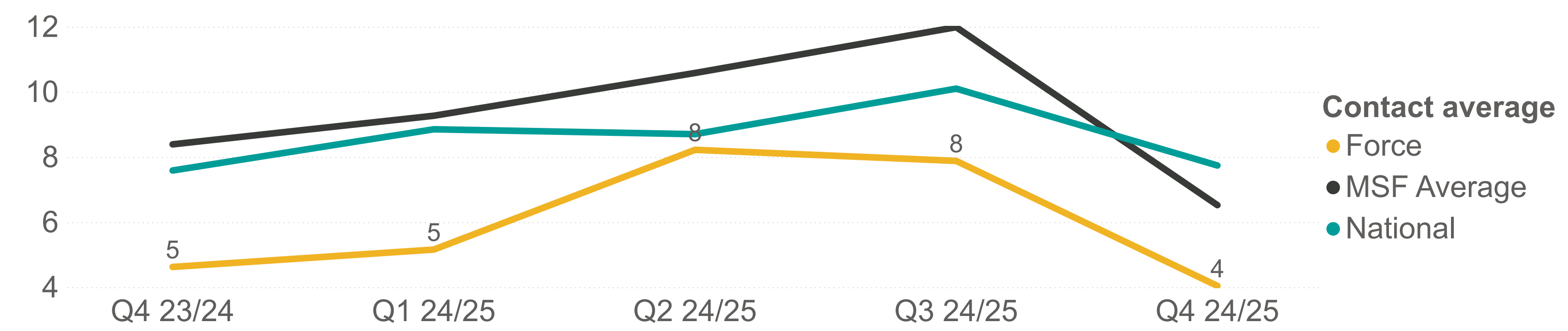
YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

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

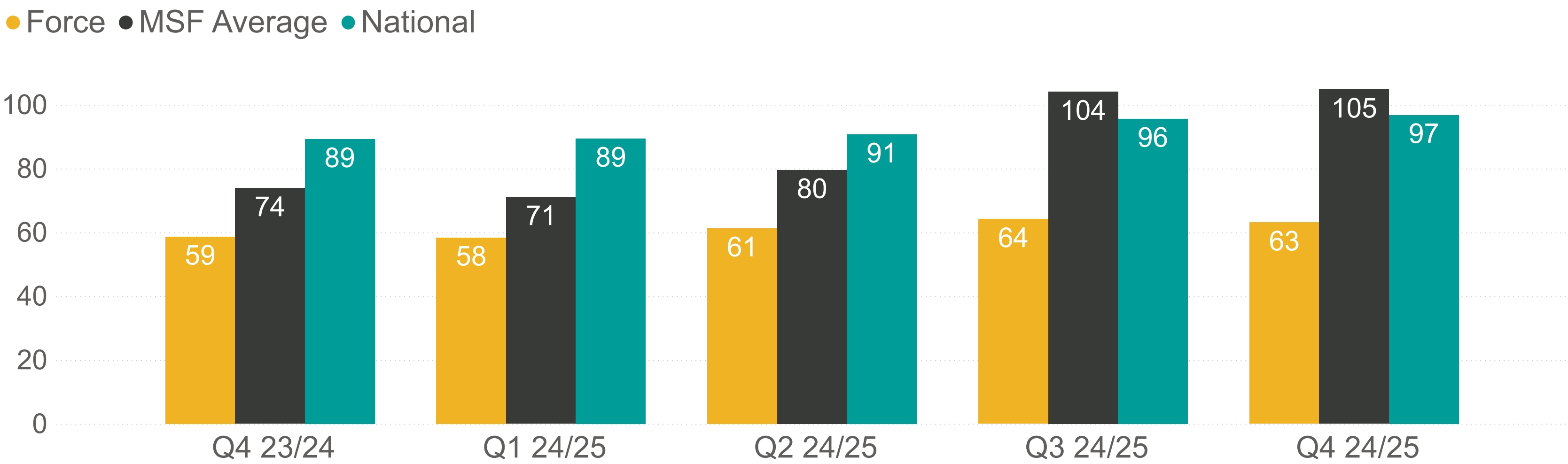
Section A1.1: Complaint cases and allegations logged

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.

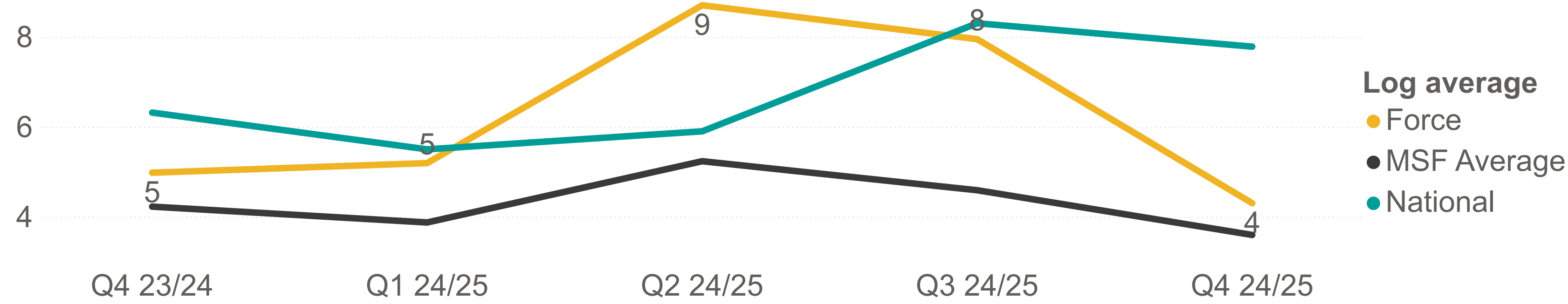
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)



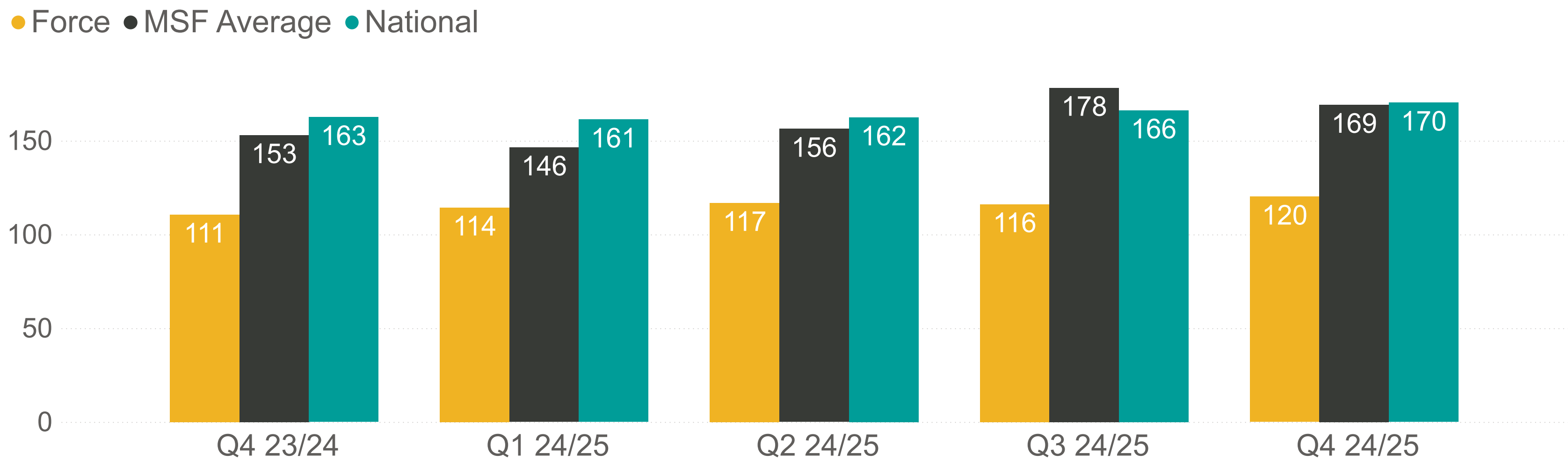
Complaints logged per 1,000 employees



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	12,039	247	22,790	467	6	7
SPLY	11,842	242	22,193	454	5	5
MSF Average	6,651	359	12,344	650	10	4
National	94,940	373	168,249	660	9	7



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	2,501	2,347	927	12,831
Complainant wishes the complaint be recorded	550	1,099	296	6,465
Dissatisfaction after initial handling	204	212	251	5,283
Nature of the allegation(s) in the complaint	309	731	465	7,593
Total	3,564	4,389	1,939	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	70 %	53 %	36 %	40 %
Complainant wishes the complaint be recorded	15 %	25 %	15 %	20 %
Dissatisfaction after initial handling	6 %	5 %	16 %	16 %
Nature of the allegation(s) in the complaint	9 %	17 %	33 %	24 %

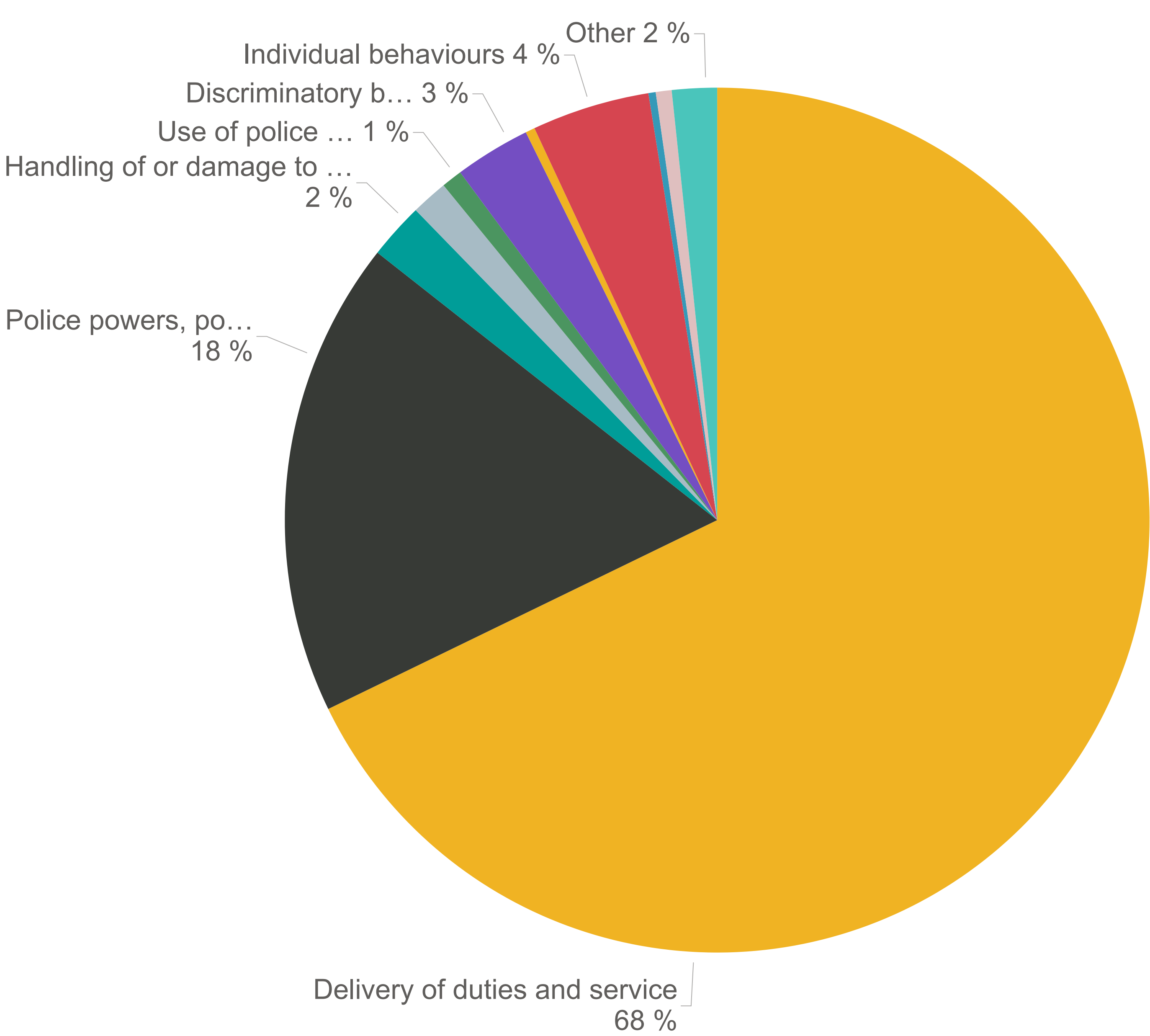
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

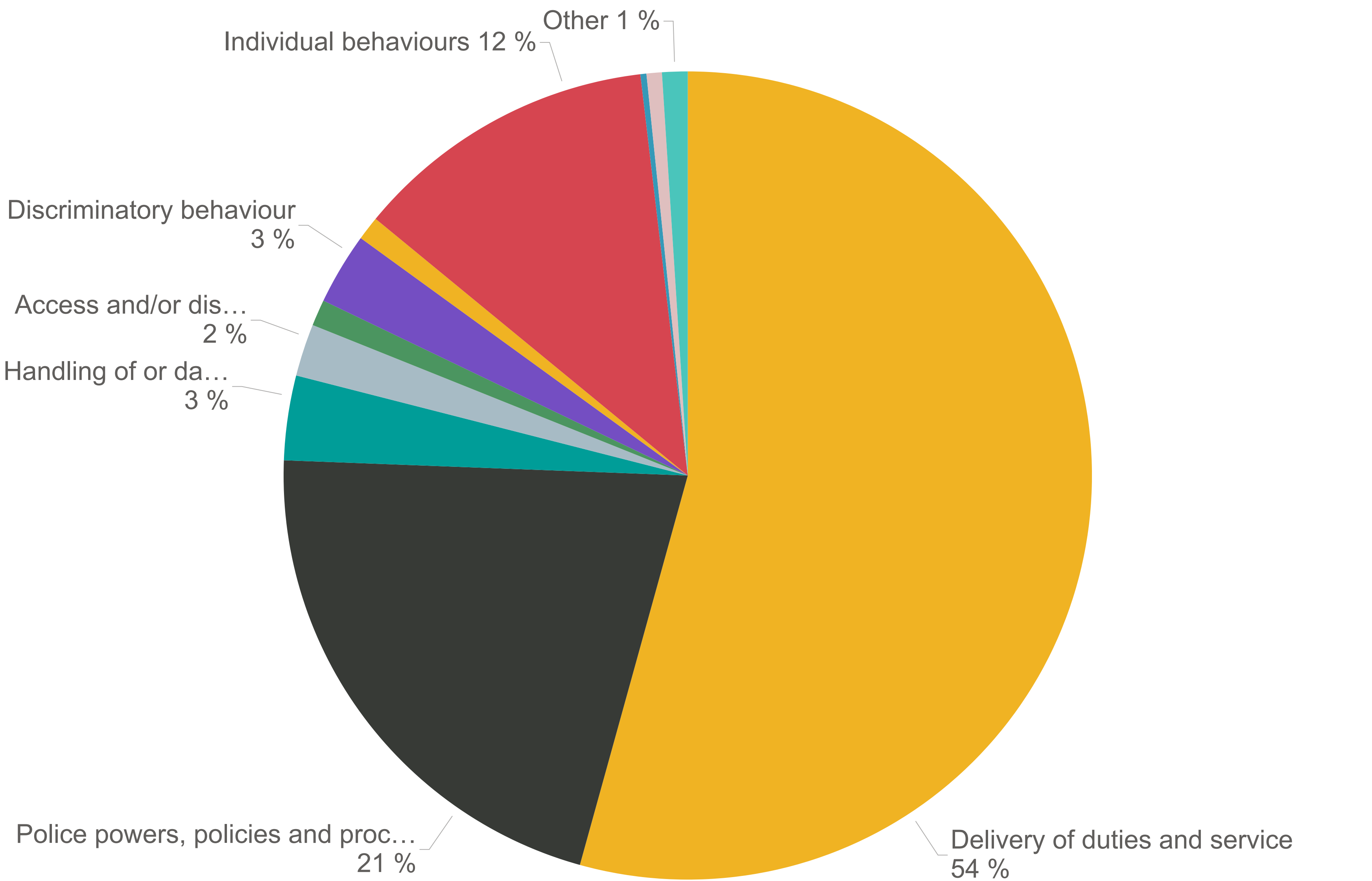
What has been complained about (YTD)

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	15,453	4,058	480	313	177	646	80	1,003	62	135	383	22,790
SPLY	14,137	4,200	565	291	232	723	94	1,243	50	230	428	22,193
MSF Average	7,351	2,491	378	195	91	408	81	1,114	36	78	123	12,344
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	15,453	68 %	14,137	64 %	7,350	58 %	91,353	54 %
	General level of service	10,052	65 %	8,490	60 %	3,233	40 %	29,691	32 %
	Police action following contact	3,639	24 %	3,930	28 %	2,778	40 %	37,667	41 %
	Decisions	1,310	8 %	1,141	8 %	796	12 %	13,479	15 %
	Information	452	3 %	576	4 %	544	8 %	10,515	12 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	4,057	18 %	4,199	19 %	2,491	20 %	35,830	21 %
	Use of force	1,039	26 %	1,054	25 %	667	28 %	8,826	25 %
	Power to arrest and detain	771	19 %	729	17 %	437	18 %	6,460	18 %
	Other policies and procedures	530	13 %	570	14 %	277	11 %	3,735	10 %
	Detention in police custody	481	12 %	418	10 %	350	14 %	5,122	14 %
	Evidential procedures	375	9 %	497	12 %	182	7 %	2,631	7 %
	Stops, and stop and search	364	9 %	430	10 %	160	6 %	1,790	5 %
	Searches of premises and seizure of property	338	8 %	362	9 %	291	12 %	4,603	13 %
	Bail, identification and interview procedures	124	3 %	101	2 %	112	4 %	2,122	6 %
	Out of court disposals	35	1 %	38	1 %	18	1 %	540	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	1,003	4 %	1,243	6 %	1,114	10 %	20,480	12 %
	Unprofessional attitude and disrespect	360	36 %	484	39 %	366	35 %	5,808	28 %
	Impolite language / tone	259	26 %	308	25 %	280	26 %	5,352	26 %
	Impolite and intolerant actions	152	15 %	176	14 %	200	15 %	3,098	15 %
	Overbearing or harassing behaviours	148	15 %	164	13 %	155	13 %	3,415	17 %
	Lack of fairness and impartiality	84	8 %	111	9 %	114	10 %	2,807	14 %
Discriminatory behaviour	Total	646	3 %	723	3 %	408	4 %	4,832	3 %
	Race	412	64 %	493	68 %	226	56 %	2,335	48 %
	Disability	60	9 %	66	9 %	66	16 %	911	19 %
	Other	57	9 %	60	8 %	28	7 %	421	9 %
	Sex	53	8 %	51	7 %	54	13 %	769	16 %
	Religion or belief	34	5 %	17	2 %	16	3 %	127	3 %
	Age	12	2 %	7	1 %	5	1 %	73	2 %
	Sexual orientation	12	2 %	26	4 %	9	2 %	134	3 %
	Gender reassignment	6	1 %	2	0 %	4	1 %	56	1 %
	Marriage and civil partnership	0	0 %	1	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	0 %
Handling of or damage to property/ premises	Total	480	2 %	565	3 %	377	3 %	5,556	3 %
	Handling of or damage to property/ premises	480	100 %	565	100 %	377	100 %	5,555	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	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	9,092	40 %	8,498	38 %	5,032	41 %	65,409	39 %
None	6,034	26 %	5,594	25 %	2,478	16 %	31,766	19 %
Arrest	2,845	12 %	2,814	13 %	1,666	14 %	21,786	13 %
Custody	1,109	5 %	930	4 %	727	6 %	9,989	6 %
Roads/traffic	949	4 %	1,275	6 %	741	7 %	10,386	6 %
Call Handling	926	4 %	929	4 %	483	5 %	7,140	4 %
Stop and/or search	893	4 %	1,054	5 %	407	3 %	3,755	2 %
Neighbourhood policing	653	3 %	761	3 %	596	5 %	7,856	5 %
Premises search	388	2 %	516	2 %	323	3 %	4,308	3 %
Mental health	386	2 %	419	2 %	413	4 %	5,164	3 %
VAWG - dissatisfaction handling	306	1 %	508	2 %	573	5 %	7,183	4 %
Domestic / gender abuse	256	1 %	348	2 %	662	6 %	9,507	6 %
Restraint equipment	249	1 %	302	1 %	178	1 %	1,866	1 %
Death	157	1 %	181	1 %	104	1 %	1,585	1 %
Public order incident	156	1 %	151	1 %	93	1 %	1,327	1 %
Child protection / CSA / CSE	136	1 %	113	1 %	175	1 %	3,021	2 %
VAWG - police perpetrated	136	1 %	169	1 %	95	1 %	1,085	1 %
Missing persons	79	0 %	82	0 %	73	1 %	1,077	1 %
Drugs / alcohol	68	0 %	87	0 %	106	1 %	2,046	1 %
Firearms	50	0 %	59	0 %	35	0 %	742	0 %
Hate Crime	41	0 %	69	0 %	48	1 %	942	1 %
Fraud	35	0 %	48	0 %	44	0 %	1,113	1 %
Social media	34	0 %	65	0 %	50	0 %	720	0 %
Taser	30	0 %	53	0 %	20	0 %	196	0 %
Police dogs or horses	24	0 %	34	0 %	10	0 %	102	0 %
Serious injury	18	0 %	34	0 %	28	0 %	346	0 %
VAWG - police victim	14	0 %	15	0 %	6	0 %	141	0 %
Covert policing	13	0 %	12	0 %	8	0 %	86	0 %
Unknown	1	0 %	10	0 %	1	0 %	28	0 %
Coronavirus - other	0	0 %	6	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	1	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	2	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 %

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	11	1	0	1	0
VAWG - police perpetrated	15	44	0	6	23
VAWG - dissatisfaction handling	254	21	2	4	13
Unknown	1	0	0	0	0
Taser	6	23	0	0	1
Stop and/or search	207	525	14	76	49
Social media	15	1	0	1	1
Serious injury	8	8	0	0	0
Roads/traffic	546	158	13	46	65
Restraint equipment	26	215	3	4	1
Public order incident	74	49	0	12	13
Premises search	99	207	52	6	14
Police dogs or horses	9	11	1	0	1
None	4,361	538	154	146	313
Neighbourhood policing	541	29	3	15	46
Missing persons	53	20	1	2	1
Mental health	238	99	2	9	20
Investigation	7,460	781	147	197	239
Hate Crime	27	3	0	7	2
Fraud	25	5	0	0	0
Firearms	24	17	3	1	2
Drugs / alcohol	27	29	0	3	2
Domestic / gender abuse	193	25	1	6	11
Death	132	10	6	1	3
Custody	378	610	25	21	46
Covert policing	6	6	0	0	1
Child protection / CSA / CSE	103	17	0	3	3
Call Handling	753	30	2	24	111
Arrest	1,035	1,419	90	113	100
Total	15,444	4,057	480	646	1,002

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	91	40	3	133
Q1 24/25	69	47	1	115
Q2 24/25	87	38	2	127
Q3 24/25	66	33	2	99
Q4 24/25	84	18	9	108
Total	397	176	17	582

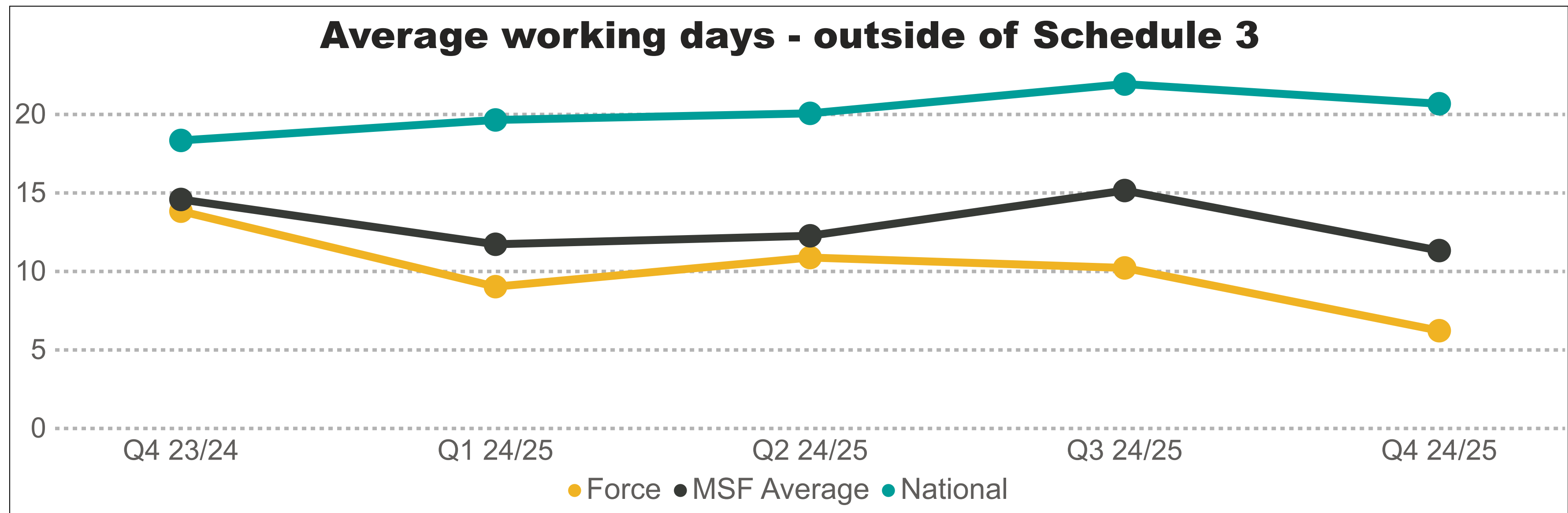
Section A2: Allegations timeliness

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.

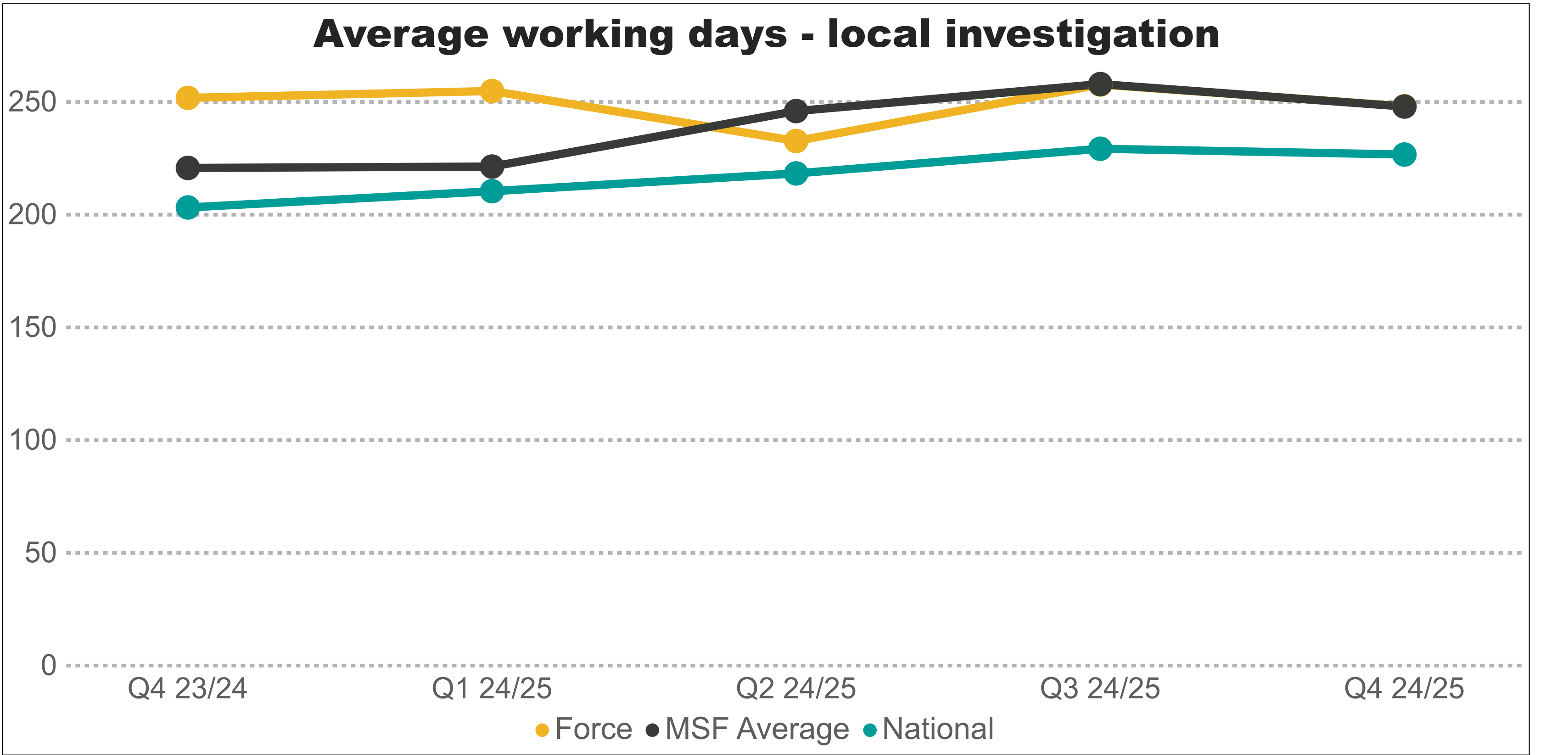
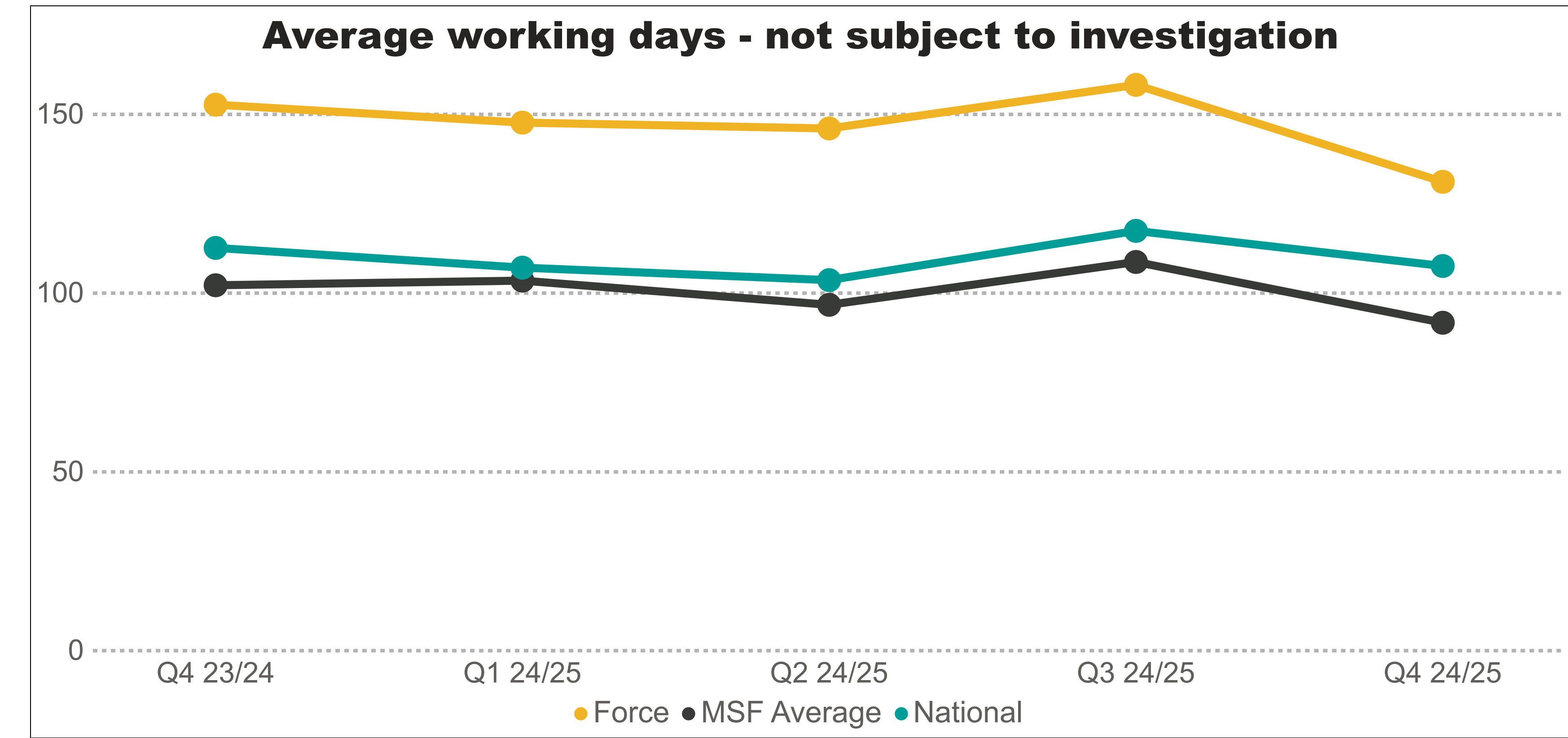
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	8,548	9	11,758	146	3,952	248	81	225
SPLY	8,089	16	9,404	150	4,942	236	101	320
MSF Average	5,432	12	5,999	100	1,293	246	35	390
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	1	519
MSF Average	2	186
National	23	618



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

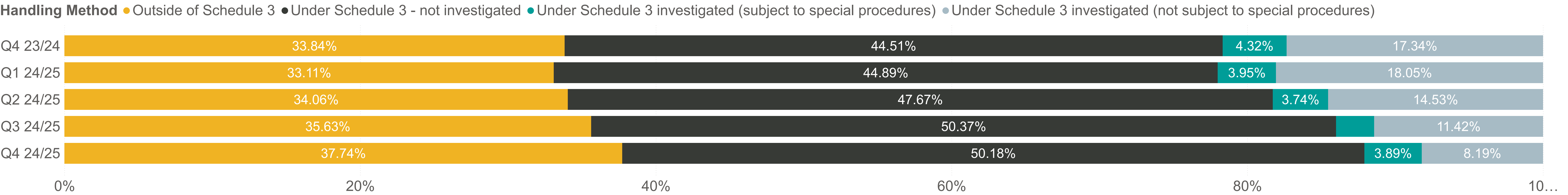
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	3,178	13 %	1066	7 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	855	4 %	263	1 %	2,071	1 %
Under Schedule 3 - not investigated	11,758	48 %	5999	44 %	73,237	45 %
Outside of Schedule 3	8,548	35 %	5432	48 %	71,979	44 %
Total	24,339	100 %	12761	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					659	6 %	5,604	8 %	6	1 %	26	1 %	145	5 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %	6	0 %	192	1 %
Service provided - unable to determine					1377	12 %	6,698	9 %	13	2 %	38	2 %	337	11 %	1,499	9 %
Service provided - not acceptable					1413	12 %	9,844	13 %	23	3 %	79	4 %	348	11 %	1,931	12 %
Service provided - acceptable					8100	69 %	48,901	67 %	168	20 %	338	16 %	2273	72 %	11,450	72 %
Not Resolved	714	8 %	3,637	5 %												
Resolved	7834	92 %	68,336	95 %												
No Case to Answer									531	62 %	1,081	52 %				
Case to Answer									98	11 %	454	22 %				
Withdrawal					207	2 %	2,080	3 %	16	2 %	52	3 %	69	2 %	426	3 %

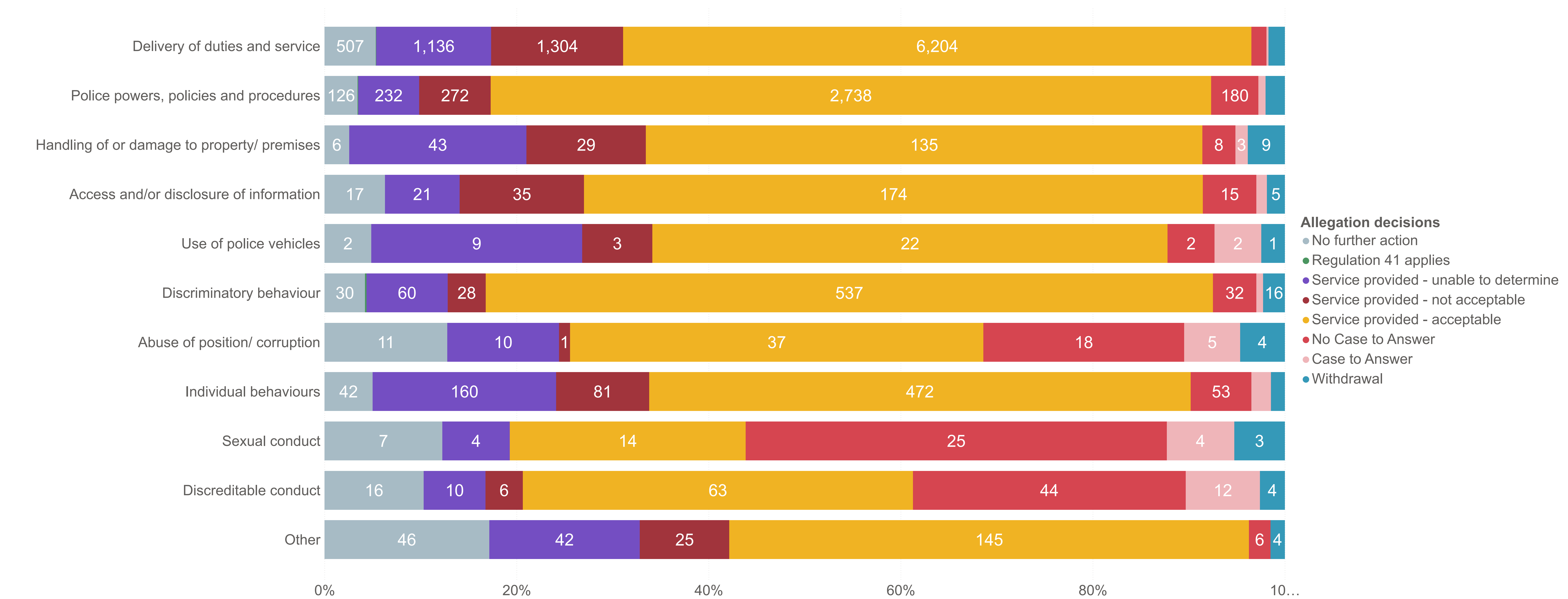
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	6,206	778	252	70	139	15	4	274	1	2	93	7,834
Not Resolved	521	85	15	4	8	12	3	37	1	5	23	714

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	2	0 %	3	0 %	4	0 %	272	0 %
Learning from reflection	30	0 %	59	1 %	20	0 %	1,991	3 %
Policy review	0	0 %	3	0 %	1	0 %	59	0 %
Goodwill gesture	25	0 %	24	0 %	7	0 %	114	0 %
Apology	1,346	16 %	993	12 %	533	8 %	6,555	9 %
Debrief	19	0 %	34	0 %	31	0 %	545	1 %
Explanation	5,378	63 %	4,455	55 %	3,268	64 %	45,379	63 %
No further action	1,111	13 %	1,311	16 %	539	10 %	8,079	11 %
Other action	589	7 %	689	9 %	1,013	17 %	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	123	1 %	85	1 %	41	1 %	813	1 %
Apology	389	2 %	411	3 %	186	2 %	3,493	4 %
Debrief	3	0 %	14	0 %	669	8 %	2,874	3 %
Explanation	8,923	57 %	7,440	51 %	4,438	66 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	14	0 %	1	0 %	29	0 %
No further action	4,581	29 %	4,847	34 %	1,414	16 %	19,619	21 %
Other action	50	0 %	69	0 %	37	1 %	921	1 %
Learning from reflection	1,034	7 %	822	6 %	348	4 %	5,009	5 %
Referral to RPRP	520	3 %	515	4 %	144	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

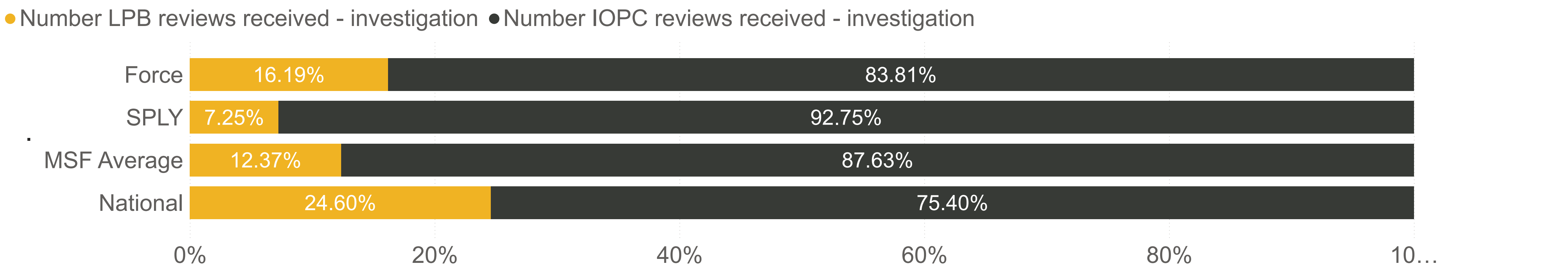
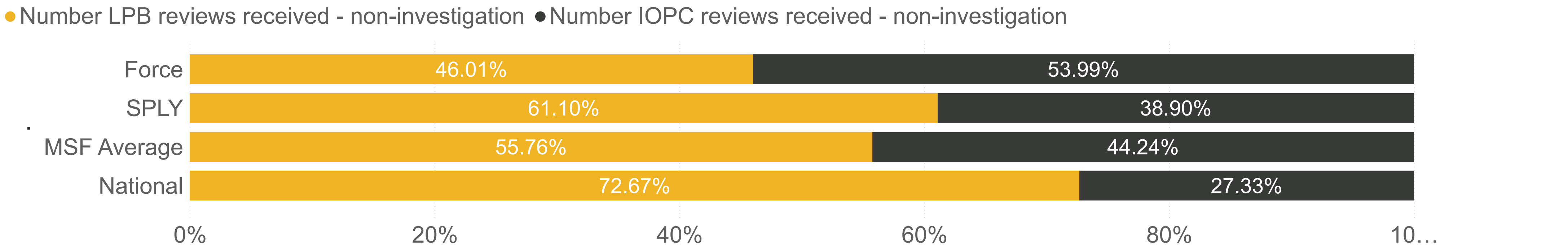
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	34	4 %	84	9 %	14	9 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	1	0 %	4	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	45	5 %	32	4 %	13	4 %	139	7 %
Referral to RPRP	139	16 %	125	14 %	44	14 %	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	352	413
SPLY	446	284
MSF Average	236	187
National	3,938	1,481

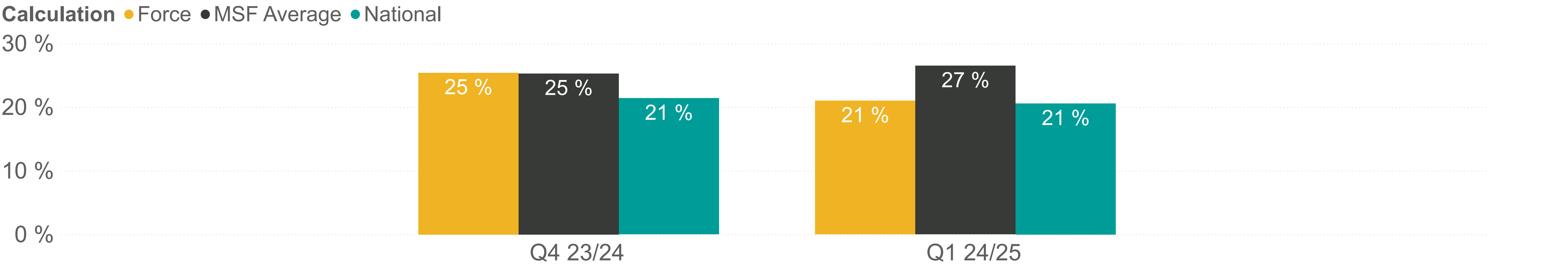
Investigation reviews received	LPB	IOPC
Force	45	233
SPLY	19	243
MSF Average	12	83
National	309	947



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	1,043	4,400
SPLY	992	3,983
MSF Average	518	2,128
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	140	147	49	48
Average number of working days to complete IOPC reviews	153	124	137	148

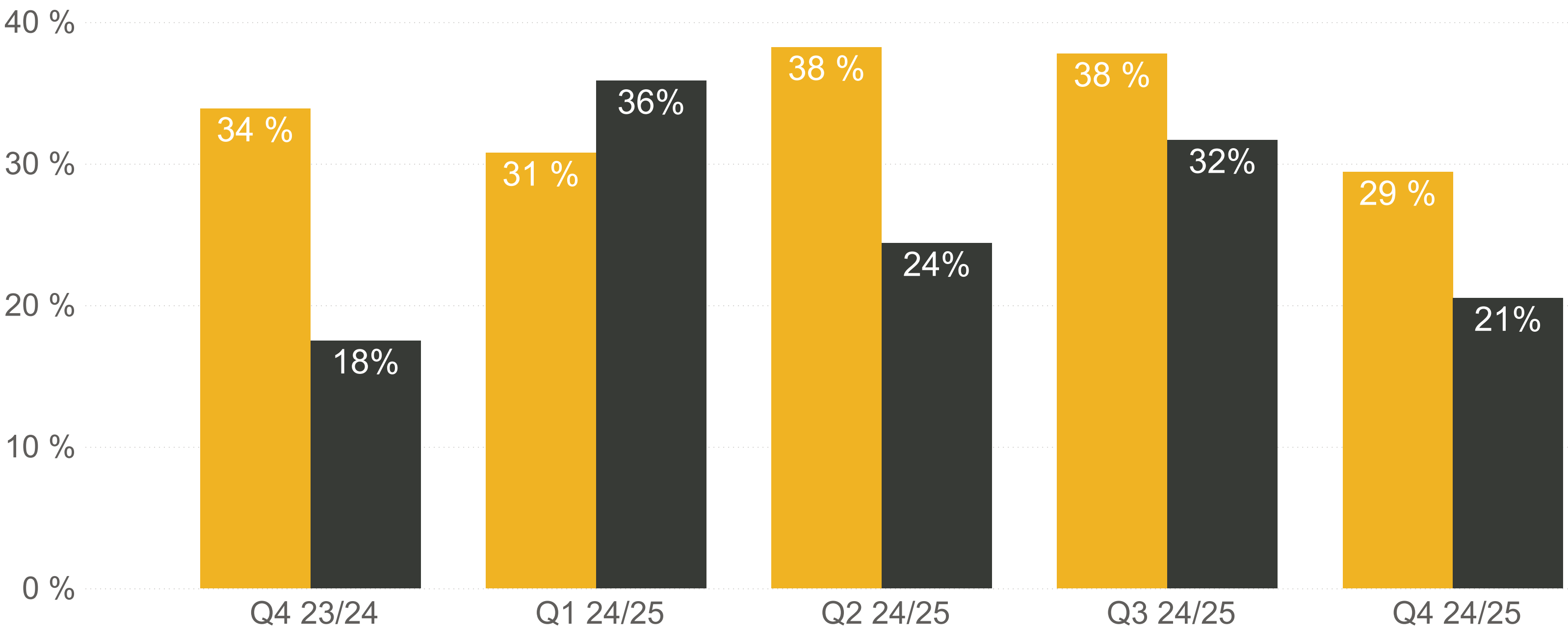
Section C2: Outcomes on reviews

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	246	83	28	9
SPLY	168	56	8	2
MSF Average	85	30	8	9
National	903	272	284	81

% IOPC reviews upheld - Force

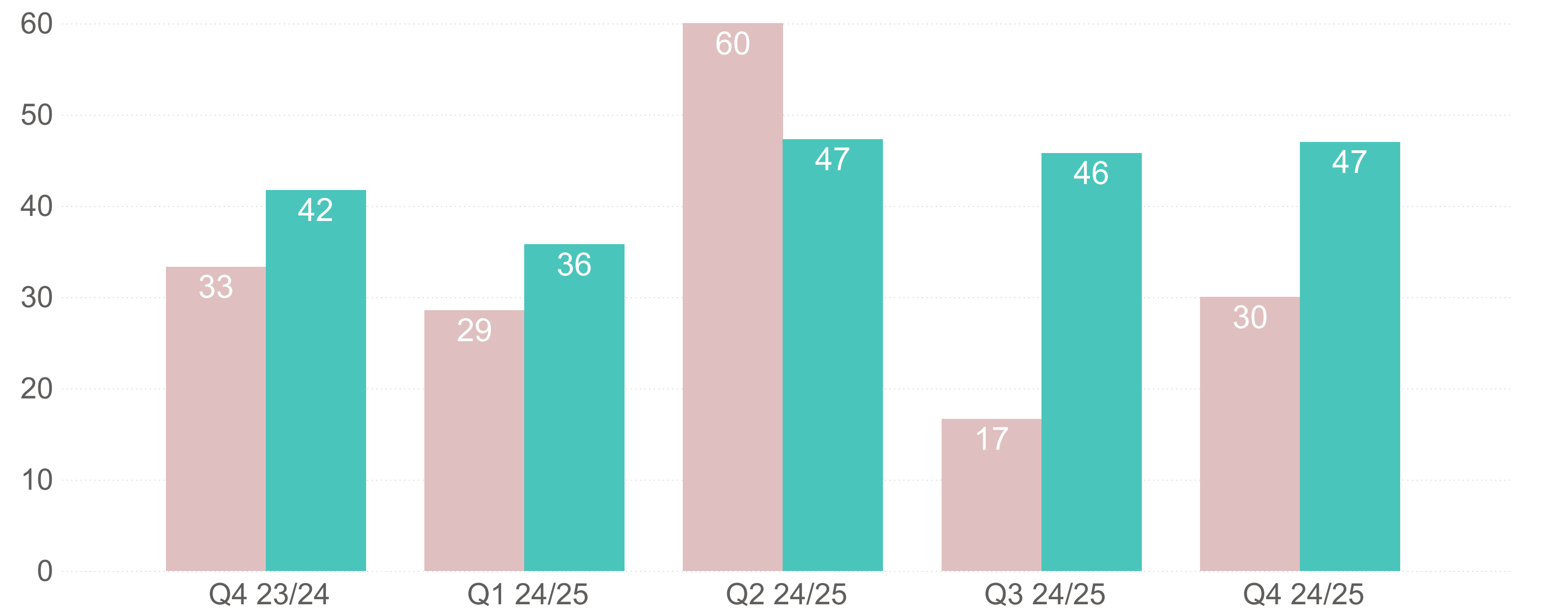
● Investigation ● Non-investigation



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
▲				
Force	271	72	426	187
SPLY	229	63	331	149
MSF Average	128	39	241	83
National	1,112	330	3,747	802

% LPB Reviews upheld - Force

● Investigation ● Non-investigation



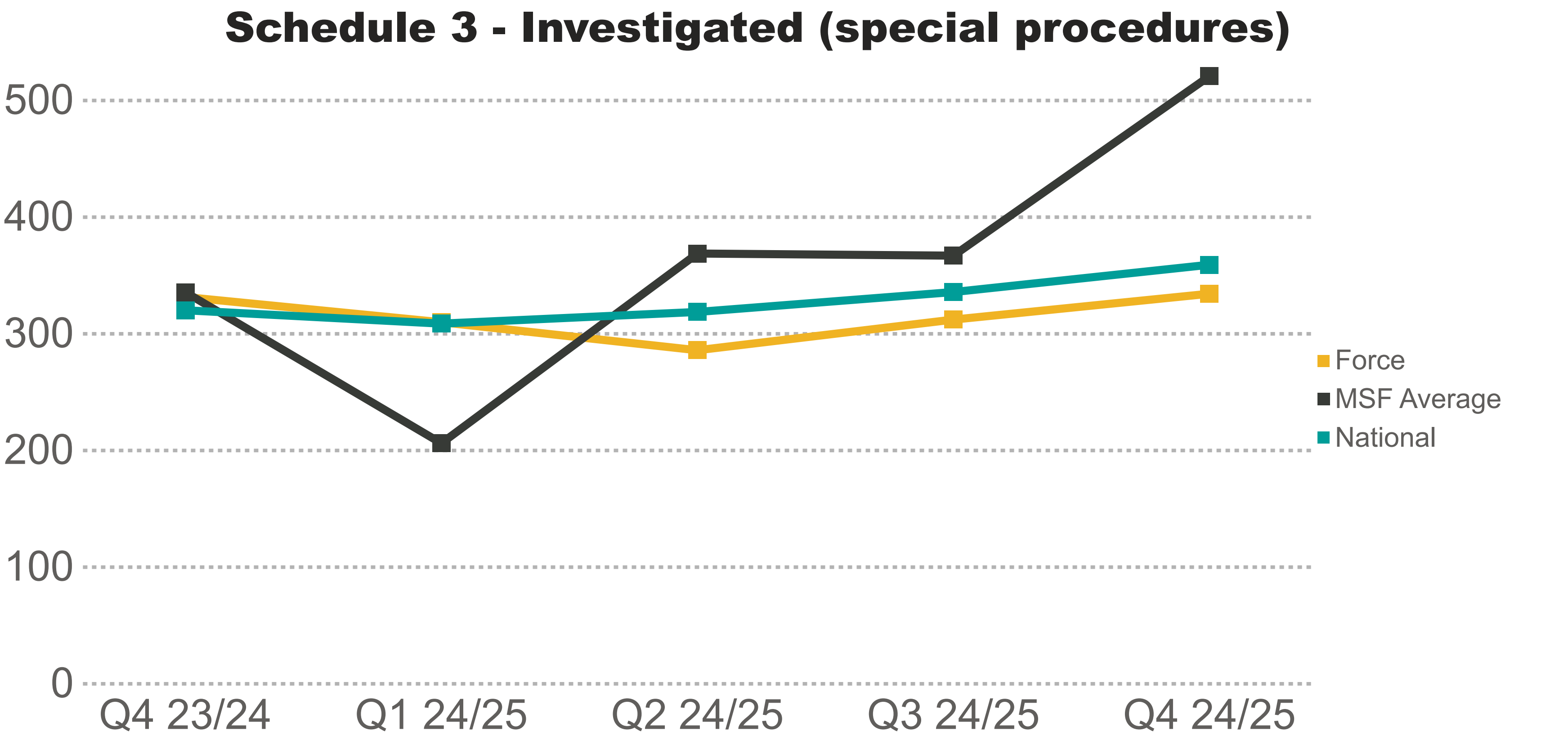
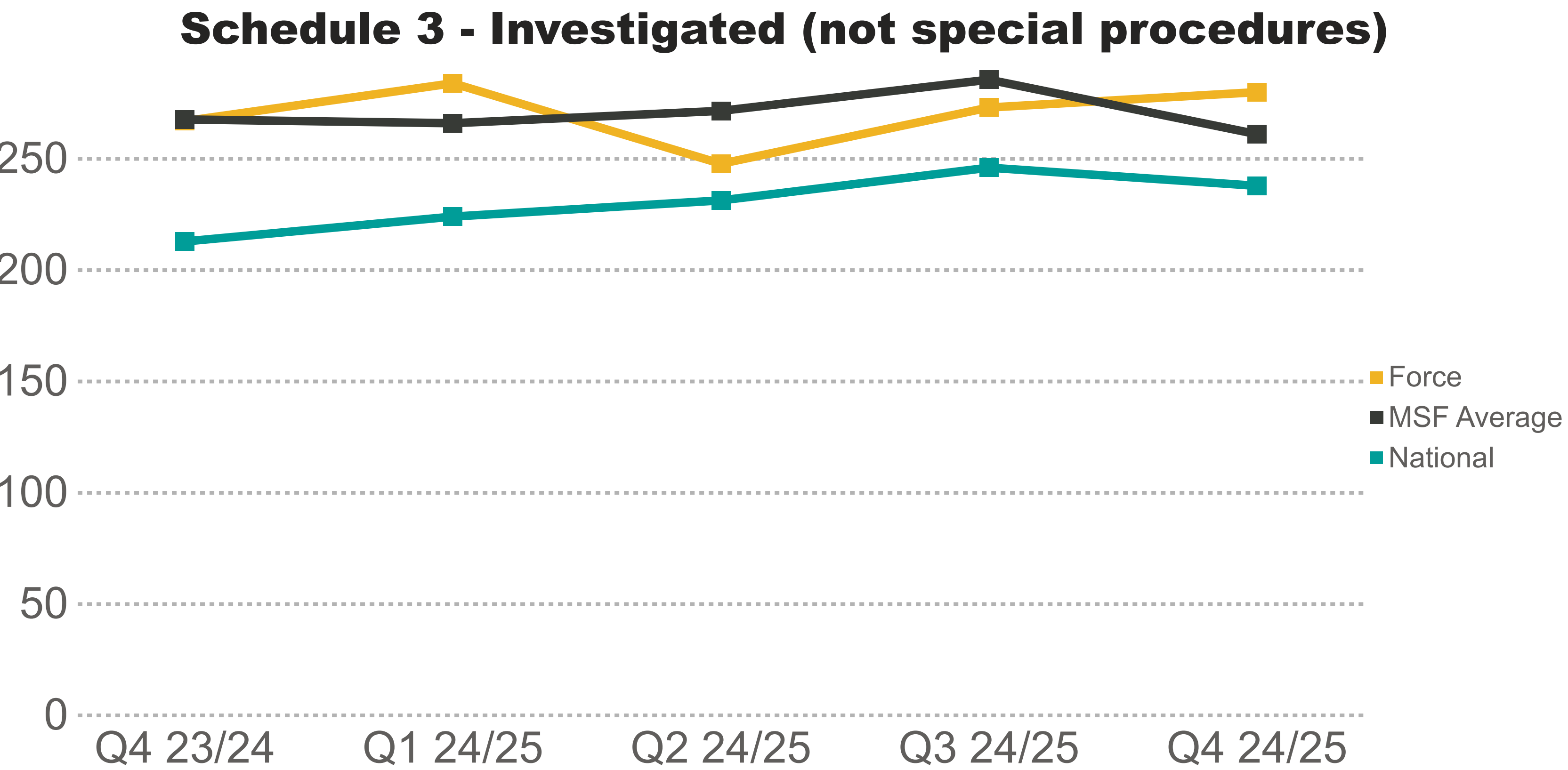
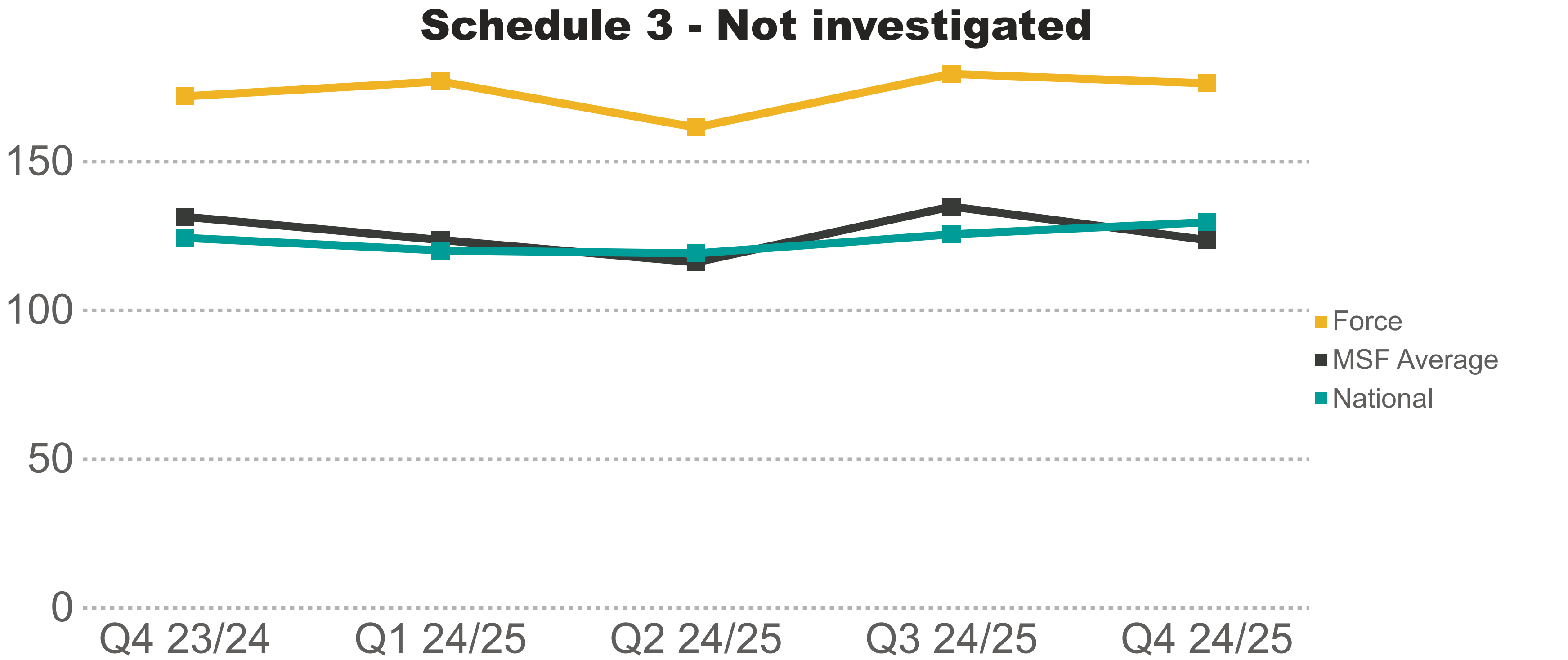
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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

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

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	309	342	397	329
Under Schedule 3 investigated (not subject to special procedures)	272	259	272	234
Under Schedule 3 - not investigated	174	185	124	124
Total	202	211	149	146

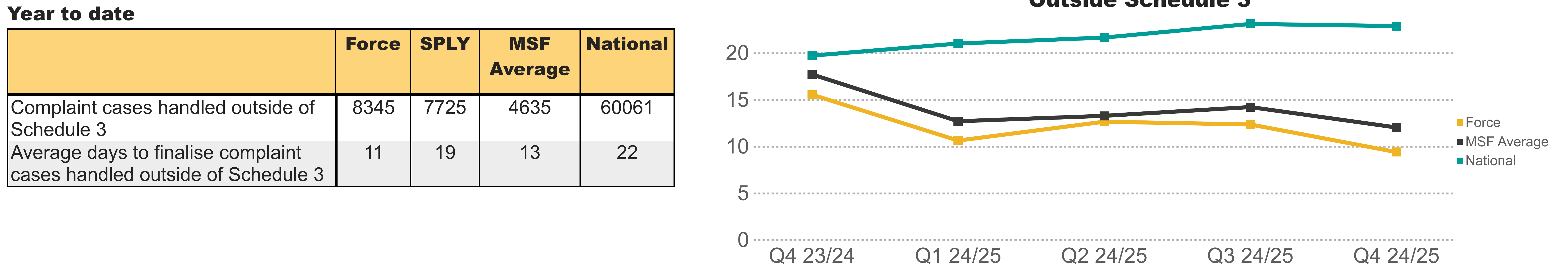
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	3,228	2,807	1,726	25,876
Under Schedule 3 investigated (not subject to special procedures)	917	973	320	5,122
Under Schedule 3 investigated (subject to special procedures)	255	203	83	689
Total	4,400	3,983	2,128	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.

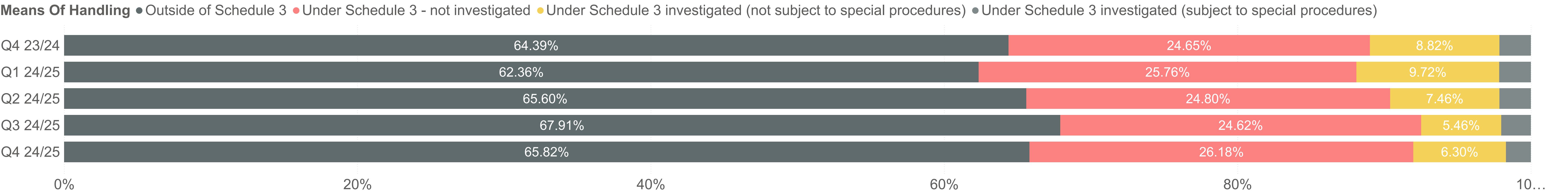


Section D3: How complaint cases handled

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	8,345	65%	7,725	66%	4,635	69%	60,061	65%
Under Schedule 3 - not investigated	3,228	25%	2,807	24%	1,726	26%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	917	7%	973	8%	320	5%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	255	2%	203	2%	83	1%	689	1%
Total	12,745	100%	11,708	100%	6,763	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.

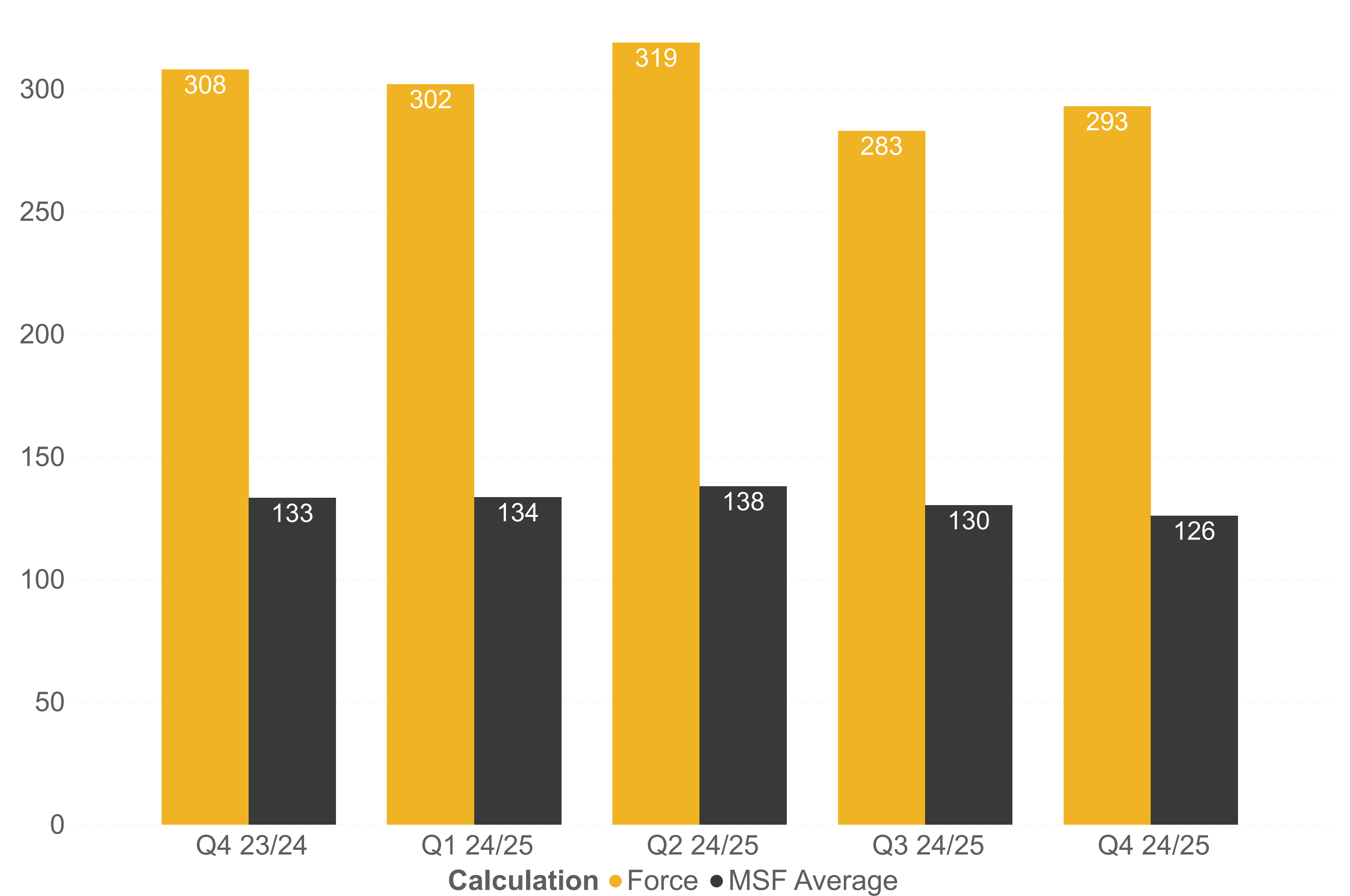
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	1,197	1,471	528	6,713
Number referrals completed	1,222	1,458	533	6,786
Decision: Independent Investigation	52	99	34	351
Decision: Directed Investigation	12	5	4	30
Decision: Local Investigation	731	1,021	306	3,629
Decision: Return to Force	408	322	182	2,634
Decision: Invalid	19	10	7	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, 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 \(February 2020\)](#).