

Police Complaints Information Bulletin: South Wales



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

Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, 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

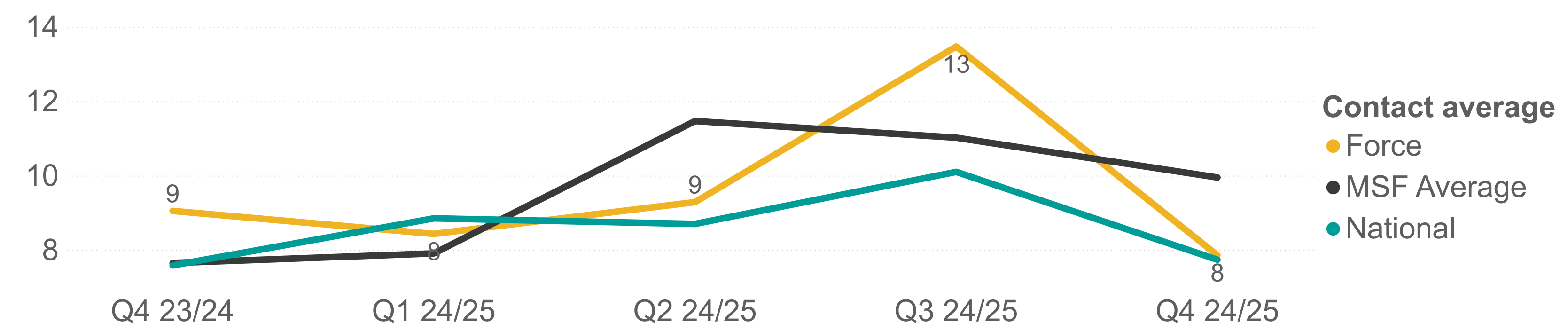
YTD – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

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

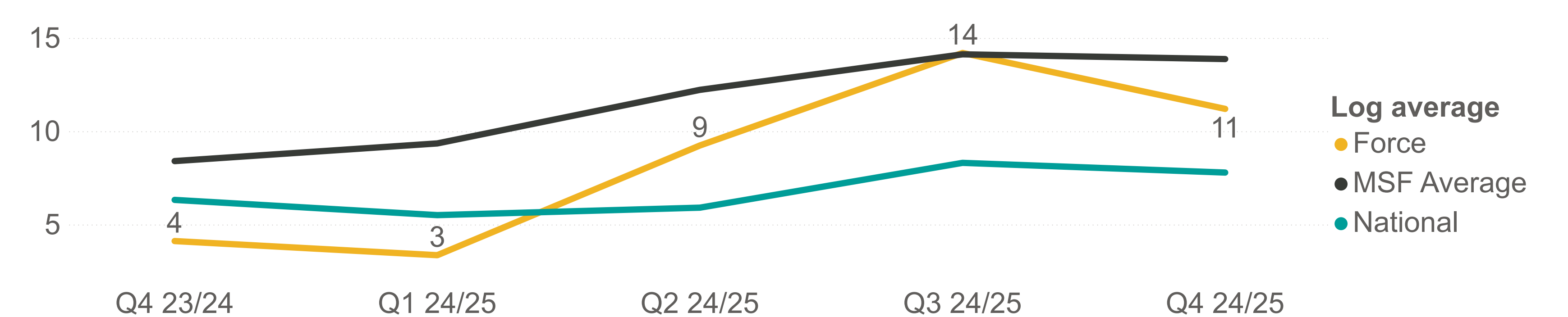
Section A1.1: Complaint cases and allegations logged

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.

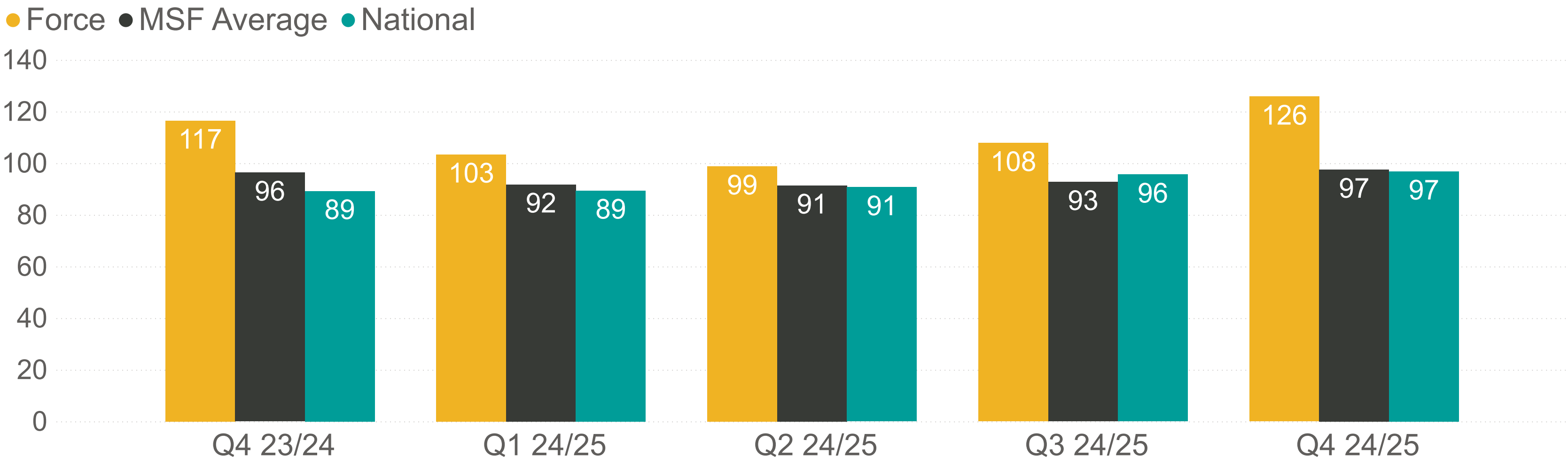
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)



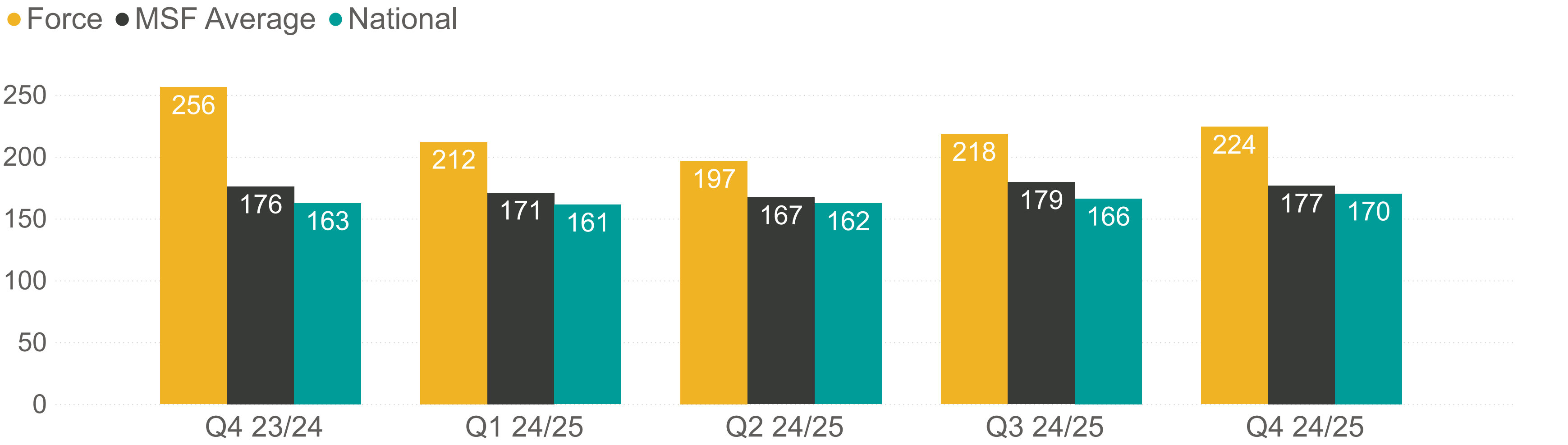
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,934	436	5,733	851	10	10
SPLY	2,744	415	5,027	760	11	4
MSF Average	2,178	373	3,948	694	10	12
National	94,940	373	168,249	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	40	41	94	12,831
Complainant wishes the complaint be recorded	1,860	1,089	346	6,465
Dissatisfaction after initial handling	4	13	109	5,283
Nature of the allegation(s) in the complaint	352	794	261	7,593
Total	2,256	1,937	809	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	2 %	2 %	16 %	40 %
Complainant wishes the complaint be recorded	82 %	56 %	36 %	20 %
Dissatisfaction after initial handling	0 %	1 %	17 %	16 %
Nature of the allegation(s) in the complaint	16 %	41 %	30 %	24 %

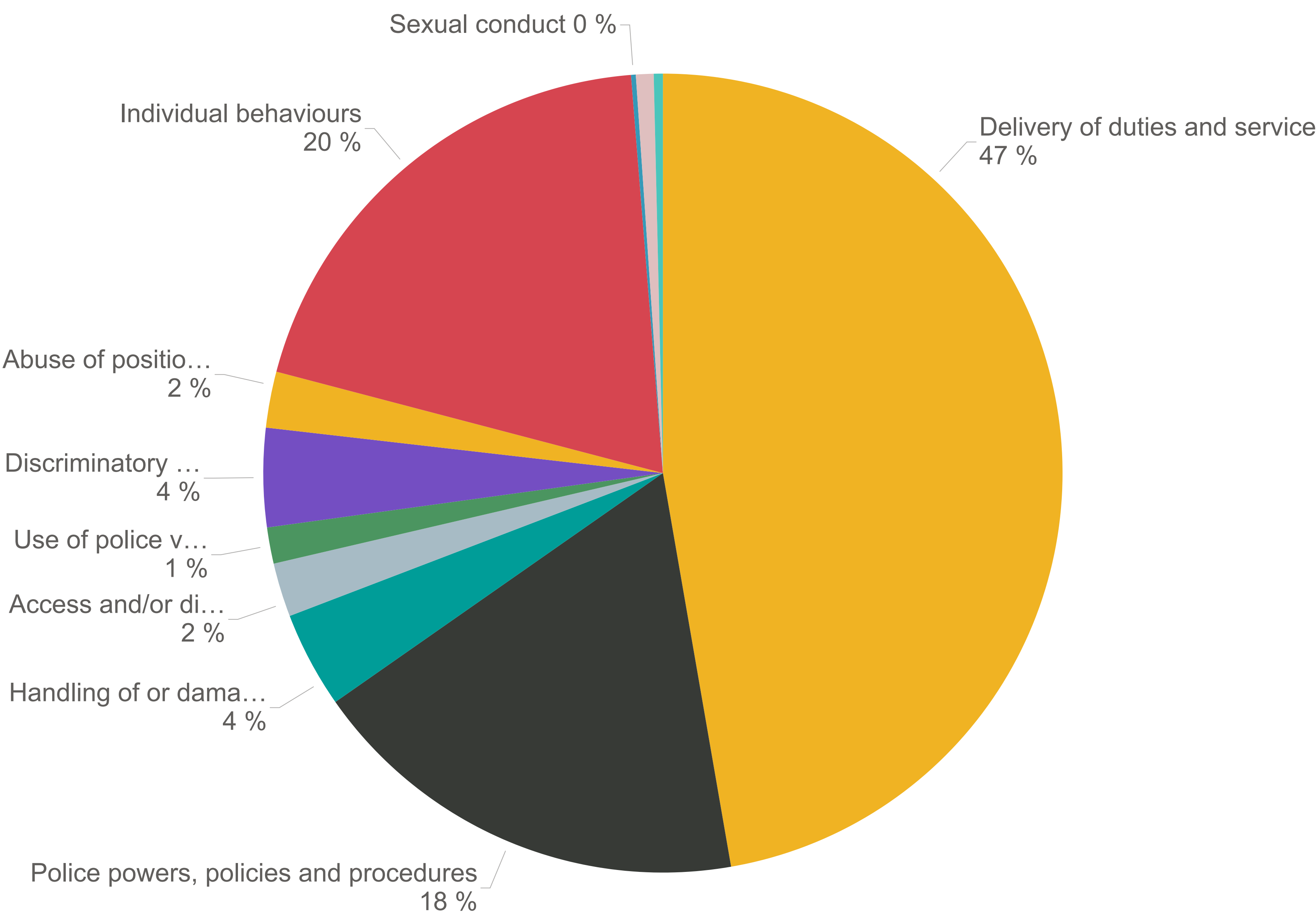
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

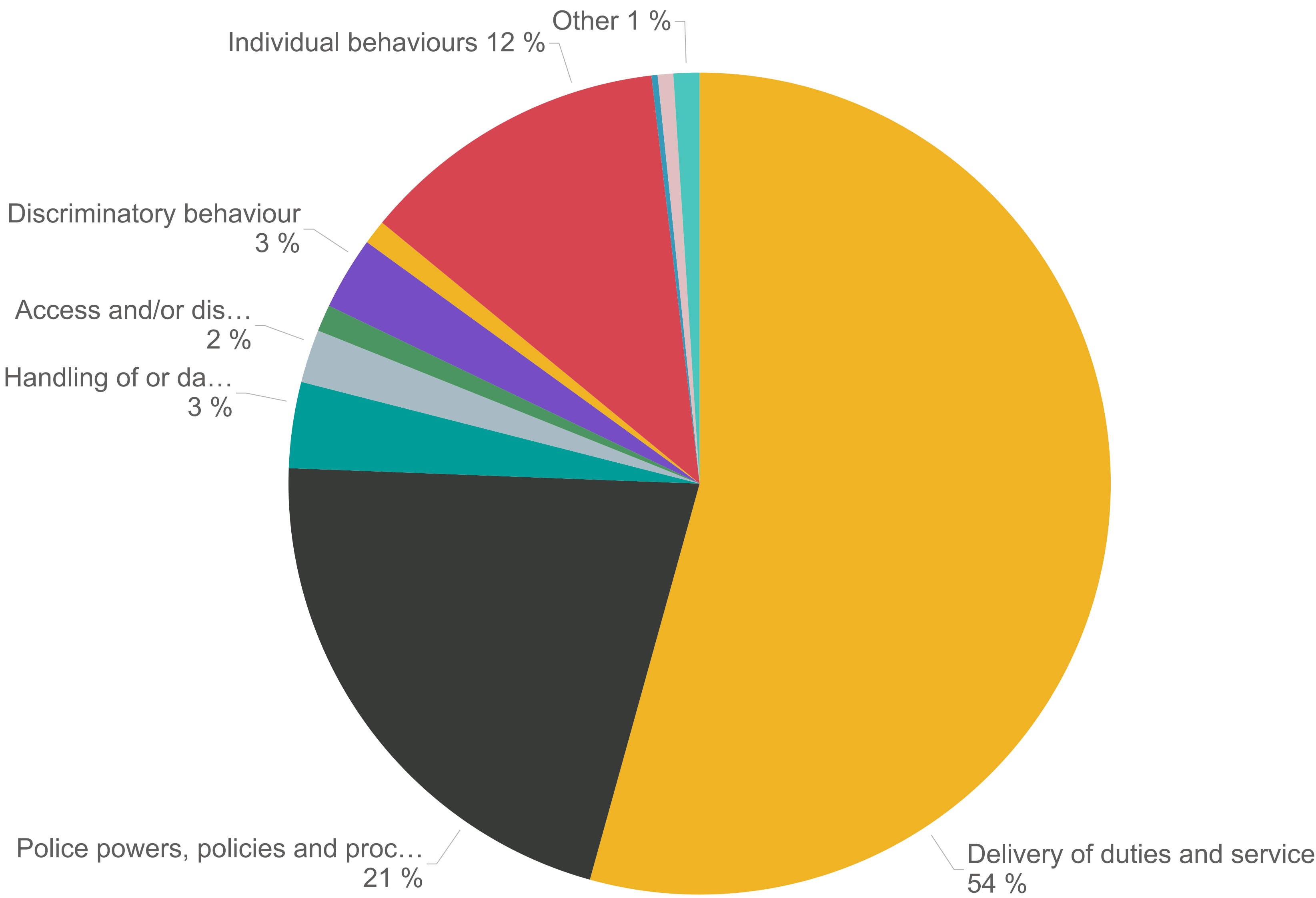
What has been complained about (YTD)

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	2,710	1,033	223	125	84	229	130	1,126	11	41	21	5,733
SPLY	2,305	921	227	132	61	240	129	959	6	35	12	5,027
MSF Average	2,077	809	132	103	43	119	47	527	7	19	65	3,948
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	2,710	47 %	2,305	46 %	2,077	55 %	91,353	54 %
	Police action following contact	1,781	66 %	1,406	61 %	760	38 %	37,667	41 %
	Decisions	584	22 %	540	23 %	364	17 %	13,479	15 %
	Information	307	11 %	299	13 %	235	12 %	10,515	12 %
	General level of service	38	1 %	60	3 %	718	34 %	29,691	32 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	1,126	20 %	959	19 %	527	13 %	20,480	12 %
	Impolite language / tone	330	29 %	287	30 %	123	23 %	5,352	26 %
	Unprofessional attitude and disrespect	309	27 %	306	32 %	152	33 %	5,808	28 %
	Overbearing or harassing behaviours	209	19 %	184	19 %	80	12 %	3,415	17 %
	Impolite and intolerant actions	158	14 %	82	9 %	106	18 %	3,098	15 %
	Lack of fairness and impartiality	120	11 %	100	10 %	67	13 %	2,807	14 %
Police powers, policies and procedures	Total	1,033	18 %	921	18 %	809	20 %	35,830	21 %
	Use of force	324	31 %	363	39 %	234	28 %	8,826	25 %
	Detention in police custody	196	19 %	156	17 %	130	15 %	5,122	14 %
	Power to arrest and detain	164	16 %	127	14 %	137	17 %	6,460	18 %
	Searches of premises and seizure of property	160	15 %	123	13 %	118	15 %	4,603	13 %
	Bail, identification and interview procedures	63	6 %	49	5 %	37	5 %	2,122	6 %
	Evidential procedures	47	5 %	20	2 %	51	6 %	2,631	7 %
	Stops, and stop and search	38	4 %	30	3 %	29	4 %	1,790	5 %
	Other policies and procedures	36	3 %	41	4 %	64	8 %	3,735	10 %
	Out of court disposals	5	0 %	12	1 %	9	1 %	540	2 %
Discriminatory behaviour	Information	0	0 %	0	0 %	0	0 %	1	0 %
	Total	229	4 %	240	5 %	119	3 %	4,832	3 %
	Race	76	33 %	97	40 %	51	42 %	2,335	48 %
	Sex	66	29 %	48	20 %	24	19 %	769	16 %
	Disability	46	20 %	48	20 %	22	18 %	911	19 %
	Other	25	11 %	26	11 %	13	12 %	421	9 %
	Sexual orientation	6	3 %	7	3 %	4	3 %	134	3 %
	Religion or belief	5	2 %	6	3 %	3	2 %	127	3 %
	Age	2	1 %	4	2 %	1	2 %	73	2 %
	Gender reassignment	2	1 %	3	1 %	2	1 %	56	1 %
	Pregnancy and maternity	1	0 %	0	0 %	0	0 %	4	0 %
	Marriage and civil partnership	0	0 %	1	0 %	0	0 %	2	0 %
	Total	223	4 %	227	5 %	132	3 %	5,556	3 %
	Handling of or damage to property/ premises	223	100 %	227	100 %	132	100 %	5,555	98 %
Handling of or damage to property/ premises	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	3,310	58 %	3,060	61 %	1,503	38 %	65,409	39 %
Arrest	1,669	29 %	1,316	26 %	597	14 %	21,786	13 %
Domestic / gender abuse	888	15 %	561	11 %	242	6 %	9,507	6 %
VAWG - dissatisfaction handling	678	12 %	267	5 %	169	4 %	7,183	4 %
Custody	657	11 %	511	10 %	266	6 %	9,989	6 %
Mental health	539	9 %	317	6 %	155	3 %	5,164	3 %
Roads/traffic	431	8 %	418	8 %	243	6 %	10,386	6 %
Neighbourhood policing	416	7 %	348	7 %	187	5 %	7,856	5 %
Drugs / alcohol	405	7 %	350	7 %	81	2 %	2,046	1 %
None	339	6 %	245	5 %	651	17 %	31,766	19 %
Call Handling	267	5 %	249	5 %	160	4 %	7,140	4 %
Child protection / CSA / CSE	236	4 %	189	4 %	73	2 %	3,021	2 %
Premises search	211	4 %	160	3 %	100	2 %	4,308	3 %
Public order incident	174	3 %	144	3 %	46	1 %	1,327	1 %
Restraint equipment	152	3 %	246	5 %	34	1 %	1,866	1 %
Stop and/or search	108	2 %	149	3 %	52	1 %	3,755	2 %
Hate Crime	106	2 %	89	2 %	33	1 %	942	1 %
Social media	105	2 %	100	2 %	25	1 %	720	0 %
Death	96	2 %	106	2 %	49	1 %	1,585	1 %
Fraud	69	1 %	61	1 %	20	1 %	1,113	1 %
Missing persons	62	1 %	94	2 %	35	1 %	1,077	1 %
VAWG - police perpetrated	51	1 %	51	1 %	21	0 %	1,085	1 %
Serious injury	34	1 %	32	1 %	13	0 %	346	0 %
Firearms	29	1 %	52	1 %	12	0 %	742	0 %
VAWG - police victim	24	0 %	7	0 %	4	0 %	141	0 %
Taser	16	0 %	15	0 %	4	0 %	196	0 %
PPDA	5	0 %	0	0 %	2	0 %	65	0 %
Covert policing	4	0 %	5	0 %	2	0 %	86	0 %
PPDA - Police victim	4	0 %	0	0 %	1	0 %	4	0 %
Police dogs or horses	2	0 %	13	0 %	3	0 %	102	0 %
Unknown	1	0 %	0	0 %	0	0 %	28	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
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	9	5	0	1	5
VAWG - police perpetrated	10	20	3	0	12
VAWG - dissatisfaction handling	382	95	16	17	127
Unknown	1	0	0	0	0
Taser	3	8	1	1	3
Stop and/or search	10	58	8	10	18
Social media	51	16	0	4	17
Serious injury	17	11	0	0	4
Roads/traffic	175	89	15	15	72
Restraint equipment	18	98	6	3	22
Public order incident	73	42	1	10	35
Premises search	33	90	25	8	50
PPDA - Police victim	0	0	0	0	2
PPDA	1	0	0	0	2
Police dogs or horses	0	1	0	0	1
None	132	18	29	9	89
Neighbourhood policing	258	18	3	14	108
Missing persons	21	16	2	1	21
Mental health	210	149	16	28	105
Investigation	1,865	415	100	148	599
Hate Crime	51	7	0	18	26
Fraud	53	3	0	3	6
Firearms	13	5	3	0	6
Drugs / alcohol	137	140	14	19	70
Domestic / gender abuse	382	193	36	36	177
Death	57	5	9	0	17
Custody	140	322	39	21	102
Covert policing	1	0	0	0	3
Child protection / CSA / CSE	117	56	5	8	38
Call Handling	152	3	0	14	92
Arrest	469	676	97	65	268
Total	2,691	1,023	221	223	1,118

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	83	26	6	113
Q1 24/25	91	4	8	103
Q2 24/25	128	8	9	142
Q3 24/25	280	29	2	303
Q4 24/25	179	10	5	191
Total	761	77	30	852

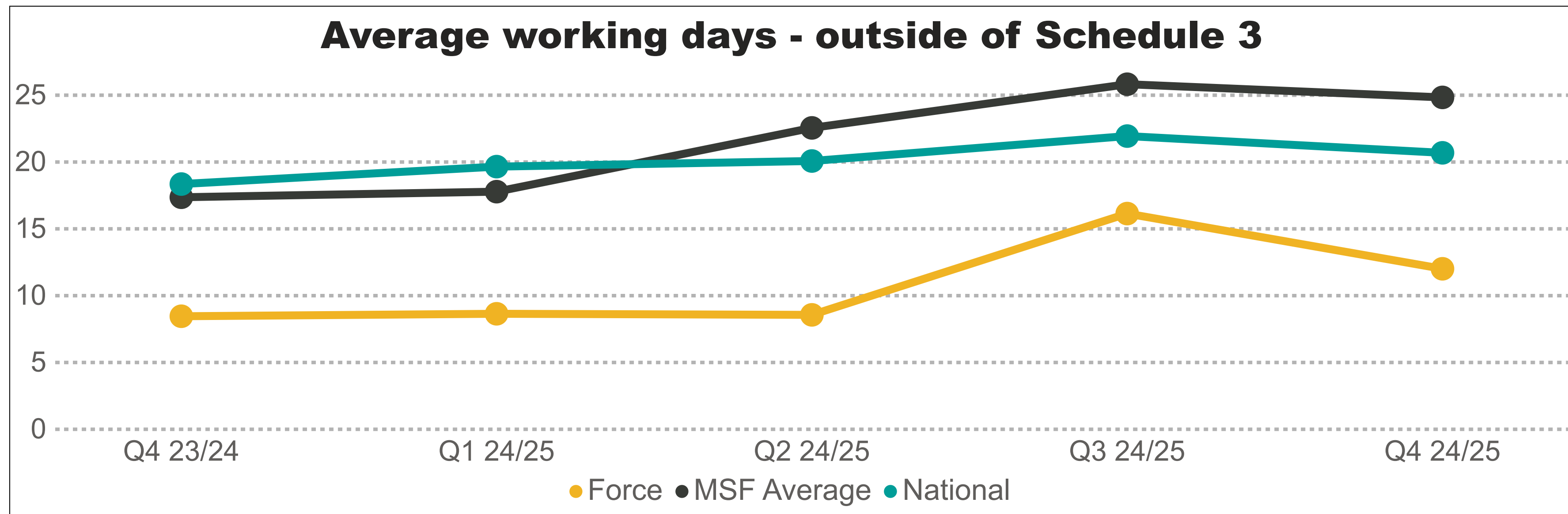
Section A2: Allegations timeliness

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.

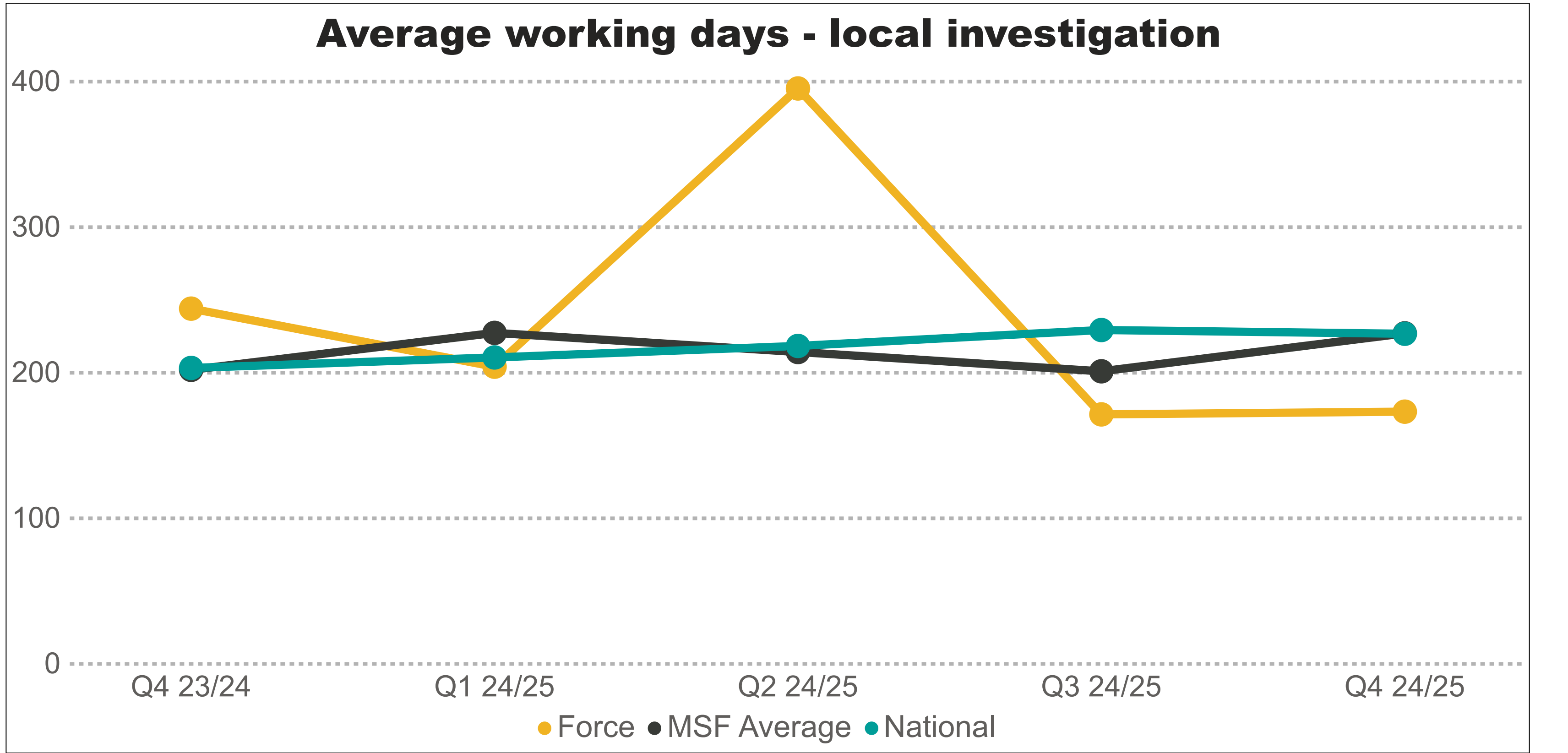
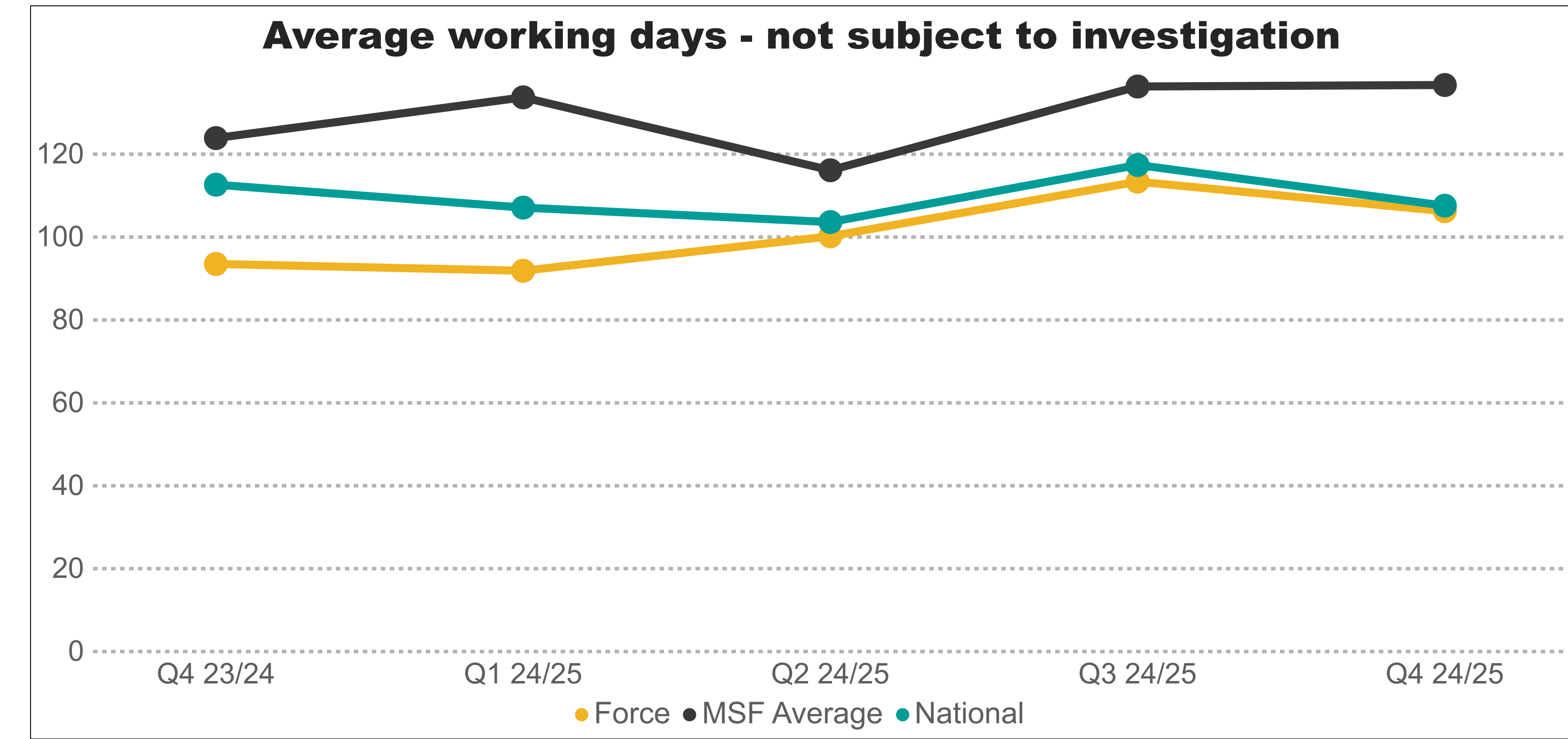
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	744	11	4,089	103	603	236	9	402
SPLY	932	11	2,642	94	367	208	5	520
MSF Average	1,549	22	1,490	130	477	214	11	392
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	130
National	23	618



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

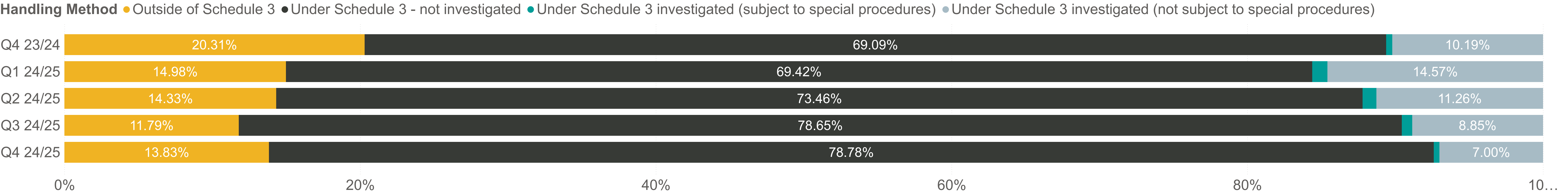
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	570	10 %	451	12 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	42	1 %	37	1 %	2,071	1 %
Under Schedule 3 - not investigated	4,089	75 %	1490	40 %	73,237	45 %
Outside of Schedule 3	744	14 %	1549	46 %	71,979	44 %
Total	5,445	100 %	3527	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					519	13 %	5,604	8 %			26	1 %	31	5 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					388	9 %	6,698	9 %			38	2 %	72	13 %	1,499	9 %
Service provided - not acceptable					690	17 %	9,844	13 %	2	5 %	79	4 %	71	12 %	1,931	12 %
Service provided - acceptable					2332	57 %	48,901	67 %	1	2 %	338	16 %	367	64 %	11,450	72 %
Not Resolved			3,637	5 %												
Resolved	744	100 %	68,336	95 %												
No Case to Answer									26	62 %	1,081	52 %				
Case to Answer									13	31 %	454	22 %				
Withdrawal					160	4 %	2,080	3 %			52	3 %	29	5 %	426	3 %

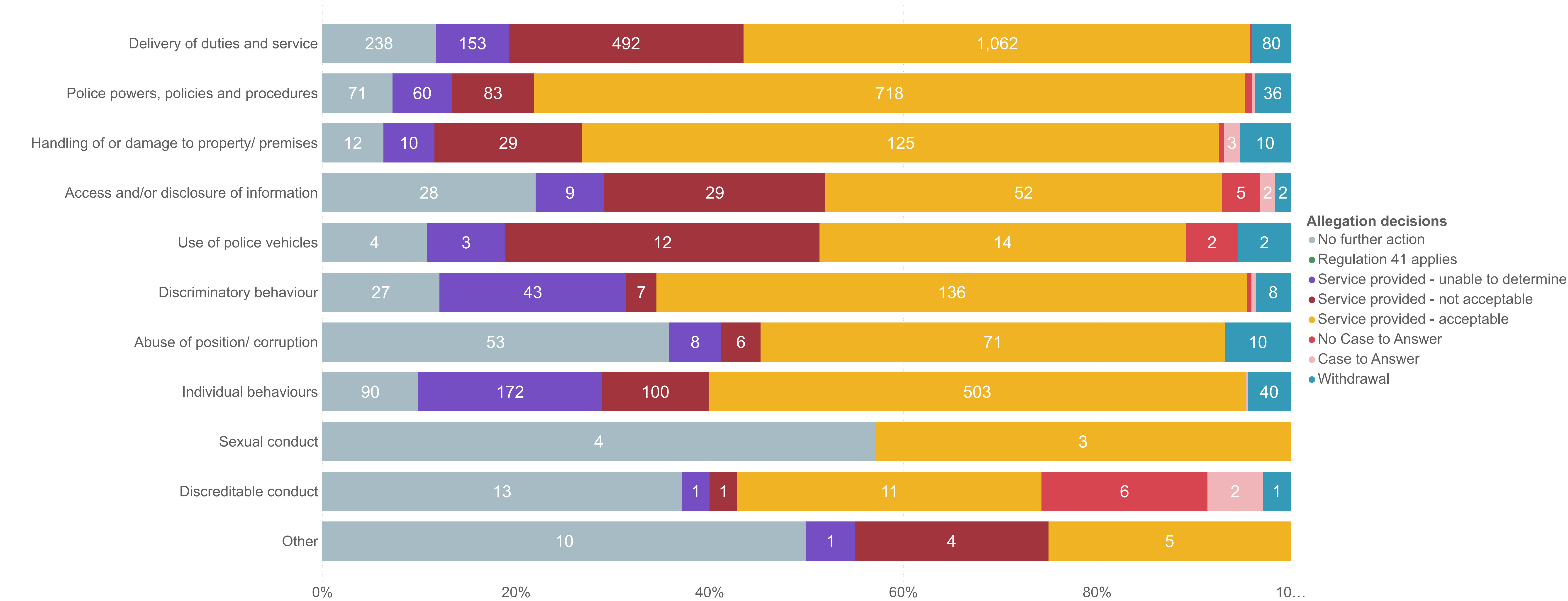
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	495	24	53	4	28	1	0	133	0	2	4	744
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 %	5	0 %	272	0 %
Learning from reflection	23	3 %	7	1 %	48	3 %	1,991	3 %
Policy review	0	0 %	1	0 %	1	0 %	59	0 %
Goodwill gesture	1	0 %	1	0 %	2	0 %	114	0 %
Apology	319	43 %	360	39 %	175	16 %	6,555	9 %
Debrief	38	5 %	19	2 %	13	1 %	545	1 %
Explanation	310	42 %	476	51 %	928	59 %	45,379	63 %
No further action	13	2 %	34	4 %	191	11 %	8,079	11 %
Other action	40	5 %	33	4 %	156	9 %	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	44	1 %	29	1 %	15	1 %	813	1 %
Apology	301	6 %	219	7 %	83	4 %	3,493	4 %
Debrief	84	2 %	64	2 %	13	0 %	2,874	3 %
Explanation	2,829	60 %	1,758	58 %	1,243	62 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	29	0 %
No further action	946	20 %	568	19 %	426	23 %	19,619	21 %
Other action	3	0 %	20	1 %	15	1 %	921	1 %
Learning from reflection	435	9 %	316	10 %	136	6 %	5,009	5 %
Referral to RPRP	16	0 %	12	0 %	25	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

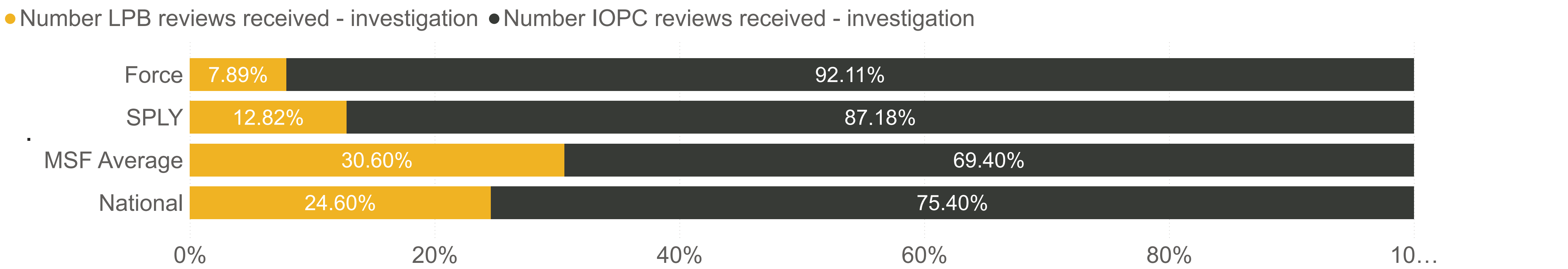
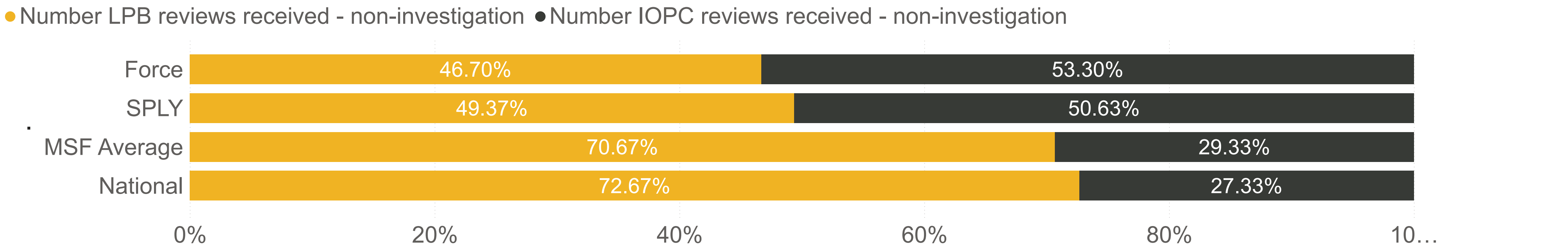
. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	11	26 %	6	30 %	5	13 %	218	11 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	4	10 %	139	7 %
Referral to RPRP	7	17 %	7	35 %	4	11 %	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	99	113
SPLY	78	80
MSF Average	92	38
National	3,938	1,481

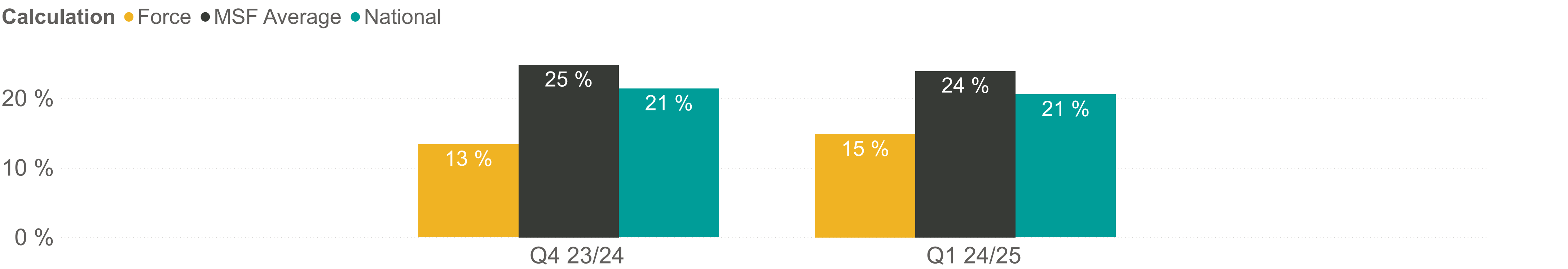
Investigation reviews received	LPB	IOPC
Force	3	35
SPLY	5	34
MSF Average	10	23
National	309	947



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	250	2,099
SPLY	197	1,512
MSF Average	164	774
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	49	30	35	48
Average number of working days to complete IOPC reviews	138	124	140	148

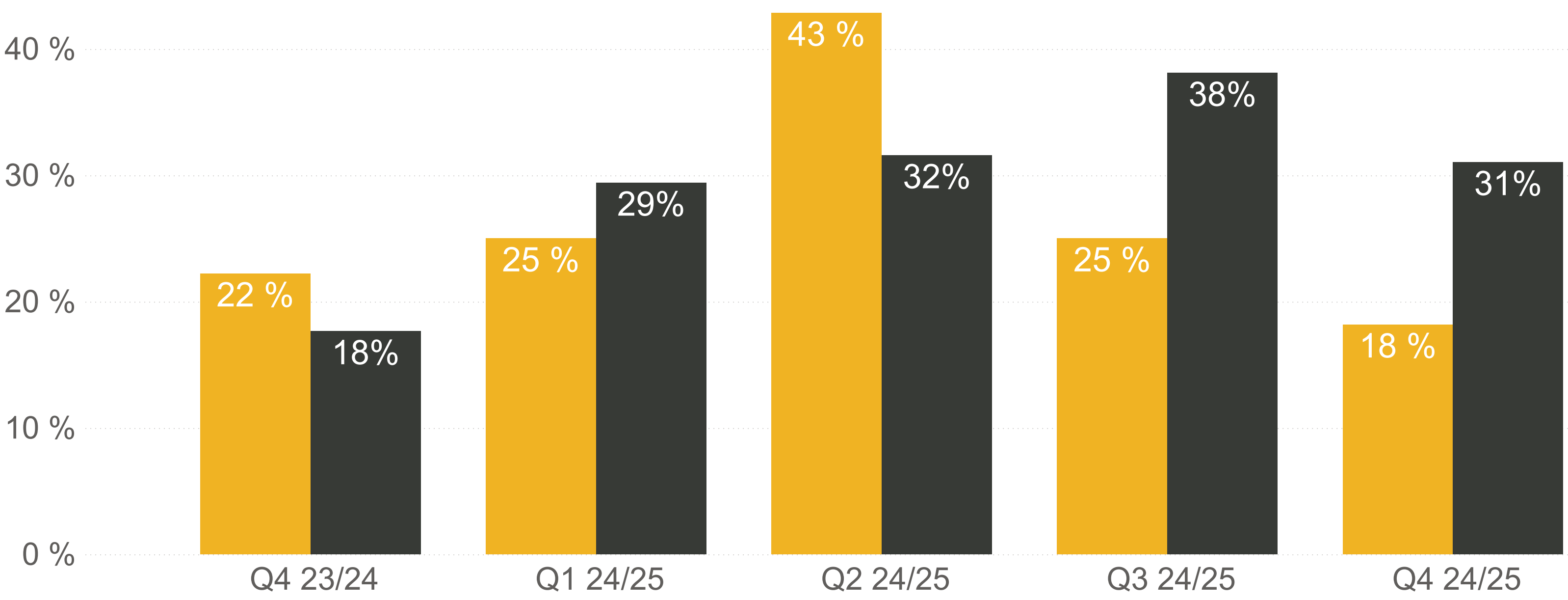
Section C2: Outcomes on reviews

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	30	8	2	
SPLY	32	12	5	
MSF Average	22	6	9	9
National	903	272	284	81

% IOPC reviews upheld - Force

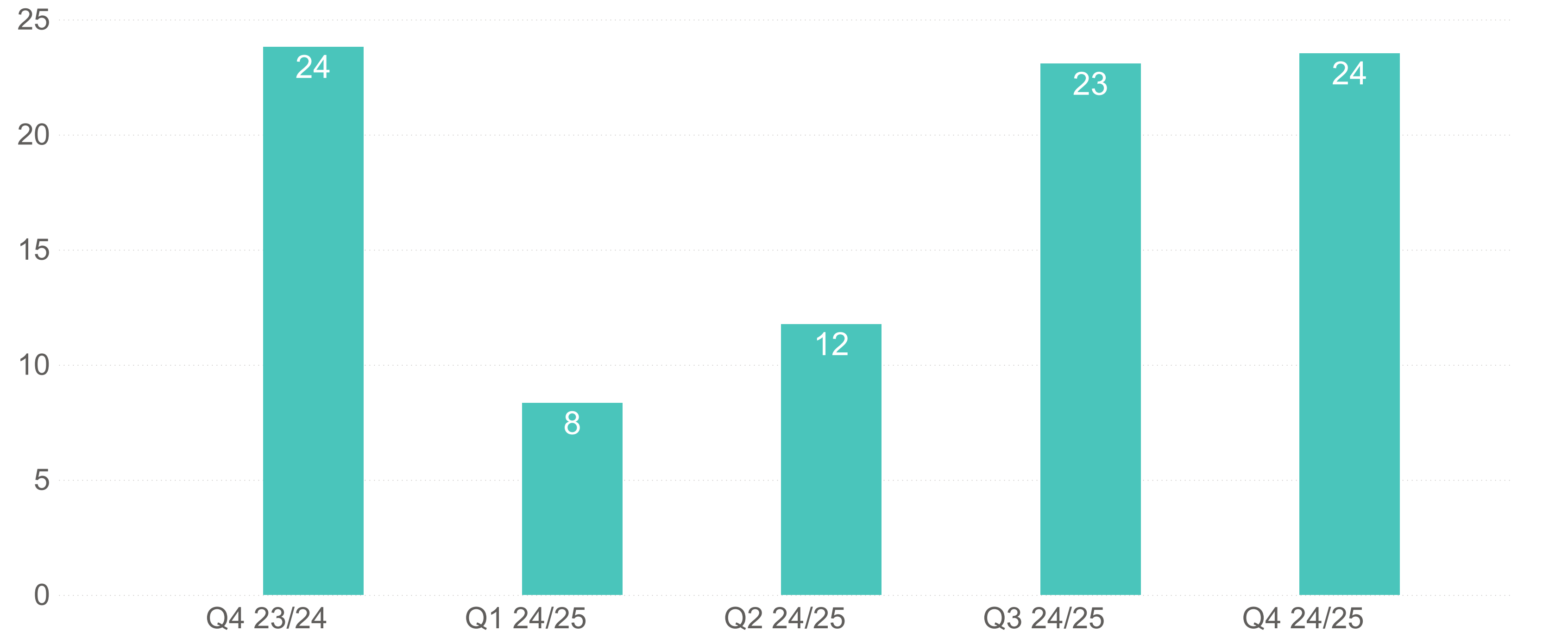
Investigation Non-investigation



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	86	28	71	11
SPLY	74	22	71	15
MSF Average	31	10	88	18
National	1,112	330	3,747	802

% LPB Reviews upheld - Force

Investigation Non-investigation



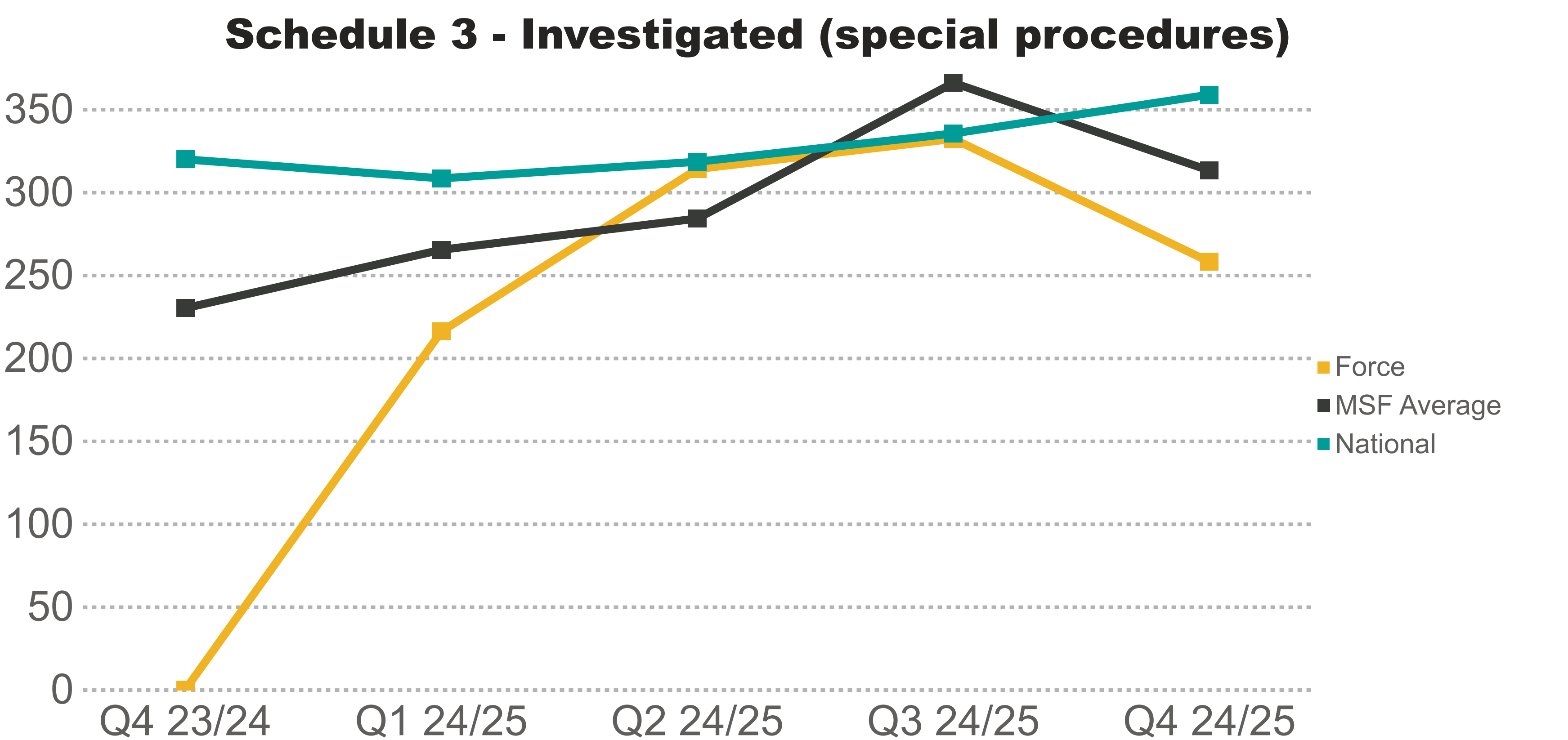
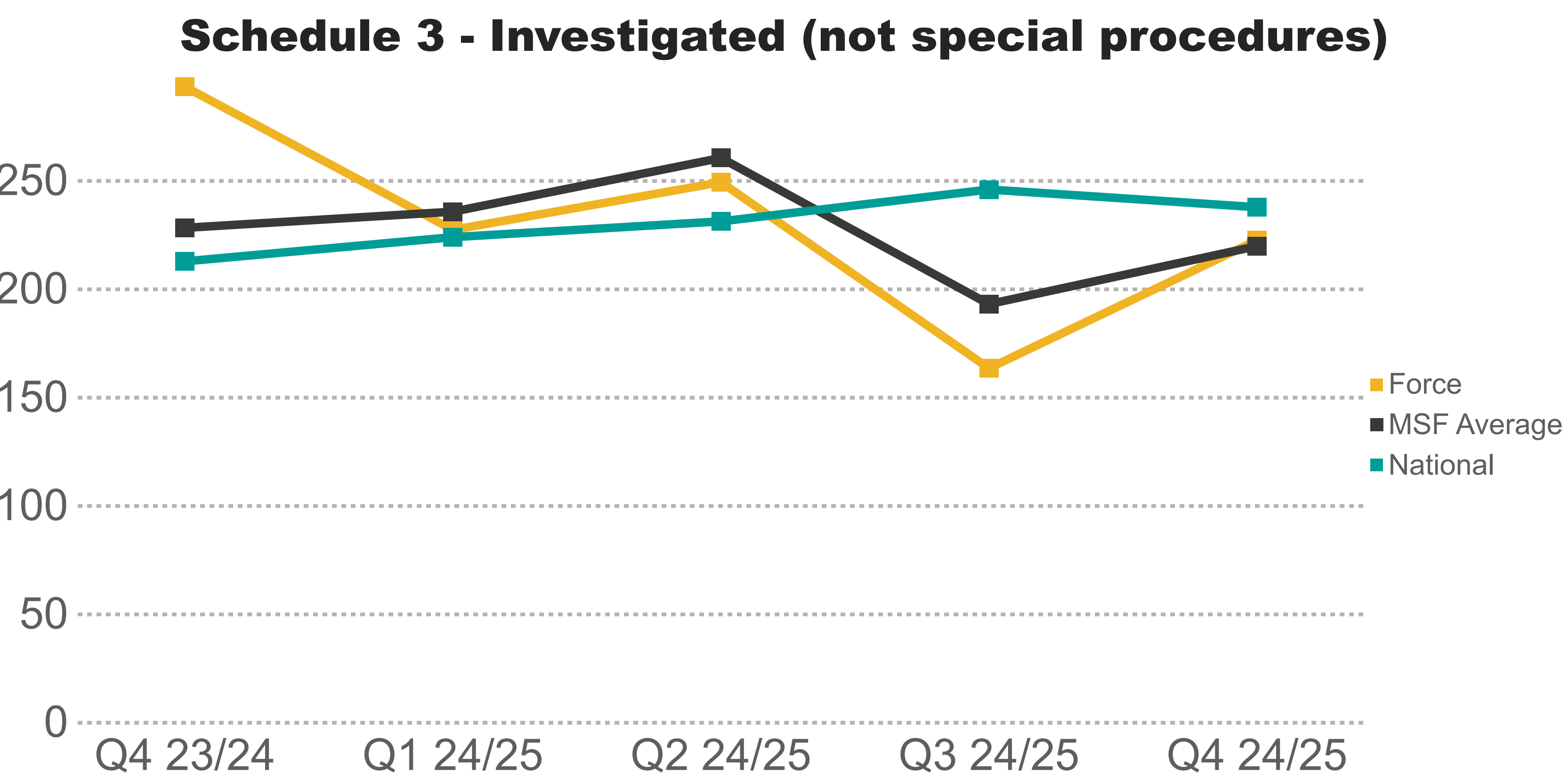
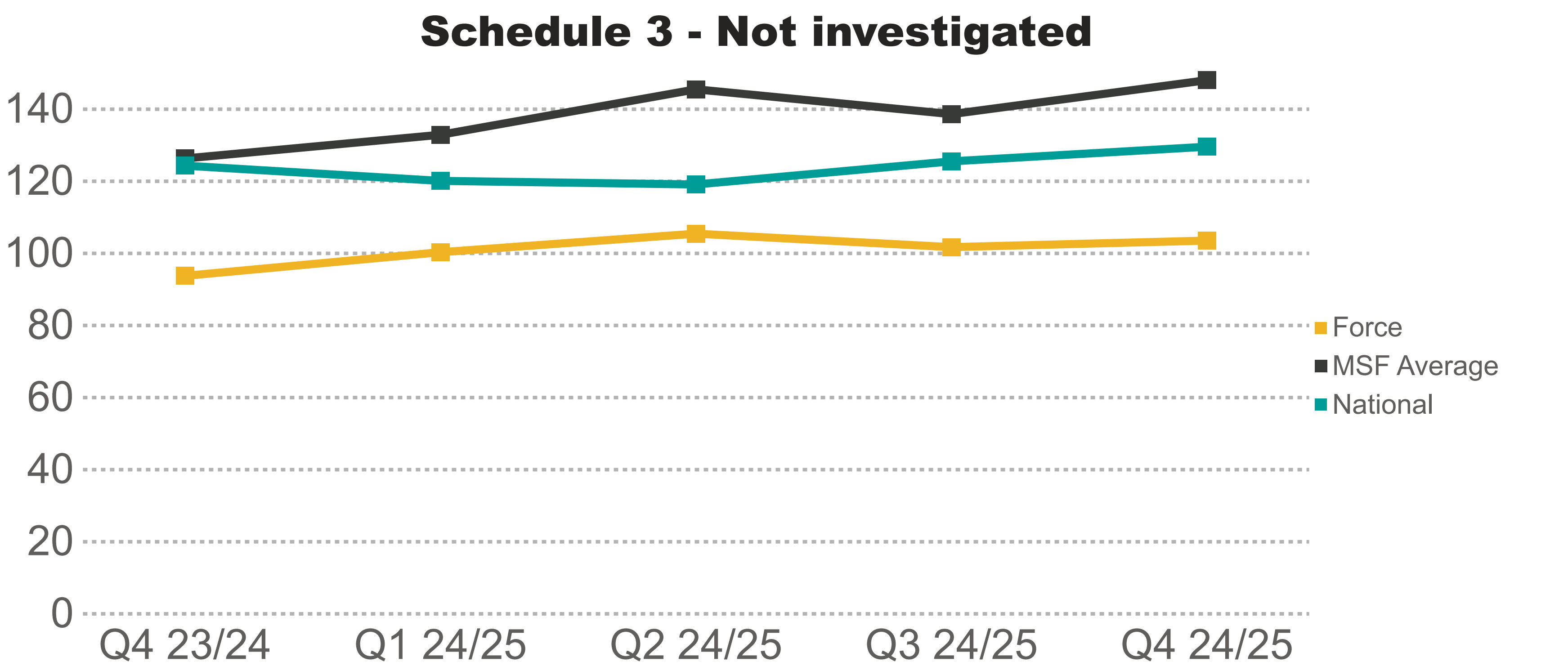
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	271	306	342	329
Under Schedule 3 investigated (not subject to special procedures)	218	236	234	234
Under Schedule 3 - not investigated	103	94	139	124
Total	113	104	160	146

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,923	1,406	618	25,876
Under Schedule 3 investigated (not subject to special procedures)	160	100	142	5,122
Under Schedule 3 investigated (subject to special procedures)	16	6	14	689
Total	2,099	1,512	774	31,687



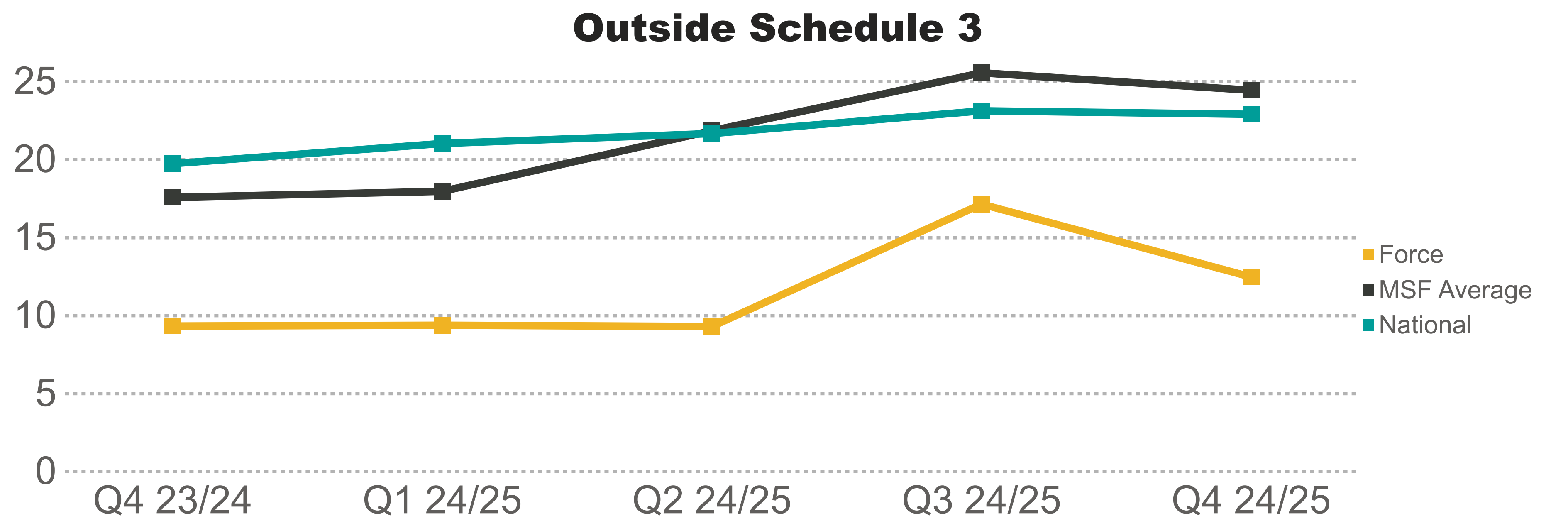
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

Year to date

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	627	763	1256	60061
Average days to finalise complaint cases handled outside of Schedule 3	12	13	22	22

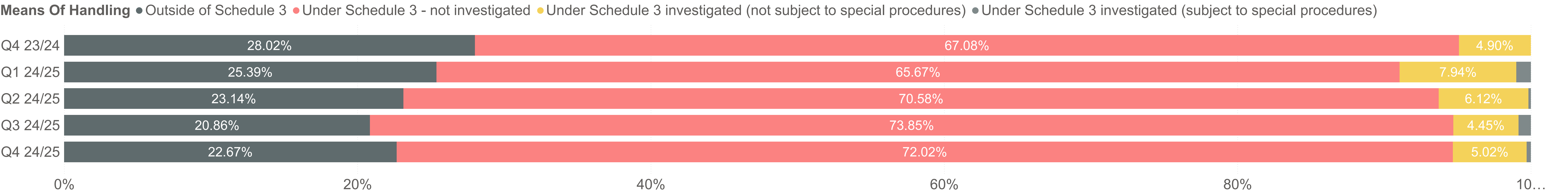


Section D3: How complaint cases handled

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	627	23%	763	34%	1,256	62%	60,061	65%
Under Schedule 3 - not investigated	1,923	71%	1,406	62%	618	30%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	160	6%	100	4%	142	7%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	16	1%	6	0%	14	1%	689	1%
Total	2,726	100%	2,275	100%	2,030	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.

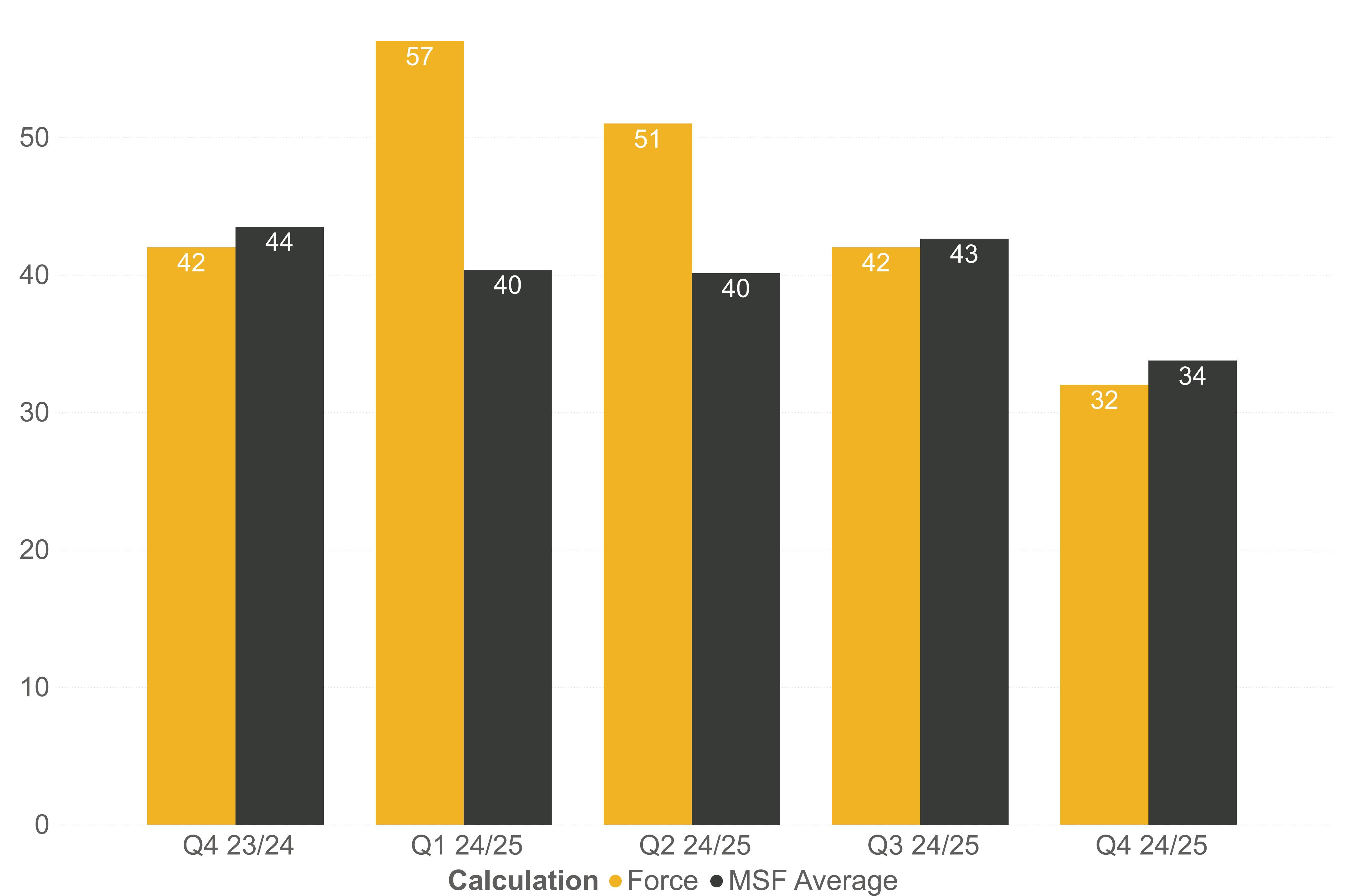
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	190	157	6,713
Number referrals completed	189	184	159	6,786
Decision: Independent Investigation	8	12	8	351
Decision: Directed Investigation	0	0	1	30
Decision: Local Investigation	108	137	78	3,629
Decision: Return to Force	67	35	69	2,634
Decision: Invalid	6	0	3	141

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, 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 \(February 2020\)](#).