

Police Complaints Information Bulletin: Northumbria

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

Most Similar Force (MSF) Group: Cleveland, Gwent, Humberside, Lancashire, Northumbria, South Wales, South Yorkshire, West Yorkshire

About this bulletin

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

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

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

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

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

Contents

Page 1 Section A1.1: Complaints and allegations logged – totals and per 1,000 employees, Section A1.2: Means of handling – reasons a complaint is recorded under Schedule 3

Page 2 Section A1.3: Allegations logged – what has been complained about

Page 3 Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Page 4 Section A1.5: National complaint factors as a proportion of allegations logged

Page 5 Section A1.6: National complaint factors on the top five allegation categories

Page 6 Section A2: Allegations timeliness

Page 7 Section A3.1: How allegations were finalised and their decisions

Page 8 Section A3.2: Allegation decisions by what was complained about (category)

Page 9 Section B1.1 Allegation actions on allegations handled outside of Schedule 3

Page 10 Section B1.2 Allegation actions on allegations handled under Schedule 3

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

Page 13 Section D1: Complaint cases timeliness on Schedule 3 complaints

Page 14 Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled

Page 15 Section E: Referrals

Page 16 Notes

Acronyms used in this bulletin

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

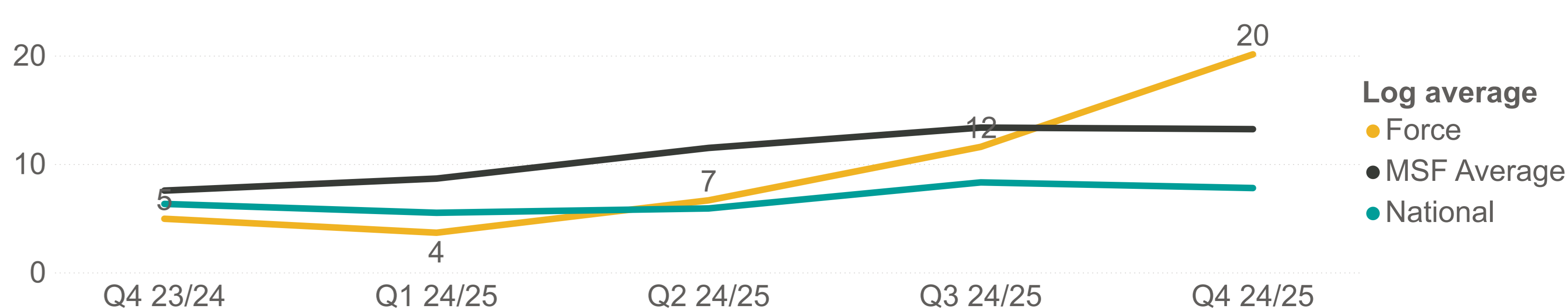
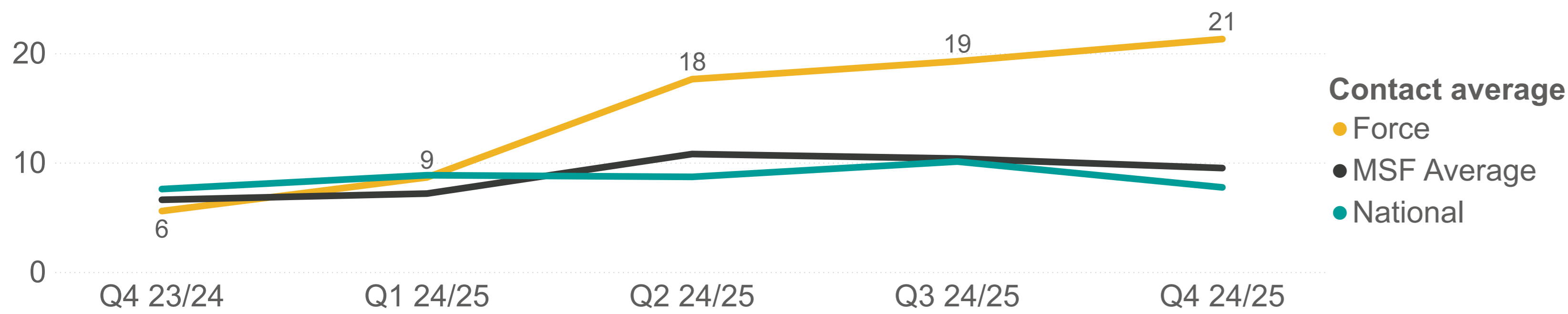
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

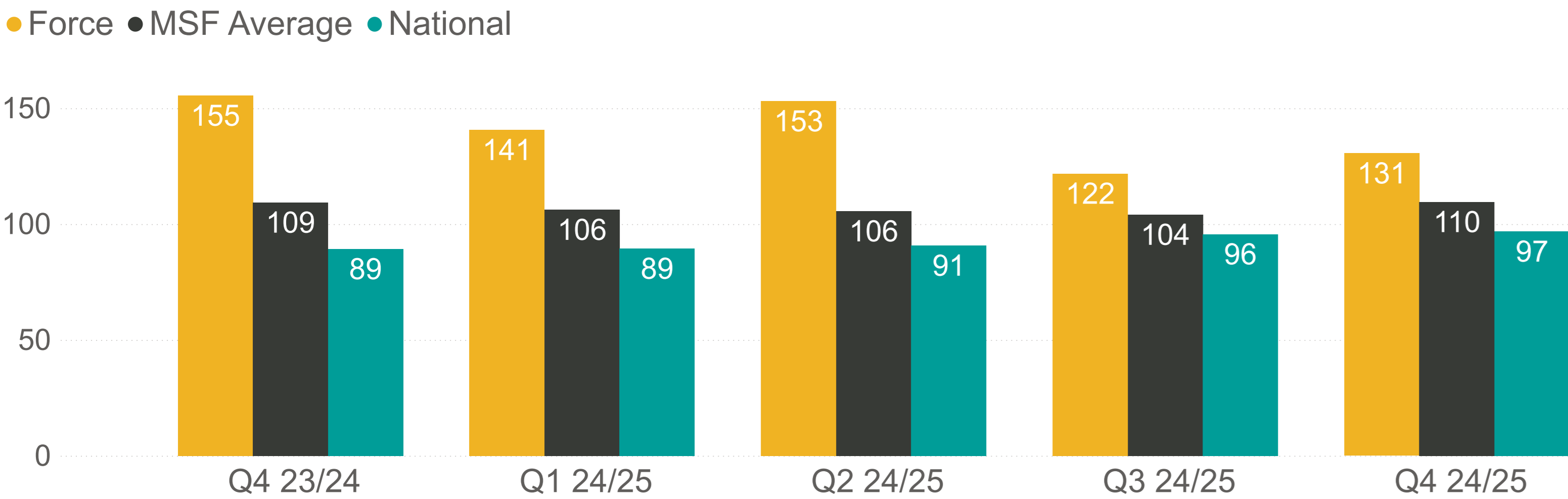
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

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

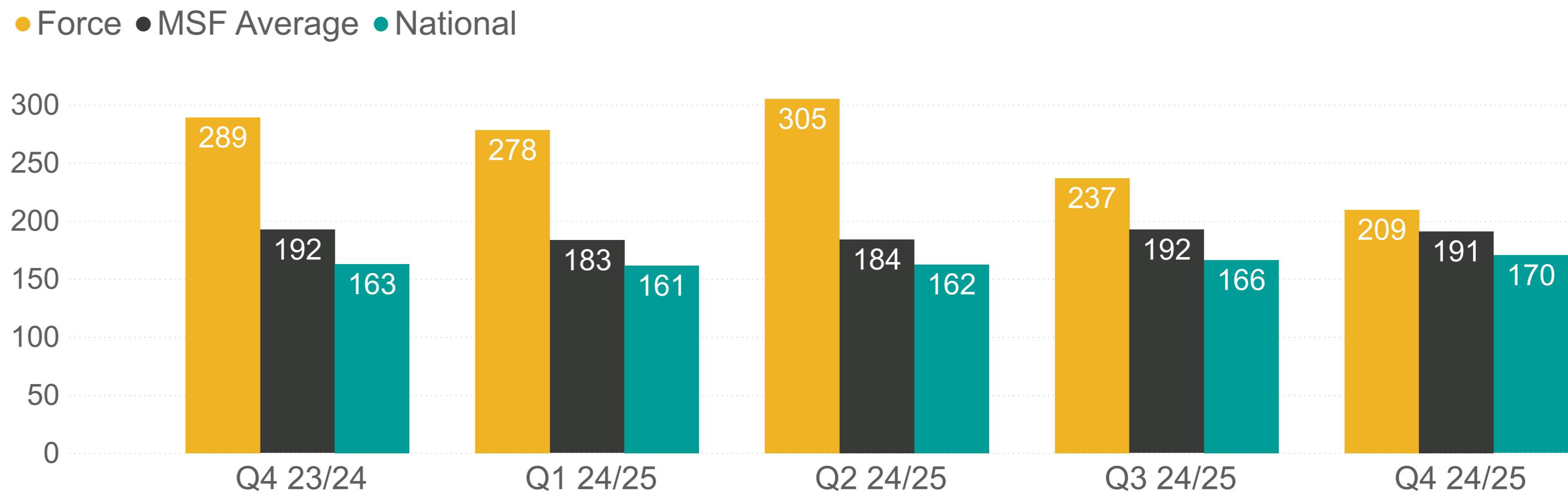
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	3,300	546	6,221	1,029	17	10
SPLY	3,240	534	6,509	1,073	5	3
MSF Average	2,228	425	3,931	750	9	12
National	94,940	373	168,249	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	0	0	89	12,831
Complainant wishes the complaint be recorded	116	165	352	6,465
Dissatisfaction after initial handling	35	114	107	5,283
Nature of the allegation(s) in the complaint	418	596	250	7,593
Total	569	875	798	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	0 %	0 %	15 %	40 %
Complainant wishes the complaint be recorded	20 %	19 %	38 %	20 %
Dissatisfaction after initial handling	6 %	13 %	19 %	16 %
Nature of the allegation(s) in the complaint	73 %	68 %	28 %	24 %

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

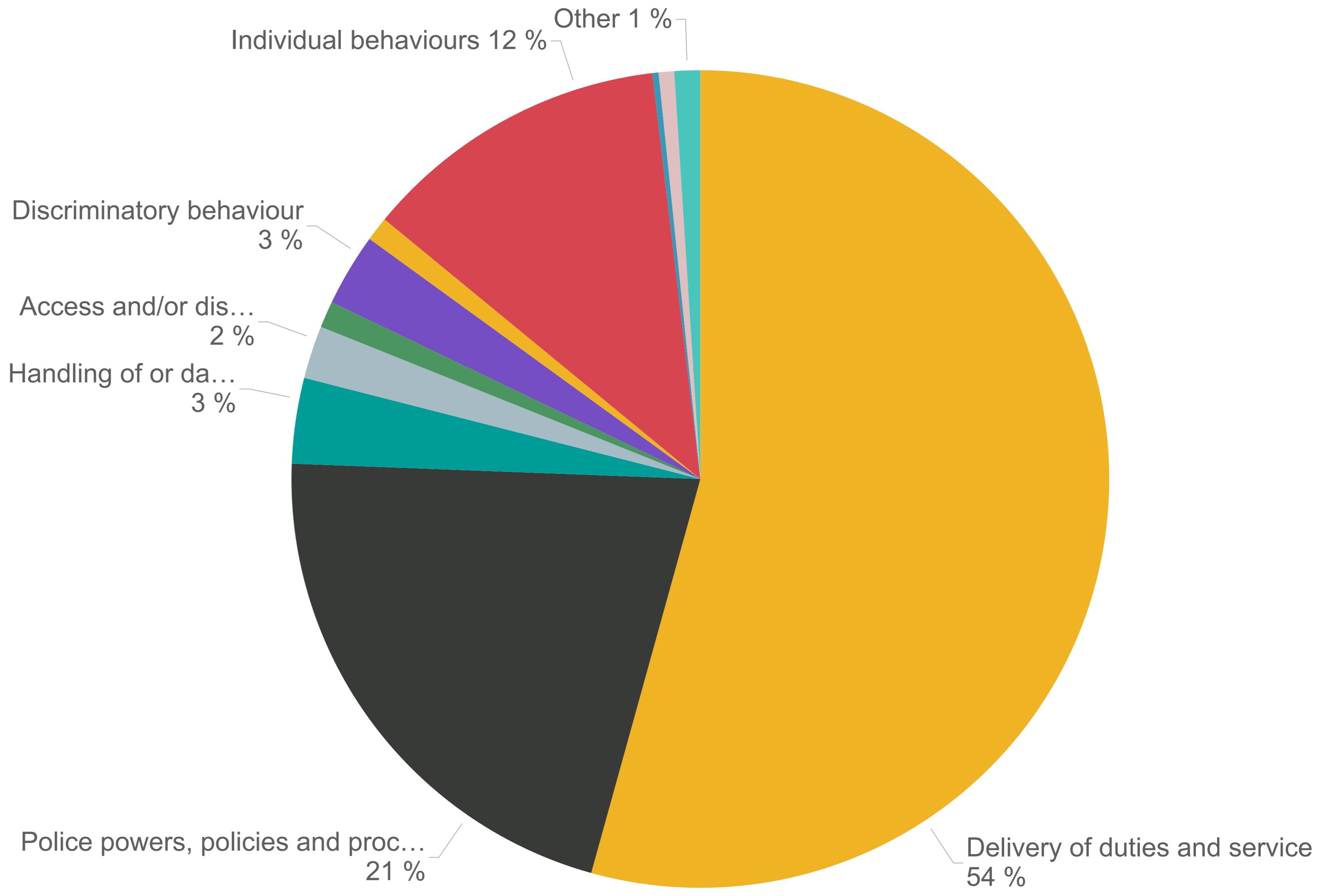
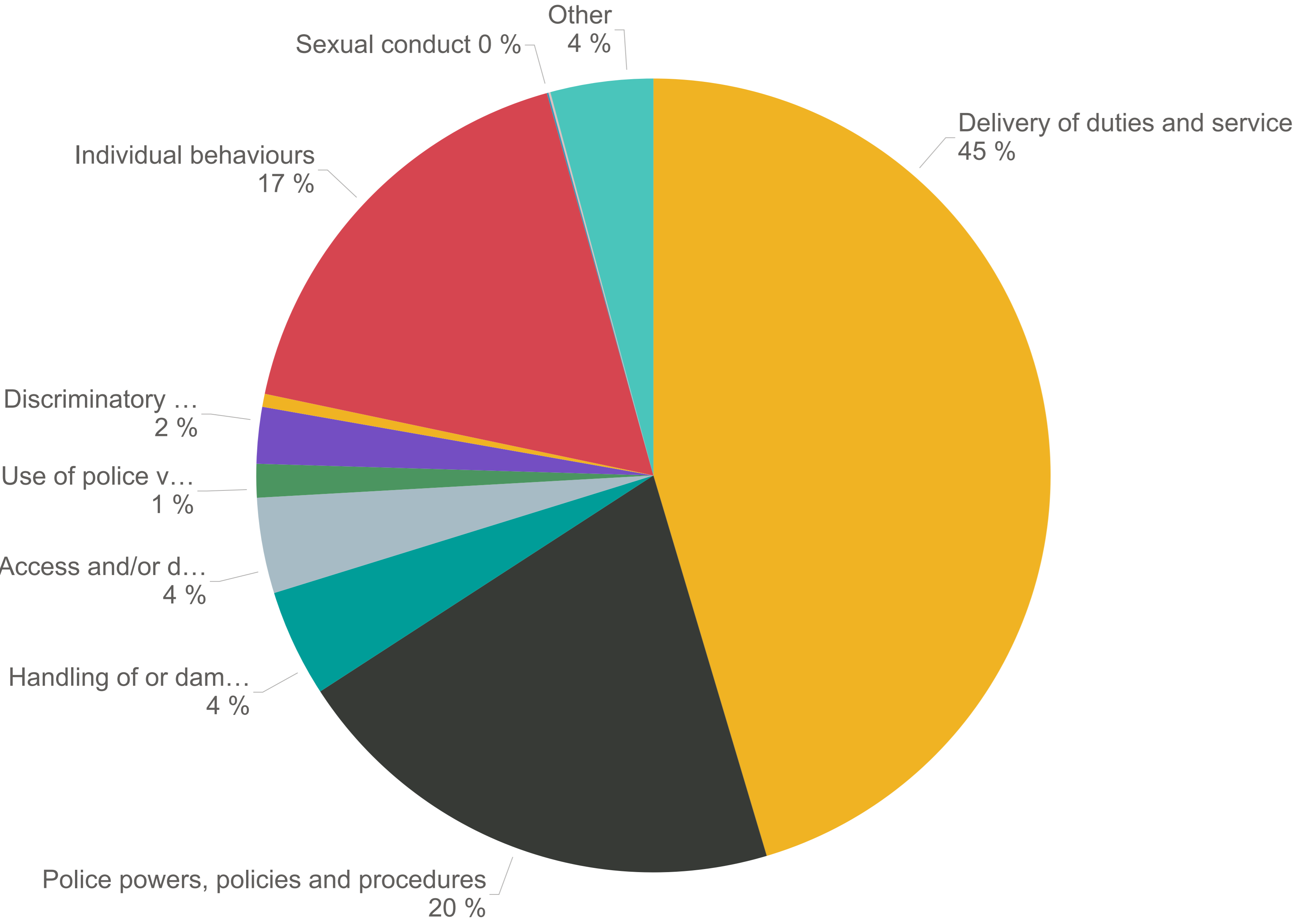
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	2,824	1,272	272	242	85	143	33	1,081	4	5	260	6,221
SPLY	3,121	1,329	197	197	90	160	62	1,151	9	23	169	6,508
MSF Average	2,032	808	149	105	46	111	43	548	7	21	63	3,931
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	2,824	45 %	3,121	48 %	2,032	54 %	91,353	54 %	
	Police action following contact	1,116	40 %	1,338	43 %	796	41 %	37,667	41 %	
	General level of service	927	33 %	788	25 %	642	30 %	29,691	32 %	
	Decisions	466	17 %	587	19 %	350	16 %	13,479	15 %	
	Information	315	11 %	408	13 %	243	13 %	10,515	12 %	
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %	
Police powers, policies and procedures	Total	1,272	20 %	1,329	20 %	808	20 %	35,830	21 %	
	Use of force	444	35 %	392	29 %	230	27 %	8,826	25 %	
	Detention in police custody	261	21 %	221	17 %	128	15 %	5,122	14 %	
	Power to arrest and detain	210	17 %	203	15 %	130	16 %	6,460	18 %	
	Searches of premises and seizure of property	165	13 %	211	16 %	133	18 %	4,603	13 %	
	Evidential procedures	53	4 %	83	6 %	48	6 %	2,631	7 %	
	Other policies and procedures	45	4 %	89	7 %	57	7 %	3,735	10 %	
	Bail, identification and interview procedures	40	3 %	36	3 %	42	6 %	2,122	6 %	
	Out of court disposals	28	2 %	33	2 %	9	1 %	540	2 %	
	Stops, and stop and search	26	2 %	61	5 %	31	4 %	1,790	5 %	
	Information	0	0 %	0	0 %	0	0 %	1	0 %	
	Individual behaviours	Total	1,081	17 %	1,151	18 %	548	13 %	20,480	12 %
		Impolite and intolerant actions	365	34 %	187	16 %	106	17 %	3,098	15 %
		Unprofessional attitude and disrespect	229	21 %	266	23 %	148	32 %	5,808	28 %
Overbearing or harassing behaviours		219	20 %	307	27 %	84	13 %	3,415	17 %	
Impolite language / tone		158	15 %	233	20 %	146	26 %	5,352	26 %	
Lack of fairness and impartiality		110	10 %	158	14 %	65	12 %	2,807	14 %	
Handling of or damage to property/ premises	Total	272	4 %	179	3 %	149	4 %	5,556	3 %	
	Handling of or damage to property/ premises	272	100 %	179	91 %	149	100 %	5,555	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	
Other	Total	260	4 %	156	2 %	63	1 %	1,702	1 %	
	Other	260	100 %	156	92 %	63	100 %	1,702	99 %	

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
None	1,674	27 %	1,949	30 %	689	18 %	31,766	19 %
Investigation	1,470	24 %	1,490	23 %	1,461	37 %	65,409	39 %
Arrest	622	10 %	563	9 %	575	13 %	21,786	13 %
Custody	359	6 %	351	5 %	255	6 %	9,989	6 %
Roads/traffic	261	4 %	272	4 %	250	6 %	10,386	6 %
Neighbourhood policing	194	3 %	292	4 %	171	4 %	7,856	5 %
Domestic / gender abuse	175	3 %	234	4 %	247	6 %	9,507	6 %
Mental health	172	3 %	212	3 %	155	3 %	5,164	3 %
Call Handling	134	2 %	188	3 %	162	4 %	7,140	4 %
Premises search	123	2 %	213	3 %	120	3 %	4,308	3 %
VAWG - dissatisfaction handling	70	1 %	273	4 %	179	4 %	7,183	4 %
Stop and/or search	67	1 %	79	1 %	52	1 %	3,755	2 %
Death	59	1 %	74	1 %	50	1 %	1,585	1 %
Restraint equipment	57	1 %	78	1 %	34	1 %	1,866	1 %
VAWG - police perpetrated	51	1 %	143	2 %	22	0 %	1,085	1 %
Child protection / CSA / CSE	48	1 %	86	1 %	76	2 %	3,021	2 %
Missing persons	46	1 %	39	1 %	38	1 %	1,077	1 %
Drugs / alcohol	44	1 %	48	1 %	81	2 %	2,046	1 %
Public order incident	28	0 %	26	0 %	46	1 %	1,327	1 %
Hate Crime	20	0 %	44	1 %	30	1 %	942	1 %
Social media	20	0 %	21	0 %	25	1 %	720	0 %
Firearms	15	0 %	17	0 %	13	0 %	742	0 %
Serious injury	14	0 %	18	0 %	8	0 %	346	0 %
Fraud	9	0 %	10	0 %	20	1 %	1,113	1 %
Taser	6	0 %	2	0 %	4	0 %	196	0 %
Police dogs or horses	4	0 %	1	0 %	3	0 %	102	0 %
Coronavirus - other	1	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	1	0 %	0	0 %	0	0 %	1	0 %
Covert policing	1	0 %	9	0 %	2	0 %	86	0 %
Unknown	1	0 %	0	0 %	0	0 %	28	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	2	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	1	0 %	4	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	2	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	3	0 %	24	0 %
VAWG - police victim	0	0 %	0	0 %	4	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	Individual behaviours	Other
VAWG - police perpetrated	1	45	0	3	0
VAWG - dissatisfaction handling	41	6	0	16	0
Unknown	1	0	0	0	0
Taser	0	4	0	2	0
Stop and/or search	9	40	0	9	0
Social media	9	1	0	4	0
Serious injury	12	2	0	0	0
Roads/traffic	119	24	17	47	1
Restraint equipment	0	55	0	1	0
Public order incident	21	3	0	2	1
Premises search	16	69	25	11	0
Prejudicial and improper behaviour	7	2	0	1	0
Police dogs or horses	3	0	1	0	0
None	661	179	91	450	99
Neighbourhood policing	129	7	0	51	0
Missing persons	30	2	2	12	0
Mental health	82	51	3	29	0
Investigation	1,130	78	43	152	2
Hate Crime	16	0	0	2	0
Fraud	9	0	0	0	0
Firearms	9	1	3	1	0
Drugs / alcohol	23	10	3	6	0
Domestic / gender abuse	113	16	1	26	0
Death	46	2	5	4	1
Custody	29	270	16	34	1
Coronavirus - police powers on infectiou	1	0	0	0	0
Coronavirus - other	1	0	0	0	0
Child protection / CSA / CSE	28	1	0	10	0
Call Handling	74	2	0	49	1
Arrest	74	452	30	43	2
Total	2,341	1,082	221	900	107

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	45	25	0	70
Q1 24/25	23	16	0	39
Q2 24/25	10	7	0	17
Q3 24/25	11	15	0	26
Q4 24/25	26	13	0	39
Total	115	76	0	191

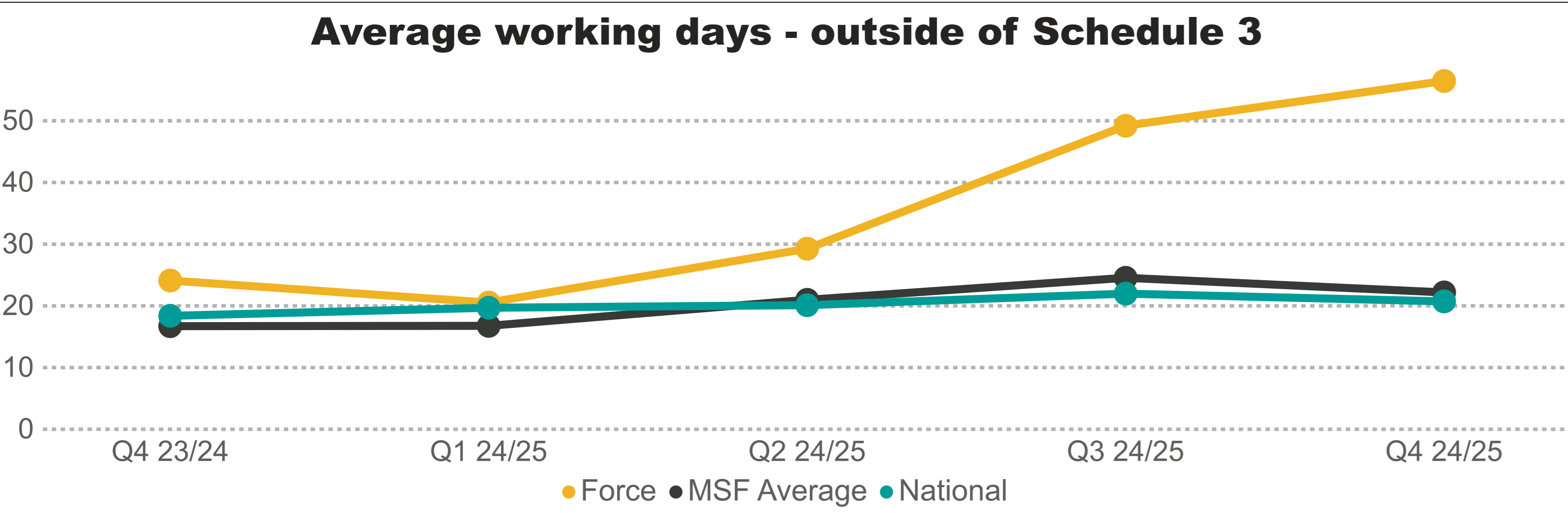
Section A2: Allegations timeliness

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.

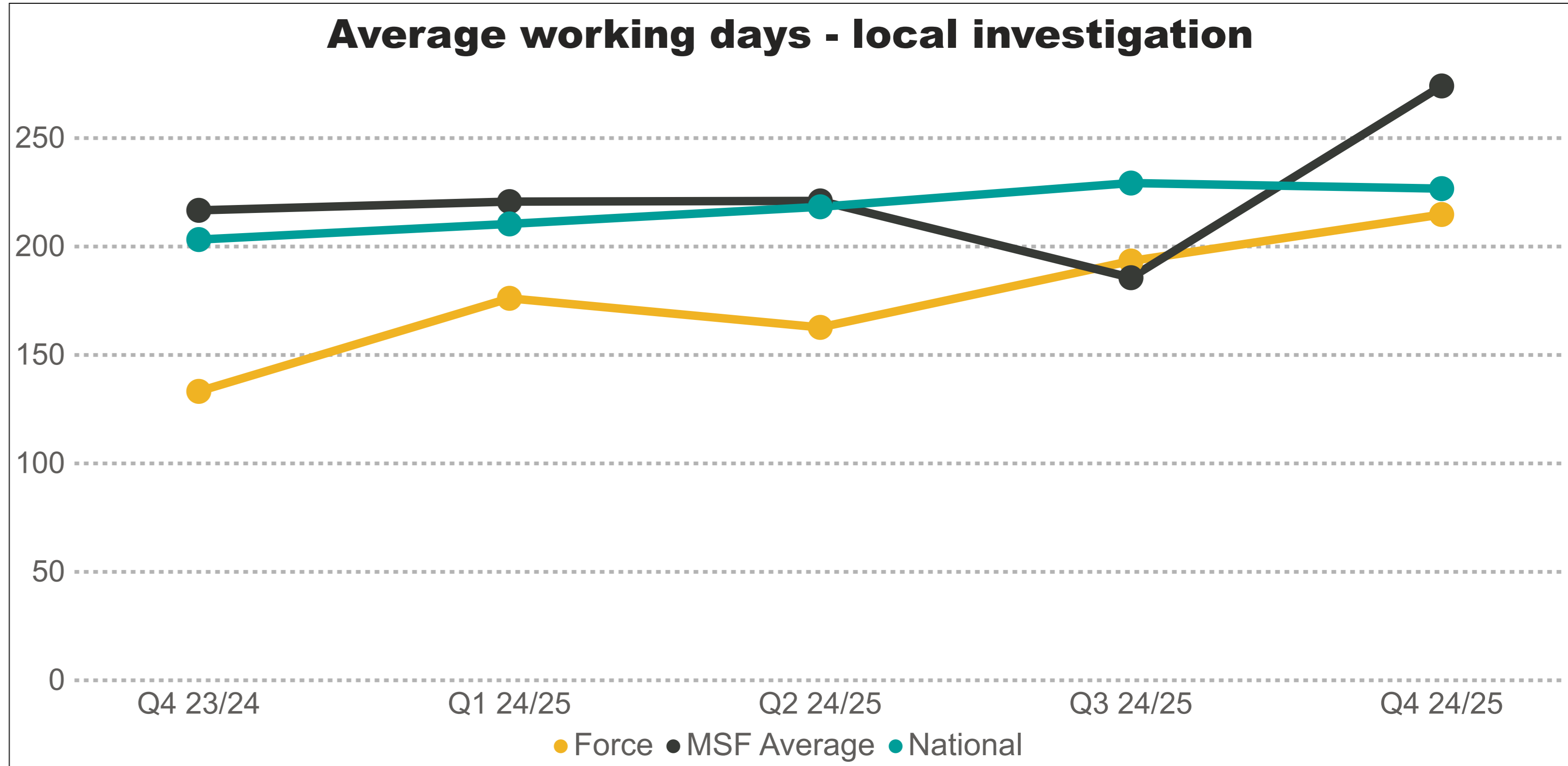
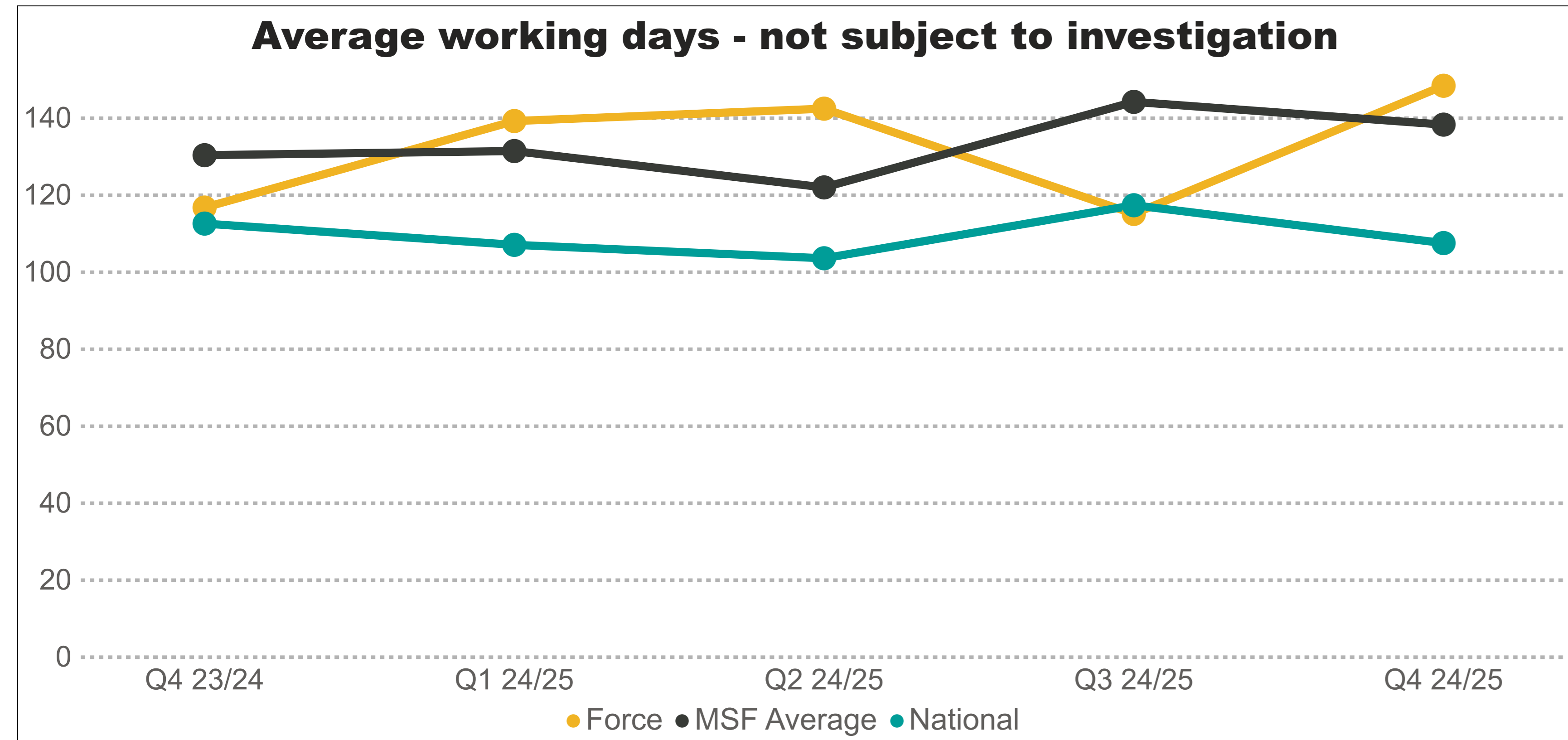
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	2,746	36	255	137	1,462	183	1	19
SPLY	3,030	17	247	105	1,725	131	0	0
MSF Average	1,619	21	1,452	134	440	232	11	385
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	130
National	23	618

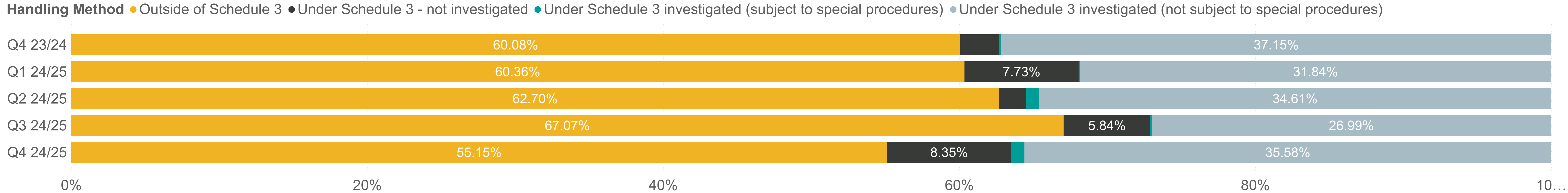


Section A3.1: How allegations were handled and their decisions

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)	1,442	32 %	417	11 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	21	0 %	34	1 %	2,071	1 %
Under Schedule 3 - not investigated	255	6 %	1452	39 %	73,237	45 %
Outside of Schedule 3	2,746	62 %	1619	48 %	71,979	44 %
Total	4,464	100 %	3521	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					57	22 %	5,604	8 %			26	1 %	11	1 %	503	3 %
Regulation 41 applies					17	7 %	107	0 %			2	0 %	3	0 %	192	1 %
Service provided - unable to determine					13	5 %	6,698	9 %			38	2 %	145	10 %	1,499	9 %
Service provided - not acceptable					14	5 %	9,844	13 %			79	4 %	222	15 %	1,931	12 %
Service provided - acceptable					53	21 %	48,901	67 %	4	19 %	338	16 %	1003	70 %	11,450	72 %
Not Resolved			3,637	5 %												
Resolved	2746	100 %	68,336	95 %												
No Case to Answer									10	48 %	1,081	52 %				
Case to Answer									7	33 %	454	22 %				
Withdrawal					101	40 %	2,080	3 %			52	3 %	58	4 %	426	3 %

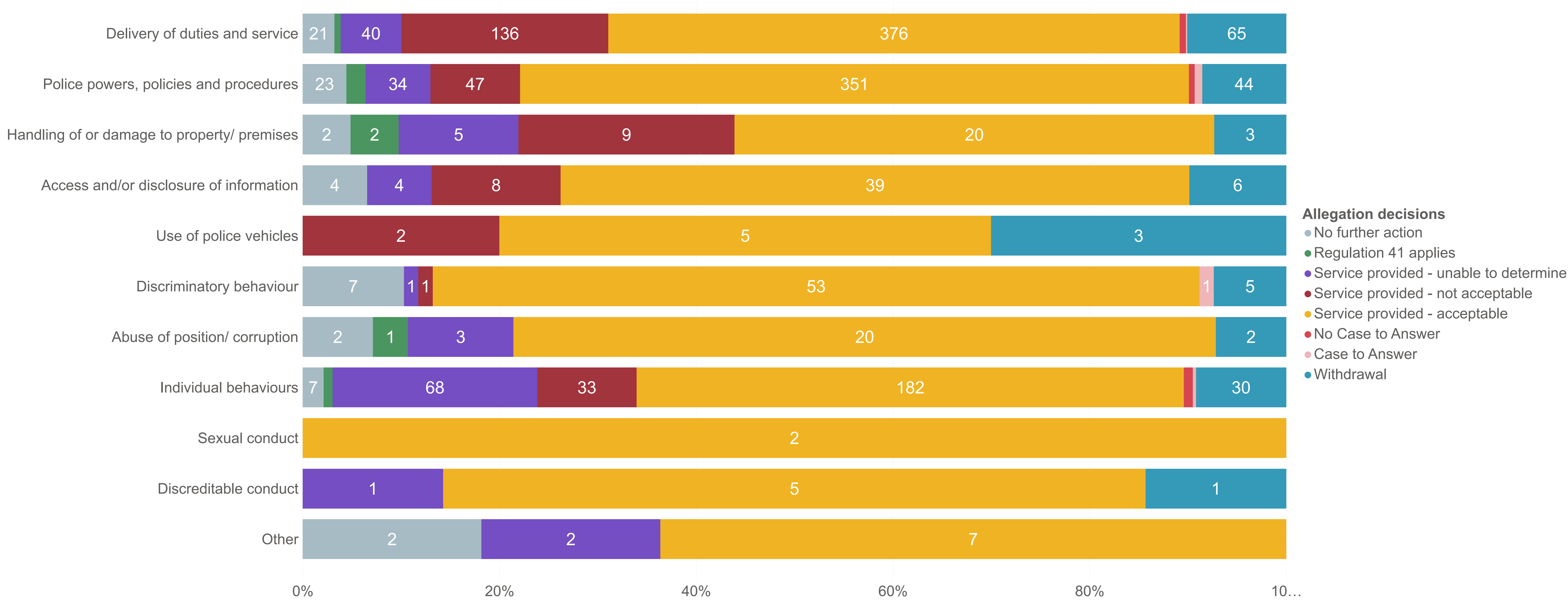
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,471	371	151	80	63	36	6	531	1	0	36	2,746
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0

Schedule 3 allegation decisions



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

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

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

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

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	4	0 %	272	0 %
Learning from reflection	217	8 %	323	11 %	39	2 %	1,991	3 %
Policy review	2	0 %	2	0 %	1	0 %	59	0 %
Goodwill gesture	4	0 %	5	0 %	1	0 %	114	0 %
Apology	117	4 %	102	3 %	160	15 %	6,555	9 %
Debrief	10	0 %	22	1 %	9	1 %	545	1 %
Explanation	1,171	43 %	840	28 %	1,023	62 %	45,379	63 %
No further action	567	21 %	616	20 %	199	11 %	8,079	11 %
Other action	453	16 %	373	12 %	152	8 %	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	10	1 %	9	0 %	14	1 %	813	1 %
Apology	50	3 %	52	3 %	80	4 %	3,493	4 %
Debrief	0	0 %	0	0 %	13	0 %	2,874	3 %
Explanation	1,169	68 %	1,338	68 %	1,262	67 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	29	0 %
No further action	251	15 %	323	16 %	359	19 %	19,619	21 %
Other action	5	0 %	11	1 %	9	1 %	921	1 %
Learning from reflection	156	9 %	173	9 %	124	6 %	5,009	5 %
Referral to RPRP	66	4 %	57	3 %	24	2 %	1,426	2 %

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

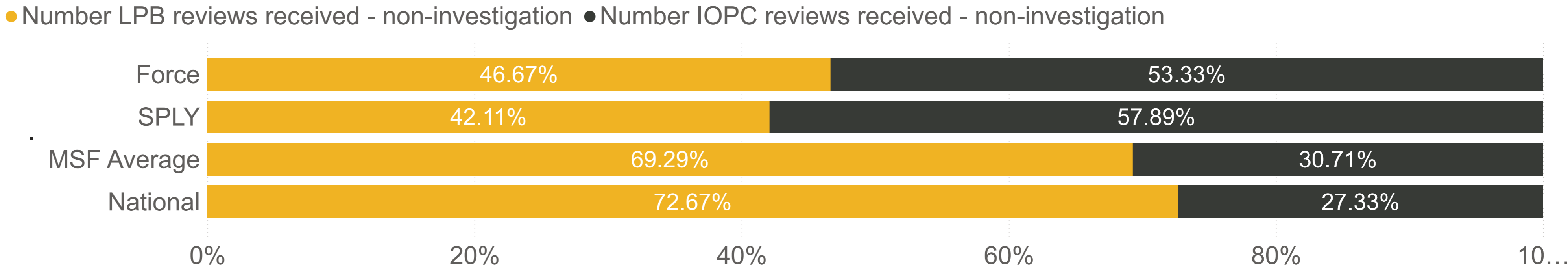
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	8	42 %	4	11 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	2	10 %	0	0 %	2	6 %	139	7 %
Referral to RPRP	3	14 %	1	5 %	4	12 %	354	17 %

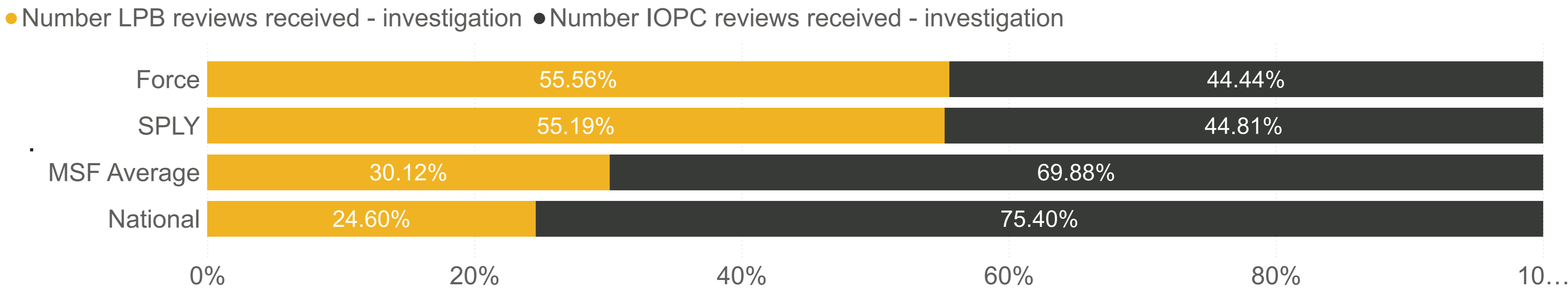
Section C1: Reviews received and timeliness (Year to date)

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	7	8
SPLY	8	11
MSF Average	85	38
National	3,938	1,481



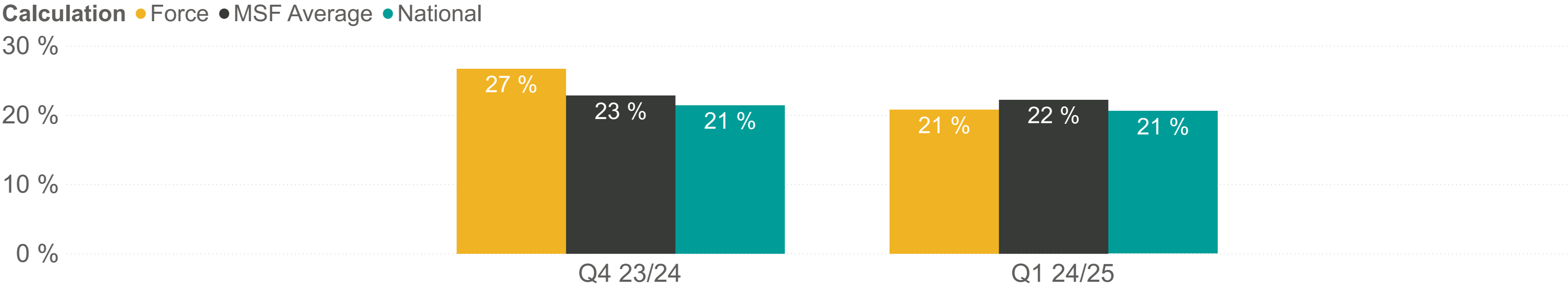
Investigation reviews received	LPB	IOPC
Force	70	56
SPLY	85	69
MSF Average	9	22
National	309	947



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	141	647
SPLY	173	767
MSF Average	154	762
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	18	12	34	48
Average number of working days to complete IOPC reviews	167	187	135	148

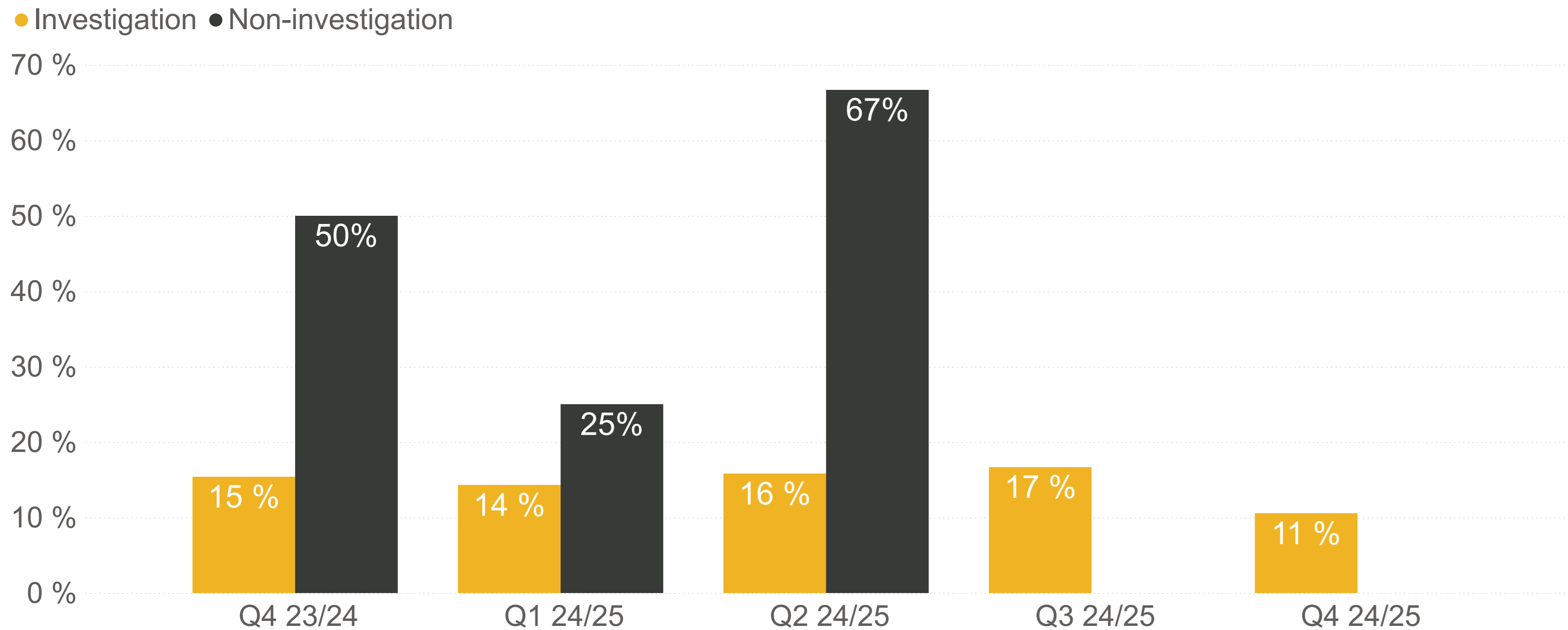
Section C2: Outcomes on reviews

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.

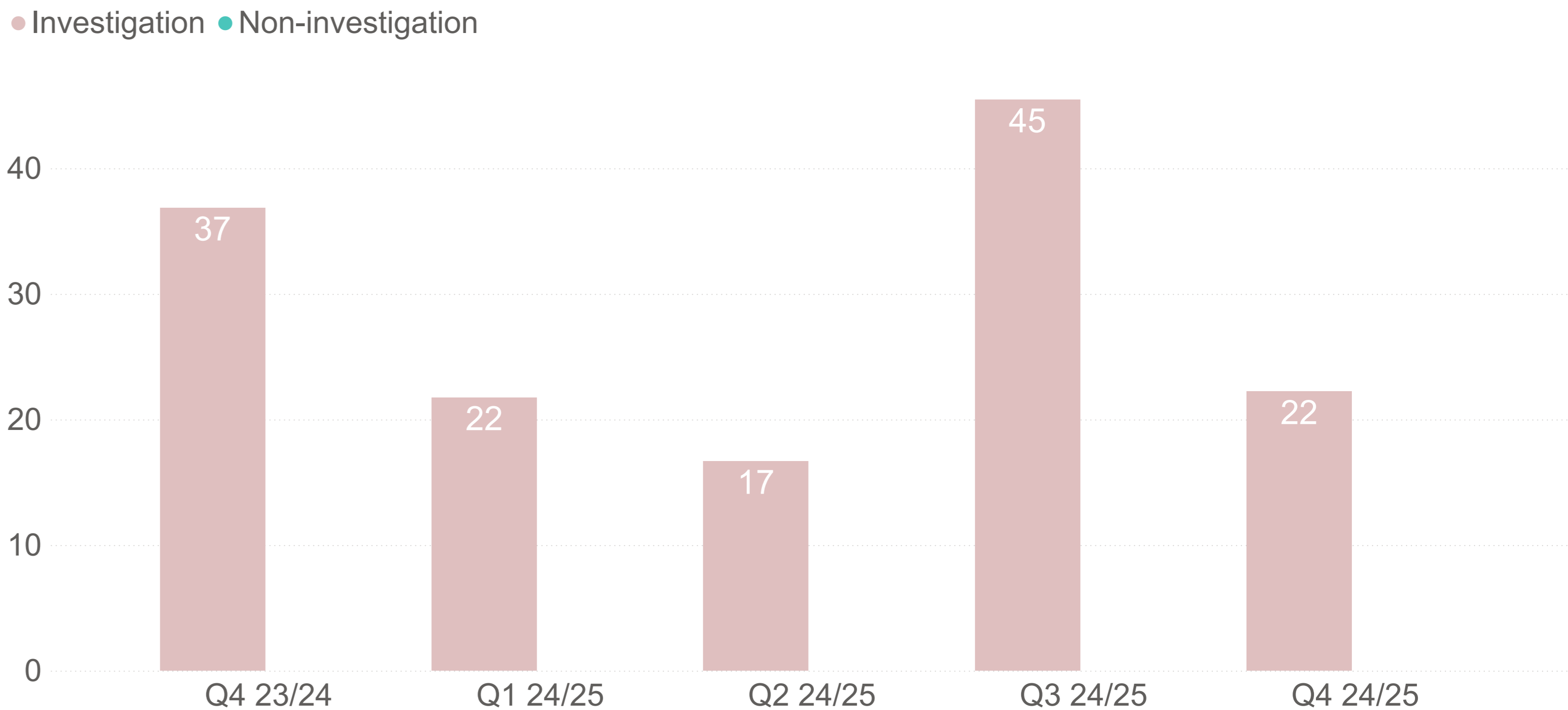
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	64	9	64	16
SPLY	92	22	85	25
MSF Average	21	6	9	9
National	903	272	284	81

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	9	3	4	
SPLY	11	4	7	
MSF Average	31	9	82	18
National	1,112	330	3,747	802

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



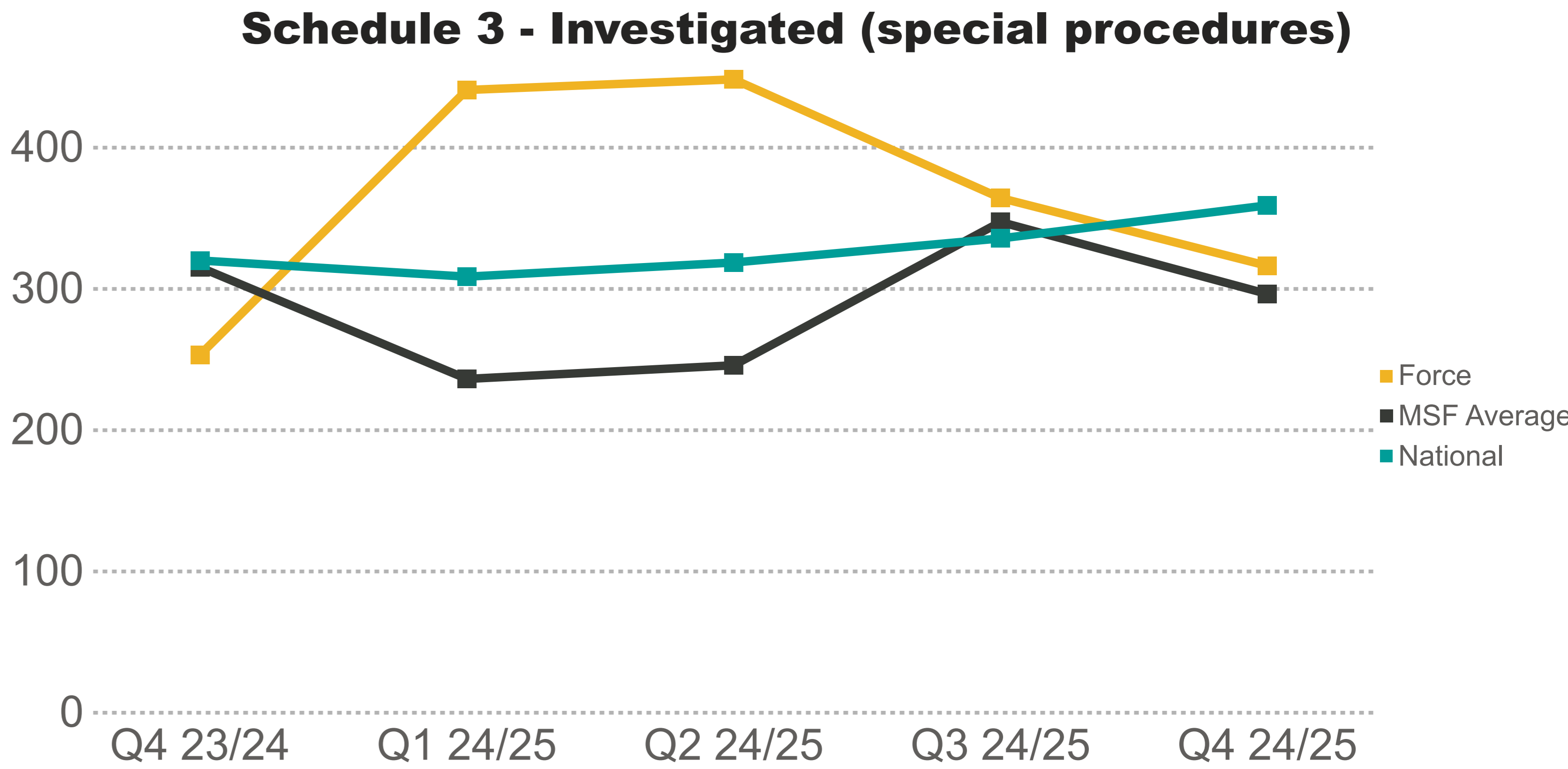
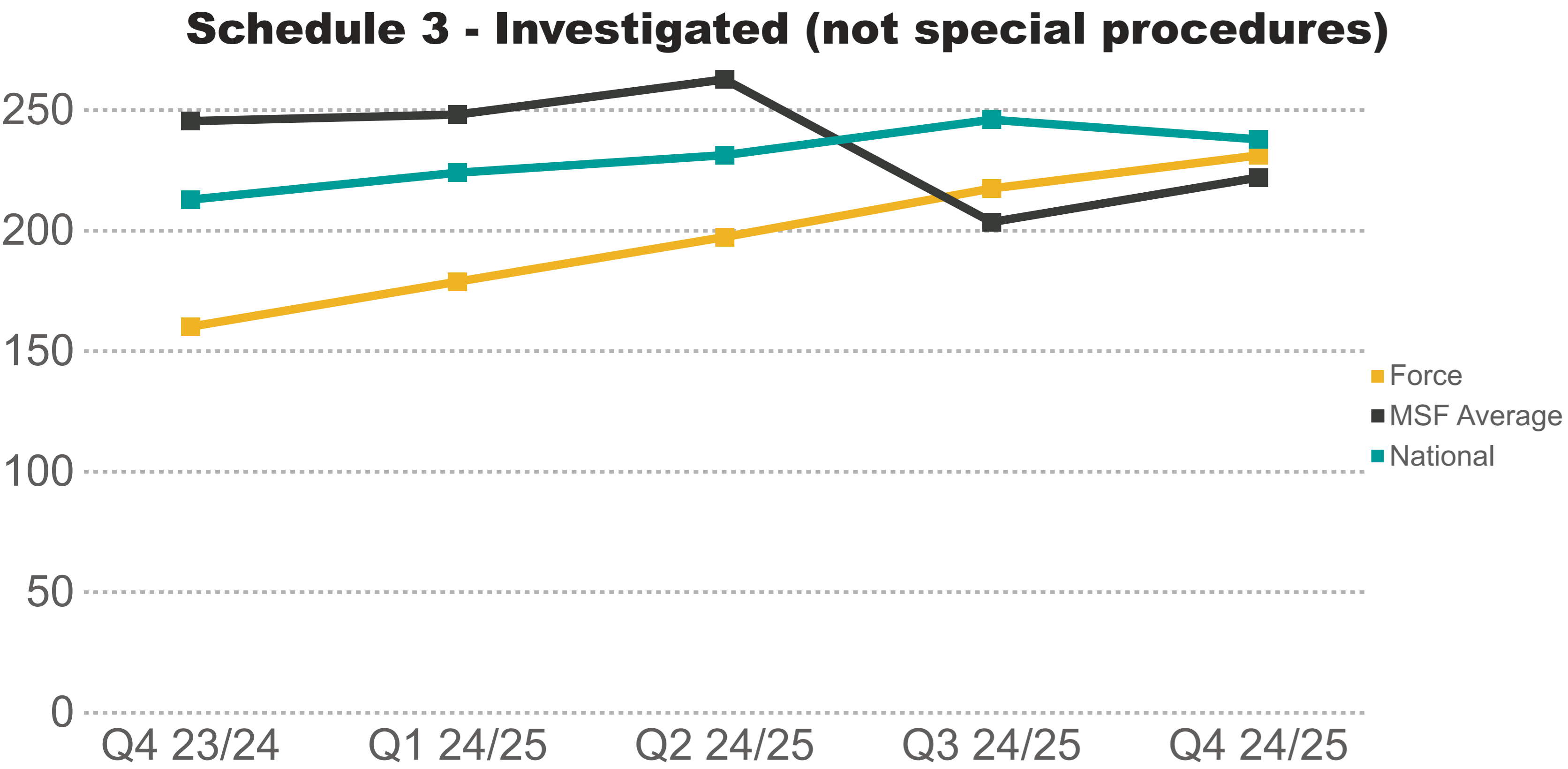
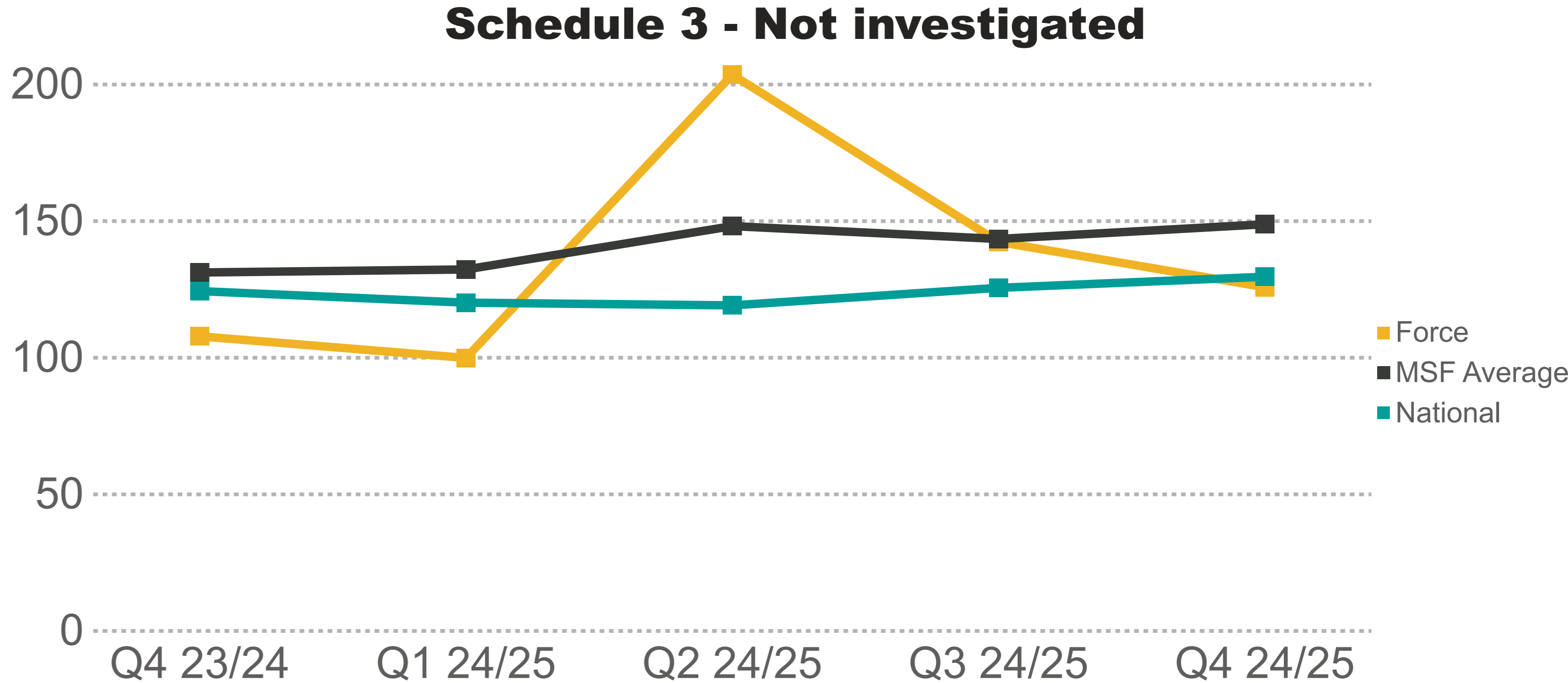
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	401	212	318	329
Under Schedule 3 investigated (not subject to special procedures)	202	166	241	234
Under Schedule 3 - not investigated	131	125	141	124
Total	194	159	160	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	91	122	613	25,876
Under Schedule 3 investigated (not subject to special procedures)	548	639	137	5,122
Under Schedule 3 investigated (subject to special procedures)	8	6	12	689
Total	647	767	762	31,687



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

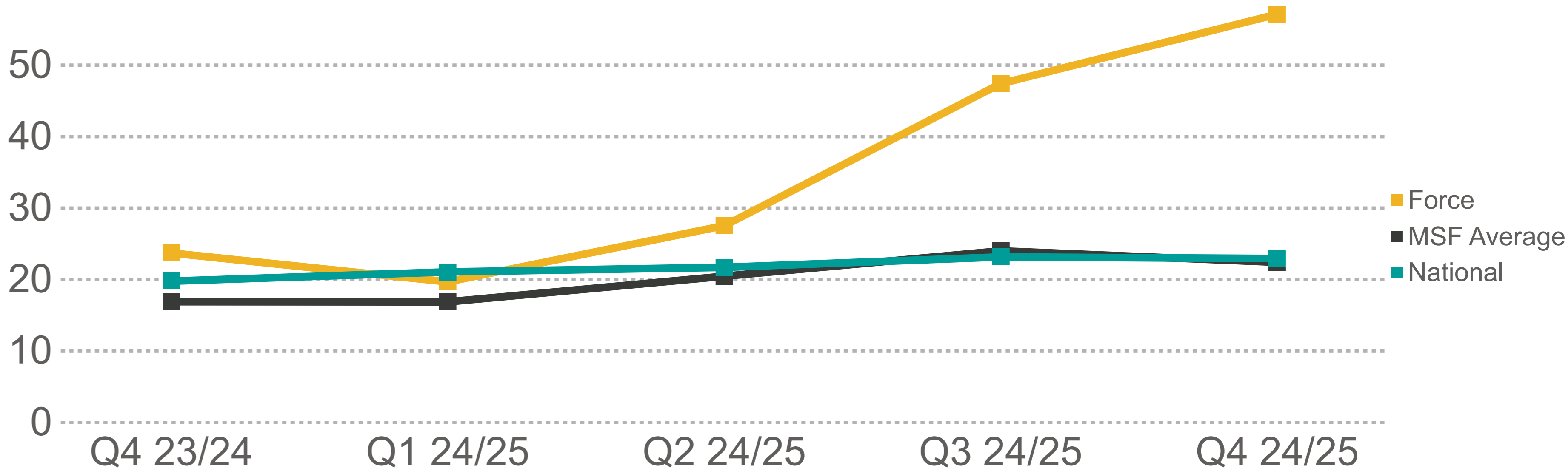
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	2092	2172	1323	60061
Average days to finalise complaint cases handled outside of Schedule 3	36	17	21	22

Outside Schedule 3



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	2,092	76%	2,172	74%	1,323	63%	60,061	65%
Under Schedule 3 - not investigated	91	3%	122	4%	613	29%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	548	20%	639	22%	137	7%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	8	0%	7	0%	12	1%	689	1%
Total	2,739	100%	2,940	100%	2,085	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.

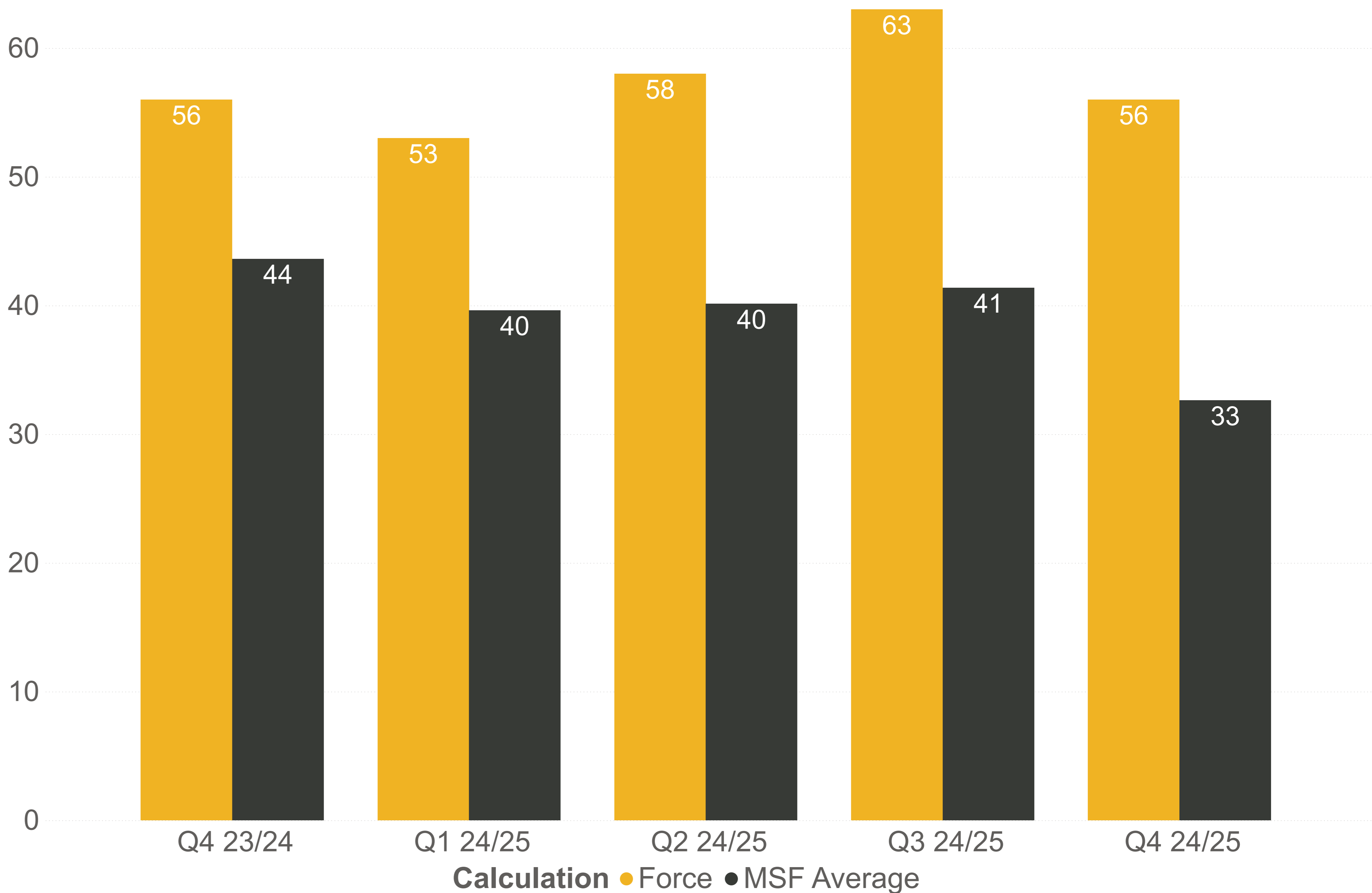
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	230	245	154	6,713
Number referrals completed	229	244	156	6,786
Decision: Independent Investigation	5	8	8	351
Decision: Directed Investigation	0	1	1	30
Decision: Local Investigation	80	116	74	3,629
Decision: Return to Force	143	117	71	2,634
Decision: Invalid	1	2	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Cleveland, Gwent, Humberside, Lancashire, Northumbria, South Wales, South Yorkshire, 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 \(February 2020\)](#).