

# Interim Police Complaints Information Bulletin: West Midlands

**Reporting Period: 01 April 2023 - 30 September 2023 (Q2 2023/24)**

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

Due to technical problems at a force they have been unable to supply data for this bulletin. Therefore the National figures do not include data on matters received or completed by this force in Q2 of 2023/24 (1 July to 30 September 2023). This will also effect some Most Similar Force group averages.

## Contents

**Page 1** Section A1.1: Complaint cases logged and initial handling

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

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

**Page 4** Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)

**Page 5** Section A2: Allegations timeliness

**Page 6** Section A3.1: How allegations were finalised and their decisions

**Page 7** Section A3.2: Allegation decisions by what was complained about (category)

**Page 8** Section B: Referrals

**Page 9** Section C1: Reviews received and Section C2 Reviews timeliness

**Page 10** Section C3: Decisions on LPB reviews

**Page 11** Section C4: Decisions on IOPC reviews

**Page 12** Section D1.1: Complaint cases timeliness outside of Schedule 3

**Page 13** Section D1.2: Complaint cases timeliness under Schedule 3

**Page 14** Section D2.1: Allegation actions – on complaint cases handled outside of Schedule 3

**Page 15** Section D2.2: Allegation actions – on complaint cases handled under Schedule 3

**Page 16** Notes

## Acronyms used in this bulletin

**Force** – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

**Ind** – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

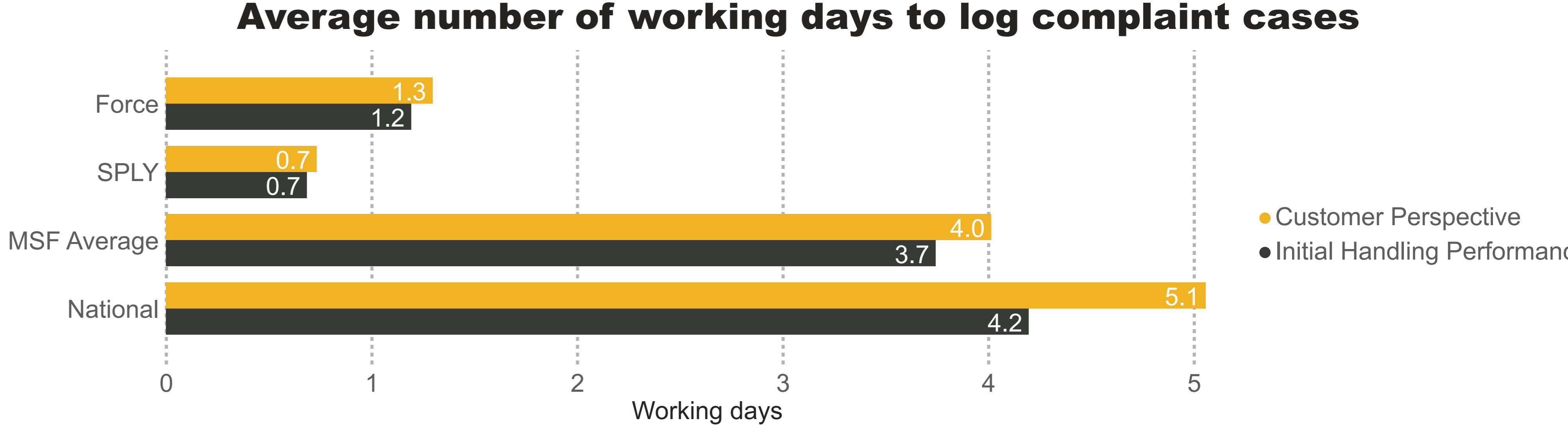
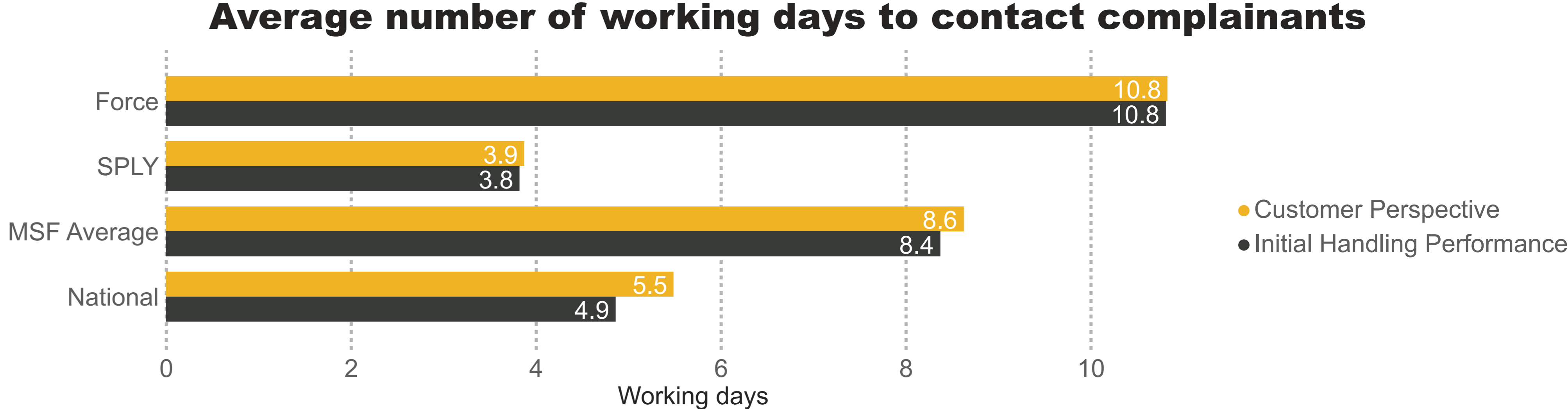
**Section A1.1: Complaint cases logged and initial handling**

This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it received the complaint.

Complaint cases with ‘invalid dates’ have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	11	11
SPLY	4	4
MSF Average	9	8
National	5	5

Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	1	1
SPLY	1	1
MSF Average	4	4
National	5	4



**Complaint cases logged**

	Force	SPLY	MSF Average	National
Complaint cases logged	1,919	1,855	1,605	41,812
Complaint cases logged per 1,000 employees	153	151	152	165

**Reasons complaint cases are recorded under Schedule 3 of the PRA 2002**

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	58	16 %	112	20 %	146	22 %	6,676	43 %
Complainant wishes the complaint be recorded	27	8 %	71	13 %	62	28 %	3,330	21 %
Dissatisfaction after initial handling	58	16 %	134	24 %	86	16 %	2,203	14 %
Nature of the allegation(s) in the complaint	212	60 %	251	44 %	168	34 %	3,474	22 %

**Section A1.2: Allegations logged - what has been complained about**

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

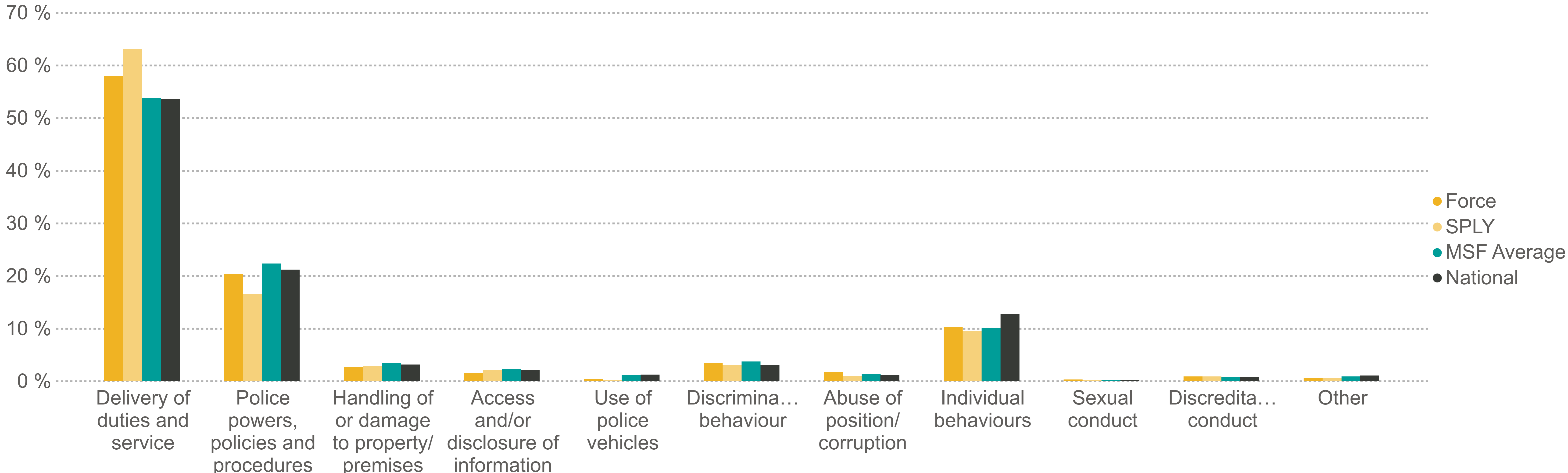
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

**Allegations logged**

	Force	SPLY	MSF Average	National
Allegations Logged	2,946	2,318	2,612	72,644
Allegations logged per 1,000 employees	234	188	236	287

**What has been complained about**

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,708	600	76	44	11	103	52	302	8	25	17	2,946
SPLY	1,460	384	66	49	6	72	23	220	6	20	12	2,318
MSF Average	1,375	587	89	61	28	99	38	287	7	26	17	2,612
National	38,931	15,371	2,264	1,478	878	2,213	862	9,210	149	513	774	72,643
Force	58 %	20 %	3 %	1 %	0 %	3 %	2 %	10 %	0 %	1 %	1 %	100 %
SPLY	63 %	17 %	3 %	2 %	0 %	3 %	1 %	9 %	0 %	1 %	1 %	100 %
MSF Average	54 %	22 %	3 %	2 %	1 %	4 %	1 %	10 %	0 %	1 %	1 %	100 %
National	54 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



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

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	<b>Total</b>	<b>1,708</b>	<b>58 %</b>	<b>1,460</b>	<b>63 %</b>	<b>1,375</b>	<b>54 %</b>	<b>38,927</b>	<b>54 %</b>	
	Police action following contact	1,240	73 %	1,185	81 %	808	54 %	17,049	44 %	
	Decisions	145	8 %	109	7 %	128	9 %	5,098	13 %	
	General level of service	257	15 %	142	10 %	342	31 %	12,962	33 %	
	Information	66	4 %	24	2 %	97	7 %	3,818	10 %	
Police powers, policies and procedures	<b>Total</b>	<b>600</b>	<b>20 %</b>	<b>384</b>	<b>17 %</b>	<b>587</b>	<b>22 %</b>	<b>15,371</b>	<b>21 %</b>	
	Stops, and stop and search	24	4 %	18	5 %	38	8 %	842	5 %	
	Searches of premises and seizure of property	75	13 %	58	15 %	79	15 %	1,841	12 %	
	Power to arrest and detain	107	18 %	59	15 %	89	15 %	2,537	17 %	
	Detention in police custody	120	20 %	50	13 %	79	13 %	2,109	14 %	
	Bail, identification and interview procedures	12	2 %	5	1 %	15	2 %	707	5 %	
	Use of force	170	28 %	127	33 %	202	33 %	4,209	27 %	
	Evidential procedures	23	4 %	18	5 %	29	5 %	1,116	7 %	
	Out of court disposals	2	0 %	0	0 %	2	0 %	258	2 %	
	Other policies and procedures	67	11 %	49	13 %	55	10 %	1,752	11 %	
	Handling of or damage to property/ premises	<b>Total</b>	<b>76</b>	<b>3 %</b>	<b>66</b>	<b>3 %</b>	<b>89</b>	<b>3 %</b>	<b>2,177</b>	<b>3 %</b>
		Handling of or damage to property/ premises	76	100 %	66	100 %	89	100 %	2,177	96 %
	Discriminatory behaviour	<b>Total</b>	<b>103</b>	<b>3 %</b>	<b>72</b>	<b>3 %</b>	<b>99</b>	<b>4 %</b>	<b>2,213</b>	<b>3 %</b>
		Age	0	0 %	0	0 %	2	3 %	41	2 %
Disability		12	12 %	13	18 %	15	18 %	393	18 %	
Gender reassignment		4	4 %	0	0 %	2	2 %	14	1 %	
Marriage and civil partnership		0	0 %	0	0 %	0	0 %	4	0 %	
Pregnancy and maternity		0	0 %	0	0 %	0	0 %	0	0 %	
Race		56	54 %	43	60 %	56	55 %	1,144	52 %	
Religion or belief		6	6 %	2	3 %	4	3 %	54	2 %	
Sex		16	16 %	6	8 %	12	11 %	316	14 %	
Sexual orientation		3	3 %	2	3 %	4	5 %	85	4 %	
Other		6	6 %	6	8 %	5	4 %	162	7 %	
Individual behaviours		<b>Total</b>	<b>301</b>	<b>10 %</b>	<b>220</b>	<b>9 %</b>	<b>287</b>	<b>10 %</b>	<b>9,209</b>	<b>13 %</b>
		Unprofessional attitude and disrespect	96	32 %	66	30 %	94	32 %	2,638	29 %
	Lack of fairness and impartiality	34	11 %	23	10 %	28	11 %	1,218	13 %	
	Overbearing or harassing behaviours	37	12 %	19	9 %	47	18 %	1,622	18 %	
	Impolite language / tone	90	30 %	88	40 %	71	25 %	2,421	26 %	
	Impolite and intolerant actions	44	15 %	24	11 %	47	14 %	1,310	14 %	

This section presents the five 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 A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)**

Allegation category												
Factors	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
Arrest	100	227	10	4	1	16	2	36	0	4	0	400
Call Handling	108	2	1	0	0	2	0	40	0	0	0	153
Child protection / CSA / CSE	35	3	0	6	0	0	0	3	0	3	0	50
Coronavirus – other	0	0	0	0	0	0	0	0	0	1	0	1
Covert policing	1	1	0	1	0	0	1	3	0	0	1	8
Custody	50	147	4	6	0	10	1	15	0	3	0	236
Death	12	3	0	0	0	1	0	2	0	0	0	18
Domestic / gender abuse	93	39	2	7	1	9	1	19	1	1	0	173
Drugs / alcohol	18	34	1	0	1	4	0	7	0	0	1	66
Firearms	8	12	3	0	0	1	0	2	0	0	0	26
Fraud	8	1	0	0	0	0	1	1	0	0	0	11
Hate Crime	19	1	1	1	0	5	0	2	0	0	0	29
Investigation	975	206	46	25	0	57	23	130	2	10	3	1,477
Mental health	59	47	3	2	2	14	0	18	2	3	4	154
Missing persons	9	6	0	0	0	1	0	3	0	0	0	19
Neighbourhood policing	115	17	0	0	1	8	0	25	0	0	1	167
None	113	11	1	2	0	4	6	13	1	1	9	161
Police dogs or horses	3	1	0	0	0	0	0	1	0	0	0	5
Premises search	31	45	13	0	0	0	1	4	0	1	0	95
Public order incident	13	46	2	0	0	4	1	20	0	1	0	87
Restraint equipment	2	34	3	0	1	4	1	5	0	0	0	50
Roads/traffic	101	48	2	1	9	6	2	28	0	2	0	199
Serious injury	19	6	1	0	0	1	0	2	0	1	0	30
Social media	4	3	0	1	0	1	0	3	0	2	0	14
Stop and/or search	11	45	3	0	0	4	1	10	0	0	0	74
Taser	1	24	0	0	0	0	2	4	0	0	0	31
VAWG - dissatisfaction handling	100	16	1	3	0	3	0	18	0	1	0	142
VAWG - police perpetrated	5	15	0	1	0	2	3	7	3	3	0	39
VAWG - police victim	0	0	0	0	0	0	0	0	2	1	0	3

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. 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.

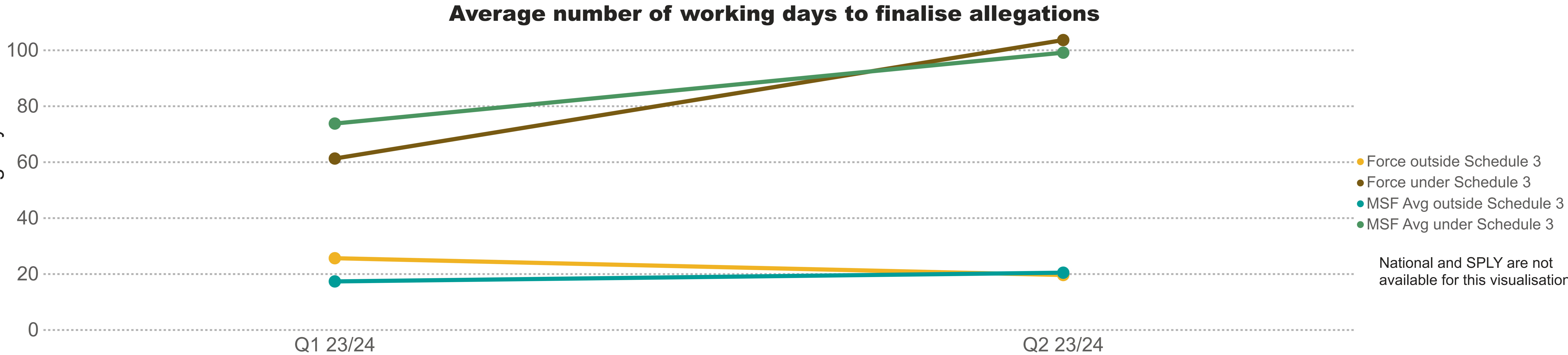
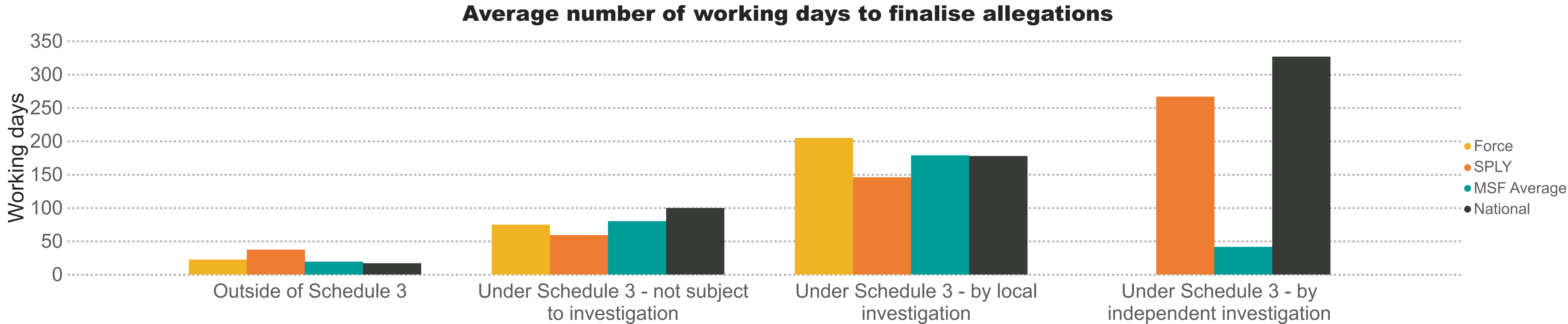
**Section A2: Allegations timeliness**

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	23	37	19	17
Under Schedule 3 - not subject to investigation	75	59	80	100
Under Schedule 3 - by local investigation	205	146	179	178
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	267	41	326

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.

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.



**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	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	46	2 %	66	3 %	7,625	12 %
Under Schedule 3 investigated (subject to special procedures)	17	1 %	12	0 %	898	1 %
Under Schedule 3 - not investigated	831	31 %	952	38 %	28,871	44 %
Outside of Schedule 3	1,786	67 %	1248	59 %	28,777	43 %
<b>Total</b>	<b>2,680</b>	<b>100 %</b>	<b>2277</b>	<b>100 %</b>	<b>66,171</b>	<b>100 %</b>

How allegations were handled	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 %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					15 %	122	9 %	2,471	6 %	1	1 %	10	43 %	20	4 %	318
Regulation 41 applies							0 %	75			0 %	2			1 %	69
Service provided - unable to determine					12 %	97	8 %	2,222			2 %	19	2 %	1	8 %	639
Service provided - not acceptable					8 %	63	13 %	3,830			4 %	39	11 %	5	12 %	887
Service provided - acceptable					65 %	542	67 %	19,316	24 %	4	28 %	251	41 %	19	72 %	5,491
Not Resolved	3 %	60	7 %	2,041												
Resolved	97 %	1726	93 %	26,736												
No Case to Answer									53 %	9	38 %	345				
Case to Answer									12 %	2	24 %	220				
Withdrawal					1 %	7	3 %	956	6 %	1	1 %	12	2 %	1	3 %	221
<b>Total</b>	<b>67 %</b>	<b>1786</b>	<b>43 %</b>	<b>28,777</b>	<b>31 %</b>	<b>831</b>	<b>44 %</b>	<b>28,870</b>	<b>1 %</b>	<b>17</b>	<b>1 %</b>	<b>898</b>	<b>2 %</b>	<b>46</b>	<b>12 %</b>	<b>7,625</b>

**Section A3.2: Allegation decisions by what was complained about (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.

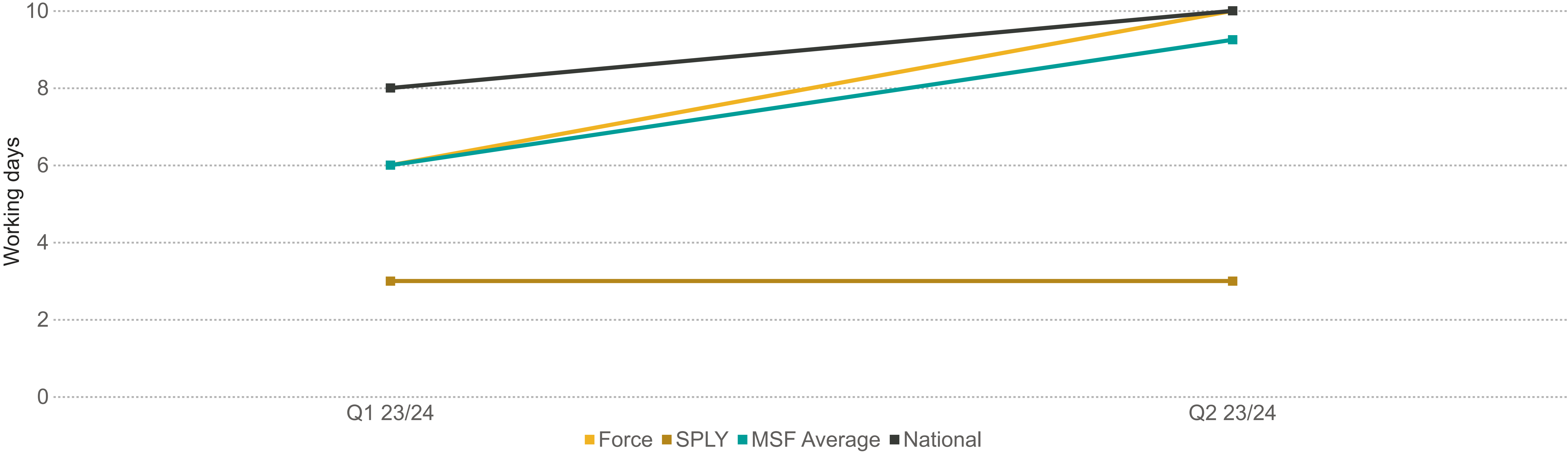
Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	71	28	4	6	0	9	7	7	2	6	3	143
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	19	30	6	1	0	10	1	27	0	3	1	98
Service provided - not acceptable	25	20	5	6	0	1	0	10	0	0	1	68
Service provided - acceptable	202	245	15	17	1	21	6	46	1	5	6	565
Not Resolved	48	4	2	2	0	1	0	2	0	1	0	60
Resolved	1,223	186	37	16	10	47	9	178	2	6	12	1,726
No Case to Answer	1	7	0	0	0	0	0	0	0	1	0	9
Case to Answer	0	1	0	0	0	0	1	0	0	0	0	2
Withdrawal	3	3	0	0	0	0	2	0	1	0	0	9



**Section B: Referrals**

	Force	SPLY	MSF Average	National
Number referrals received	132	75	123	3,576
Number referrals completed	128	76	119	3,462
Decision: Independent Investigation	11	6	10	216
Decision: Directed Investigation	0	1	1	16
Decision: Local Investigation	90	49	80	2,258
Decision: Return to Force	27	19	28	918
Decision: Invalid	0	1	1	54

**Average number of working days to complete referrals by quarter**



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.

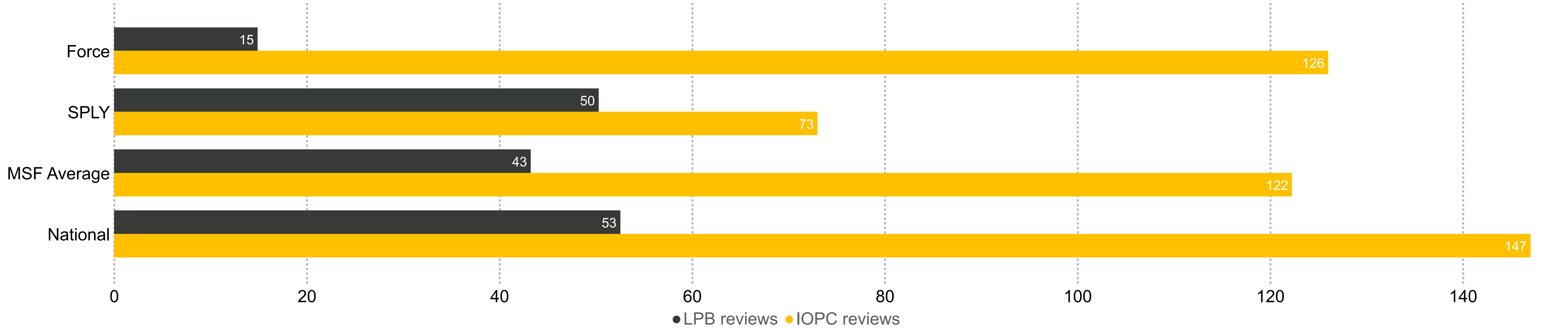
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

**Section C1: Reviews received**

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	345	79	23 %	0	34	8	37
SPLY	590	198	34 %	0	114	5	79
MSF Average	438	111	30 %	1	74	11	27
National	14,369	3,056	21 %	227	1,862	395	572

**Section C2: Reviews timeliness**

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	15	50	43	53
Average number of working days to complete IOPC reviews	126	73	122	147



Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

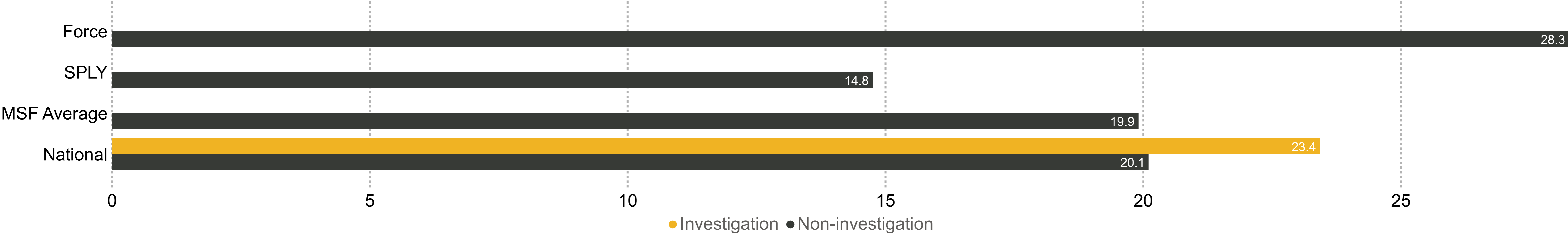
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

**Section C3: Decisions on LPB 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, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

**LPB reviews found not reasonable and proportionate**

Force	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	0		0	46	13	28
SPLY	0		0	122	18	15
MSF Average			0			20
National	175	41	23	1,855	373	20



**LPB reviews resulting in recommendations**

Force	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0	13	12	92
SPLY			0	18	15	83
MSF Average			0			81
National	41	41	100	373	332	89

**Section C4: Decisions on IOPC reviews**

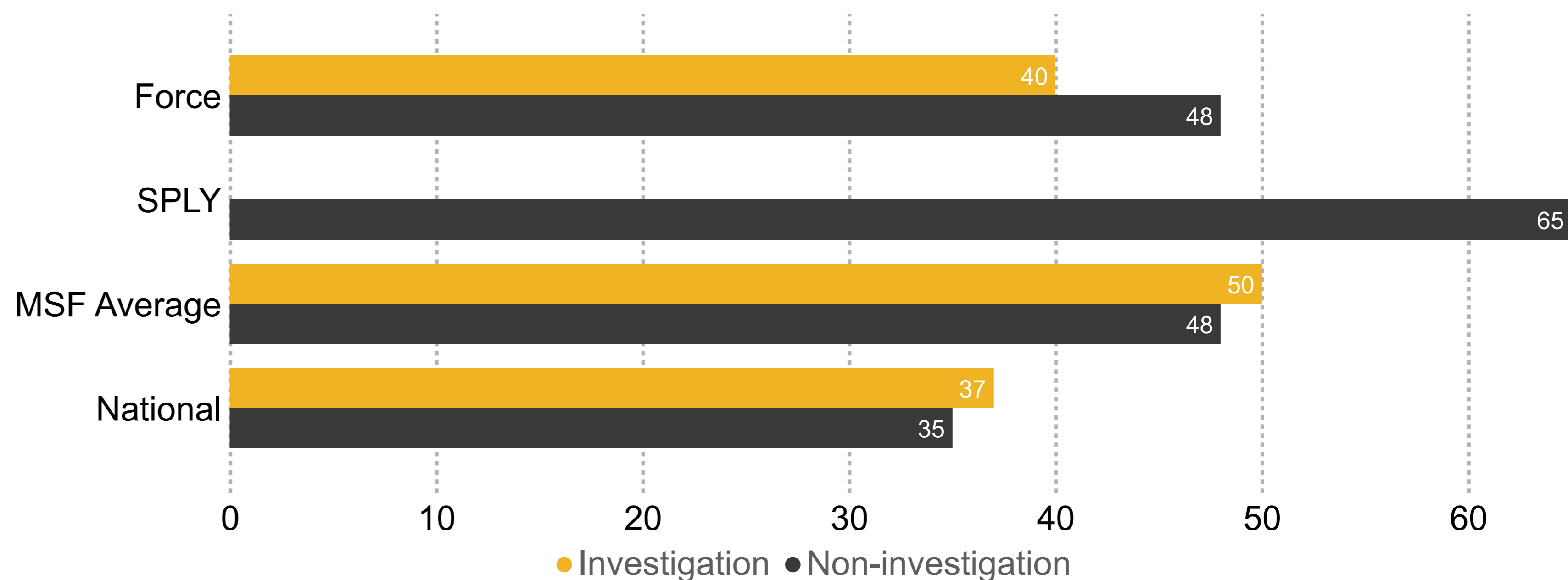
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

**IOPC reviews found not reasonable and proportionate**

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	10	4
SPLY	1	0
MSF Average	11	6
National	396	145

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	40	19
SPLY	26	17
MSF Average	29	14
National	652	229

**% IOPC reviews found outcome not reasonable and proportionate**



**IOPC review recommendations and directions**

Due to the low number of recommendations and directions, most similar force calculations are not available here.

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	4	1	3	75
SPLY	0	0	0	0
National	145	14	93	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
SPLY	17	16	94
Force	19	14	74
National	229	145	64

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

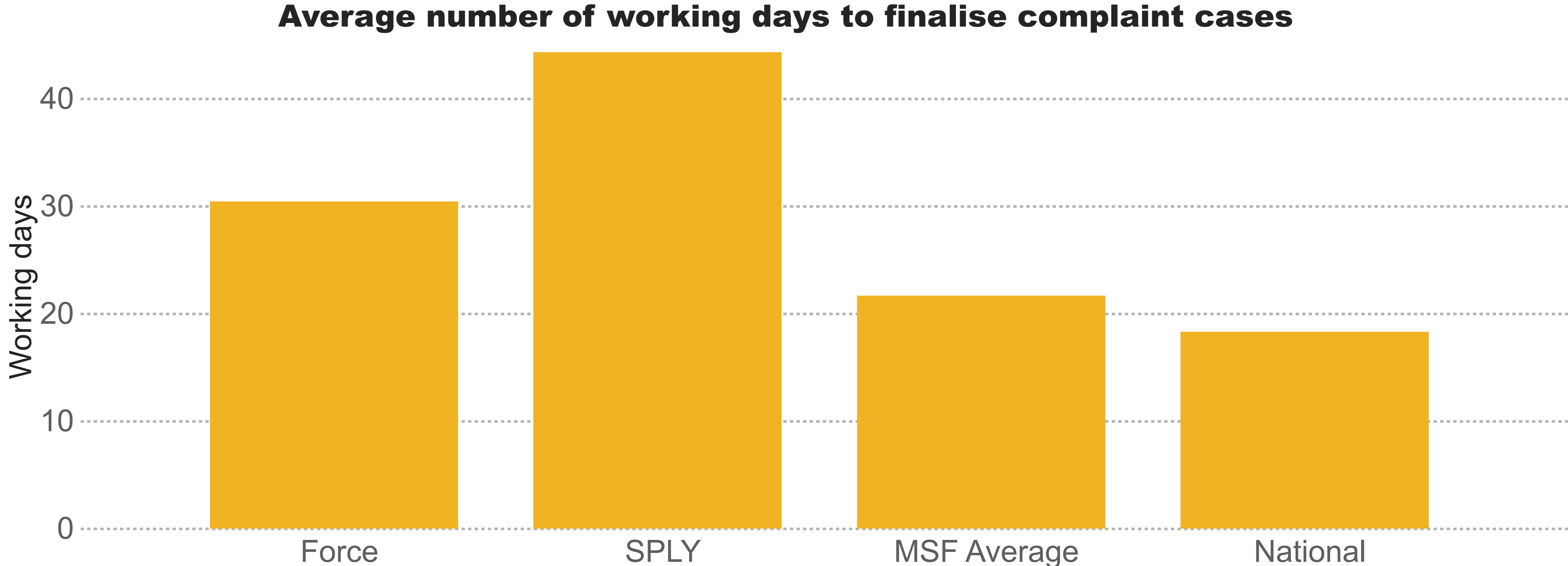
**Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

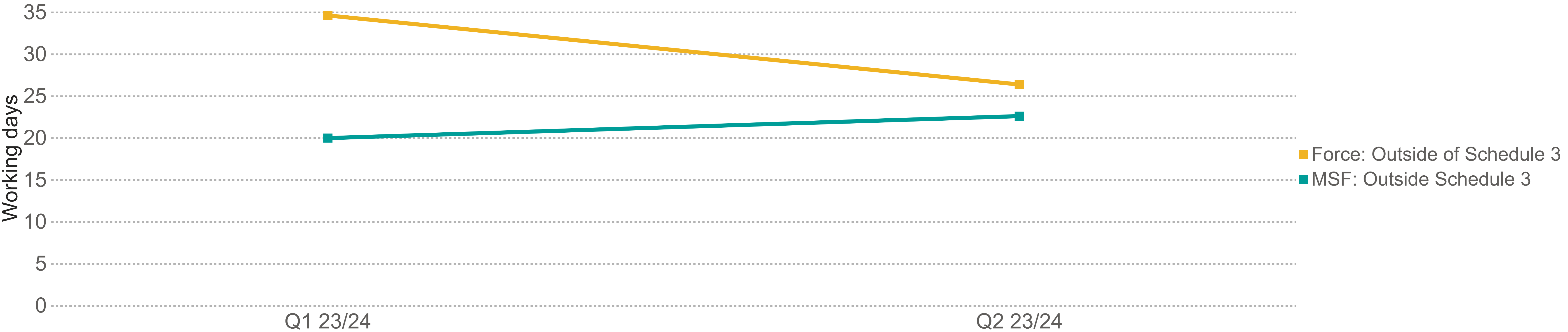
Force	SPLY	MSF Average	National
30	44	22	18

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 informally. Timeliness is calculated from the date the complaint was made.

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.



**Average number of working days to finalise complaint cases by quarter**



National and SPLY are not available for this visualisation.

**Section D1.2: Complaint cases finalised under Schedule 3 - timeliness**

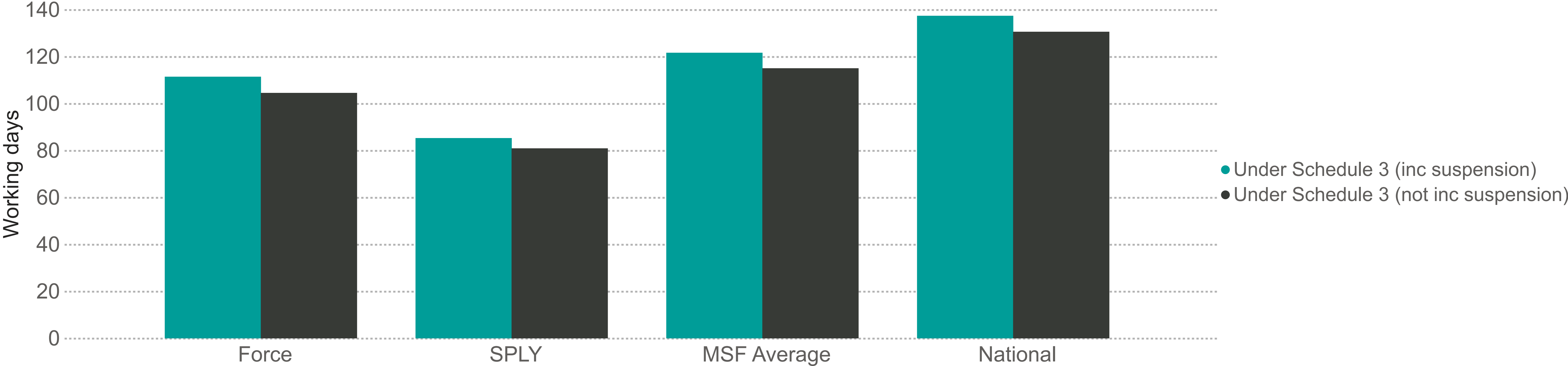
**Average number of working days to finalise complaint cases**

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	111	85	122	137
Under Schedule 3 (not inc suspension)	105	81	115	131

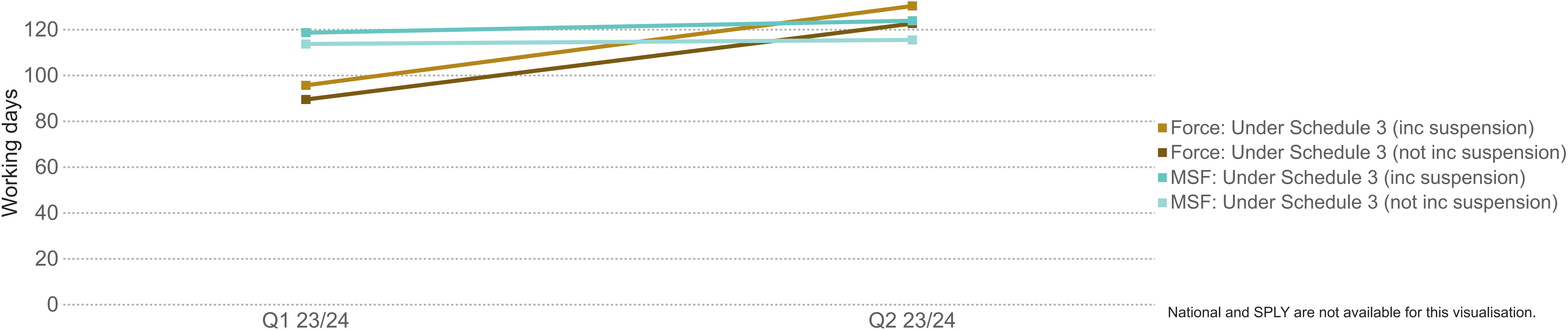
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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.

**Average number of working days to finalise complaint cases**



**Average number of working days to finalise complaint cases by quarter**



**Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3**

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	3	0 %	1	0 %	2	0 %	78	0 %
Learning from reflection	17	1 %	26	1 %	16	2 %	633	3 %
Policy review	0	0 %	0	0 %	1	0 %	16	0 %
Goodwill gesture	0	0 %	2	0 %	1	0 %	67	0 %
Apology	52	4 %	67	3 %	53	5 %	2342	10 %
Debrief	1	0 %	3	0 %	26	3 %	224	1 %
Explanation	594	40 %	236	12 %	583	56 %	14286	59 %
No further action	332	23 %	1436	74 %	197	18 %	3688	15 %
Other action	478	33 %	171	9 %	189	16 %	2269	9 %

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 on finalised complaint cases 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.

**Section D2.2: Allegation actions - on complaint cases handled under Schedule 3**

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 on finalised complaint cases 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.

**All complaint cases handled under Schedule 3**

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	6	2 %	1	0 %	2	1 %	340	2 %
Apology	1	0 %	3	1 %	17	2 %	842	6 %
Debrief	0	0 %	0	0 %	36	4 %	193	1 %
Explanation	6	2 %	22	4 %	265	57 %	8145	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	10	0 %
No further action	312	90 %	507	86 %	116	32 %	4348	30 %
Other action	19	6 %	6	1 %	9	2 %	347	2 %
Learning from reflection	33	10 %	54	9 %	24	7 %	1562	11 %
Referral to RPRP	7	2 %	7	1 %	4	1 %	422	3 %

**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

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	4	57 %	0	0 %	2	22 %	68	28 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	1	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	3	1 %
Other actions following a case to answer decision	1	14 %	1	50 %	1	11 %	10	4 %
Referral to RPRP	2	29 %	0	0 %	2	30 %	64	27 %



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