

# Police Complaints Information Bulletin: West Midlands



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

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).

**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

<b>Page 1</b>	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
<b>Page 2</b>	Section A1.3: Allegations logged – what has been complained about
<b>Page 3</b>	Section A1.4: Allegations logged – what has been complained about – top five allegation categories and their subcategories
<b>Page 4</b>	Section A1.5: National complaint factors as a proportion of allegations logged
<b>Page 5</b>	Section A1.6: National complaint factors on the top five allegation categories
<b>Page 6</b>	Section A2: Allegations timeliness
<b>Page 7</b>	Section A3.1: How allegations were finalised and their decisions
<b>Page 8</b>	Section A3.2: Allegation decisions by what was complained about (category)
<b>Page 9</b>	Section B1.1 Allegation actions on allegations handled outside of Schedule 3
<b>Page 10</b>	Section B1.2 Allegation actions on allegations handled under Schedule 3
<b>Page 11</b>	Section C1: Reviews received and timeliness
<b>Page 12</b>	Section C2: Outcomes on reviews
<b>Page 13</b>	Section D1: Complaint cases timeliness on Schedule 3 complaints
<b>Page 14</b>	Section D2: Complaint cases timeliness on Outside Schedule 3 complaints and how complaints are finalised, Section D3: How complaints are handled
<b>Page 15</b>	Section E: Referrals
<b>Page 16</b>	Notes

## Acronyms used in this bulletin

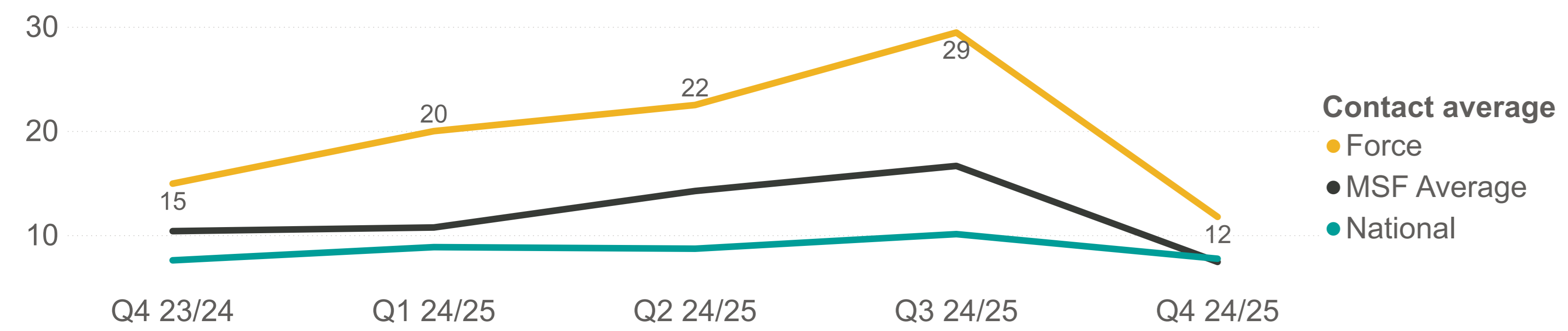
**YTD** – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

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

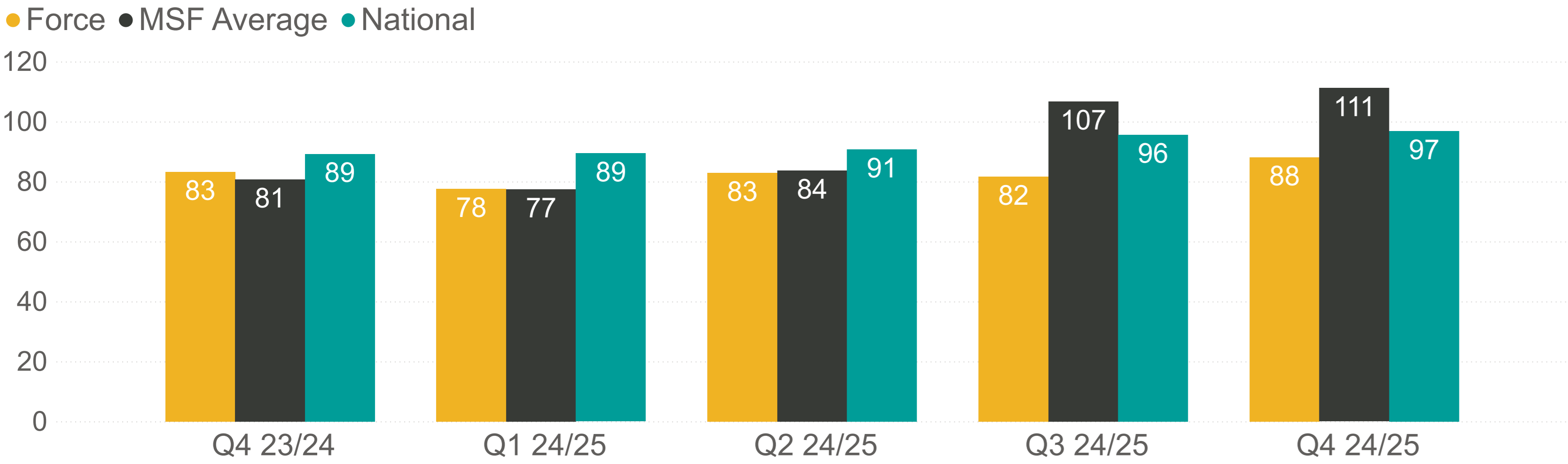
Section A1.1: Complaint cases and allegations logged

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.

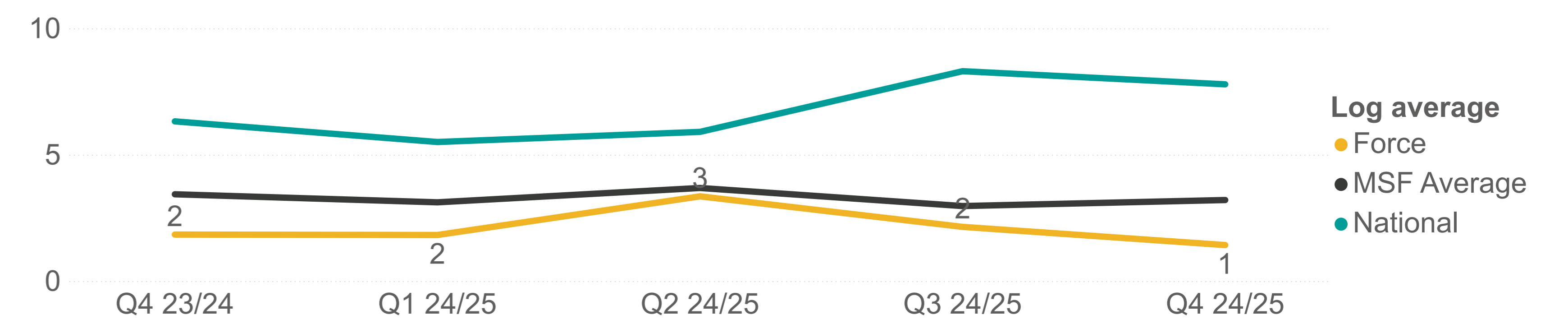
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)



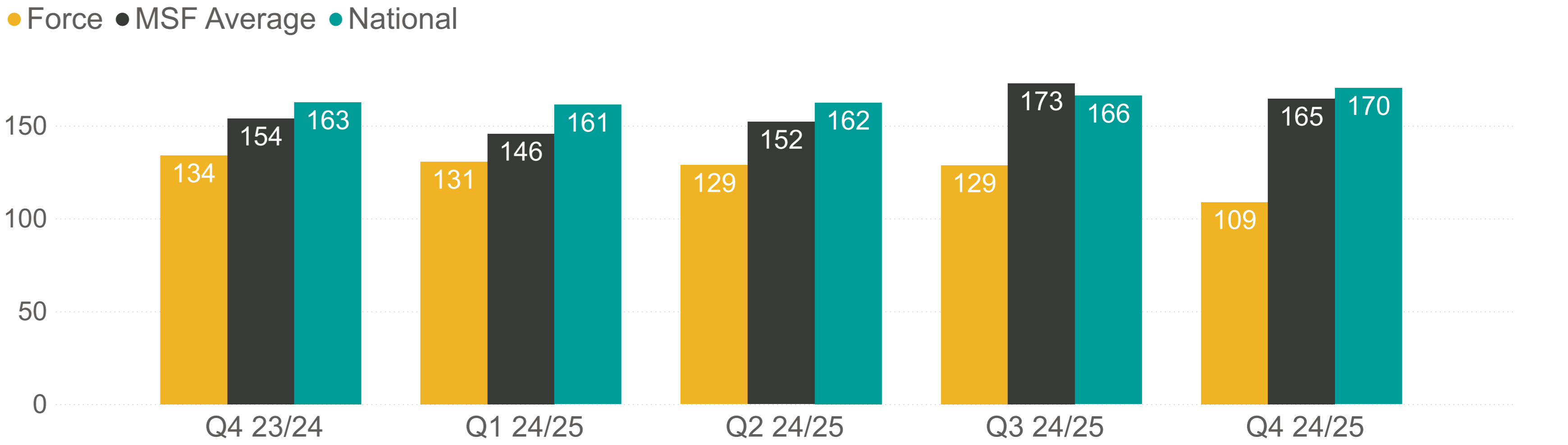
Complaints logged per 1,000 employees



Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	4,130	330	6,217	497	21	2
SPLY	3,955	315	6,384	508	14	2
MSF Average	4,215	379	7,368	635	12	3
National	94,940	373	168,249	660	9	7



Allegations logged per 1,000 employees



For space reasons some figures in the above charts are not shown

Section A1.2: Reason for complaints to be logged under Schedule 3

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see [here](#):

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	184	129	310	12,831
Complainant wishes the complaint be recorded	118	92	167	6,465
Dissatisfaction after initial handling	129	177	223	5,283
Nature of the allegation(s) in the complaint	459	426	390	7,593
Total	890	824	1,090	32,172

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	21 %	16 %	24 %	40 %
Complainant wishes the complaint be recorded	13 %	11 %	15 %	20 %
Dissatisfaction after initial handling	14 %	21 %	28 %	16 %
Nature of the allegation(s) in the complaint	52 %	52 %	33 %	24 %

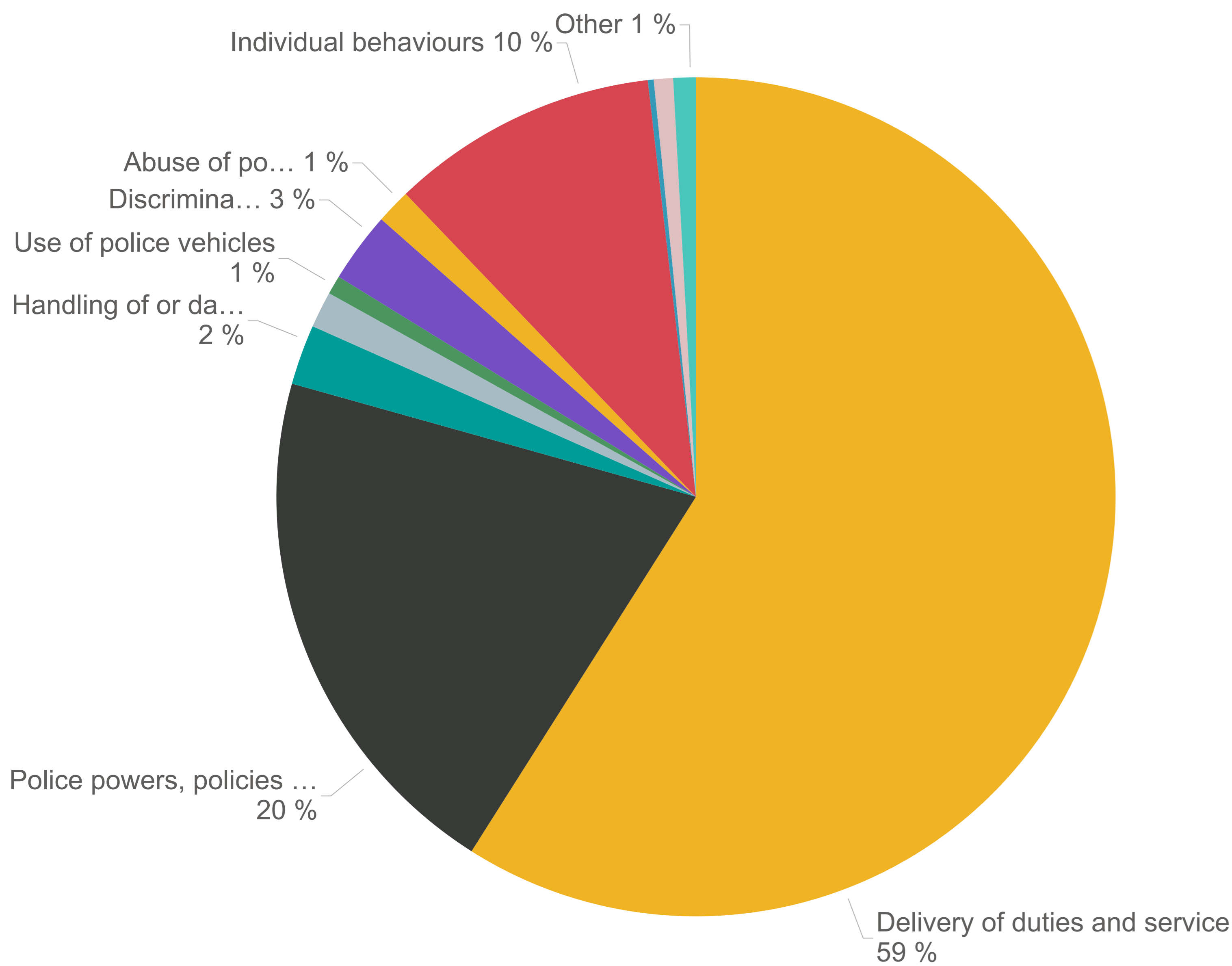
Section A1.3: Allegations logged – what has been complained about (YTD)

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

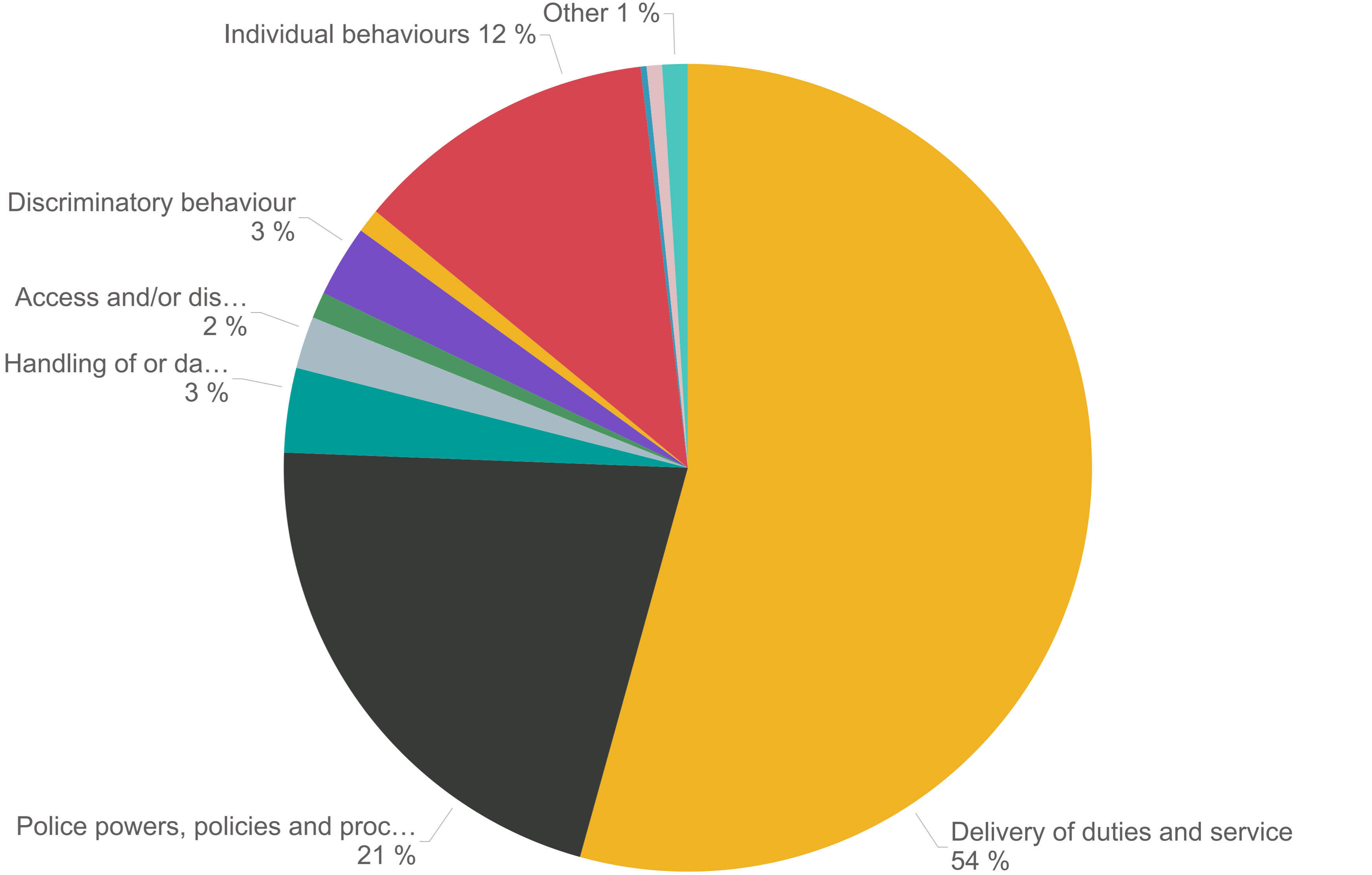
What has been complained about (YTD)

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	3,667	1,266	144	87	45	169	83	642	14	46	54	6,217
SPLY	3,704	1,316	186	98	39	206	117	620	15	54	29	6,384
MSF Average	3,825	1,655	309	136	61	258	67	953	21	48	37	7,368
National	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246

What has been complained about (force - year to date)



What has been complained about (national - year to date)



Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	3,666	59 %	3,704	58 %	3,824	53 %	91,353	54 %
	Police action following contact	2,303	63 %	2,512	68 %	1,971	42 %	37,667	41 %
	General level of service	734	20 %	771	21 %	873	35 %	29,691	32 %
	Decisions	461	13 %	285	8 %	519	13 %	13,479	15 %
	Information	168	5 %	136	4 %	461	9 %	10,515	12 %
	Searches of premises and seizure of property	0	0 %	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	1,266	20 %	1,316	21 %	1,655	22 %	35,830	21 %
	Use of force	315	25 %	369	28 %	452	28 %	8,826	25 %
	Power to arrest and detain	254	20 %	241	18 %	270	17 %	6,460	18 %
	Detention in police custody	234	18 %	238	18 %	240	13 %	5,122	14 %
	Searches of premises and seizure of property	150	12 %	163	12 %	239	15 %	4,603	13 %
	Other policies and procedures	112	9 %	144	11 %	161	10 %	3,735	10 %
	Evidential procedures	83	7 %	71	5 %	98	6 %	2,631	7 %
	Stops, and stop and search	82	6 %	51	4 %	99	7 %	1,790	5 %
	Bail, identification and interview procedures	30	2 %	33	3 %	86	4 %	2,122	6 %
	Out of court disposals	6	0 %	6	0 %	11	1 %	540	2 %
	Information	0	0 %	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	642	10 %	619	10 %	953	12 %	20,480	12 %
	Unprofessional attitude and disrespect	260	40 %	188	30 %	298	32 %	5,808	28 %
	Impolite language / tone	174	27 %	232	37 %	241	27 %	5,352	26 %
	Impolite and intolerant actions	94	15 %	70	11 %	176	15 %	3,098	15 %
	Lack of fairness and impartiality	68	11 %	57	9 %	98	10 %	2,807	14 %
	Overbearing or harassing behaviours	46	7 %	72	12 %	140	16 %	3,415	17 %
Discriminatory behaviour	Total	169	3 %	206	3 %	258	3 %	4,832	3 %
	Race	100	59 %	117	57 %	129	52 %	2,335	48 %
	Disability	24	14 %	21	10 %	53	18 %	911	19 %
	Other	19	11 %	21	10 %	16	9 %	421	9 %
	Sex	8	5 %	22	11 %	41	13 %	769	16 %
	Gender reassignment	6	4 %	4	2 %	2	2 %	56	1 %
	Religion or belief	6	4 %	17	8 %	7	2 %	127	3 %
	Sexual orientation	4	2 %	4	2 %	6	3 %	134	3 %
	Age	2	1 %	0	0 %	3	2 %	73	2 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	4	0 %
Handling of or damage to property/ premises	Total	144	2 %	186	3 %	307	4 %	5,556	3 %
	Handling of or damage to property/ premises	144	100 %	186	100 %	307	100 %	5,555	98 %
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	3,309	53 %	3,401	53 %	2,957	38 %	65,409	39 %
Arrest	854	14 %	963	15 %	1,058	14 %	21,786	13 %
Roads/traffic	538	9 %	485	8 %	593	9 %	10,386	6 %
Custody	488	8 %	518	8 %	483	6 %	9,989	6 %
None	366	6 %	370	6 %	1,097	14 %	31,766	19 %
Mental health	329	5 %	362	6 %	333	4 %	5,164	3 %
Neighbourhood policing	291	5 %	364	6 %	468	5 %	7,856	5 %
Domestic / gender abuse	276	4 %	379	6 %	629	6 %	9,507	6 %
Call Handling	273	4 %	371	6 %	279	5 %	7,140	4 %
VAWG - dissatisfaction handling	260	4 %	339	5 %	521	5 %	7,183	4 %
Stop and/or search	215	3 %	200	3 %	238	4 %	3,755	2 %
Premises search	201	3 %	260	4 %	265	4 %	4,308	3 %
Restraint equipment	142	2 %	175	3 %	117	1 %	1,866	1 %
Child protection / CSA / CSE	116	2 %	143	2 %	149	2 %	3,021	2 %
Public order incident	66	1 %	153	2 %	60	1 %	1,327	1 %
Death	58	1 %	49	1 %	69	1 %	1,585	1 %
Social media	53	1 %	126	2 %	47	1 %	720	0 %
Drugs / alcohol	52	1 %	154	2 %	102	1 %	2,046	1 %
Missing persons	51	1 %	63	1 %	57	1 %	1,077	1 %
Serious injury	37	1 %	53	1 %	25	0 %	346	0 %
Hate Crime	30	0 %	72	1 %	43	1 %	942	1 %
Firearms	23	0 %	38	1 %	23	0 %	742	0 %
Fraud	22	0 %	47	1 %	36	0 %	1,113	1 %
VAWG - police perpetrated	12	0 %	95	1 %	64	1 %	1,085	1 %
Police dogs or horses	9	0 %	12	0 %	5	0 %	102	0 %
Taser	9	0 %	49	1 %	13	0 %	196	0 %
VAWG - police victim	6	0 %	8	0 %	3	0 %	141	0 %
Covert policing	5	0 %	9	0 %	7	0 %	86	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	1	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	2	0 %	65	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	4	0 %
Unknown	0	0 %	2	0 %	1	0 %	28	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	19	0 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	24	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police victim	2	1	2	0	0
VAWG - police perpetrated	1	6	0	0	1
VAWG - dissatisfaction handling	191	33	1	4	25
Taser	1	7	0	1	0
Stop and/or search	31	93	2	10	77
Social media	27	13	0	1	4
Serious injury	17	12	1	1	3
Roads/traffic	333	71	6	17	59
Restraint equipment	11	121	1	4	4
Public order incident	32	14	0	2	16
Premises search	57	93	27	4	17
Police dogs or horses	3	4	0	1	0
None	228	25	10	7	33
Neighbourhood policing	223	21	0	4	36
Missing persons	29	8	0	3	8
Mental health	206	67	4	15	23
Investigation	2,239	469	83	96	292
Hate Crime	20	3	0	6	1
Fraud	16	2	0	0	0
Firearms	6	13	2	0	0
Drugs / alcohol	24	17	1	2	3
Domestic / gender abuse	172	67	0	6	21
Death	44	6	4	1	2
Custody	133	295	11	12	24
Covert policing	4	0	0	0	0
Child protection / CSA / CSE	59	28	1	4	16
Call Handling	186	2	0	10	67
Arrest	236	475	21	22	72
Total	3,425	1,237	144	168	631

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	102	6	1	109
Q1 24/25	58	3	1	60
Q2 24/25	106	4	1	111
Q3 24/25	57	4	0	61
Q4 24/25	39	1	4	44
Total	362	18	7	385

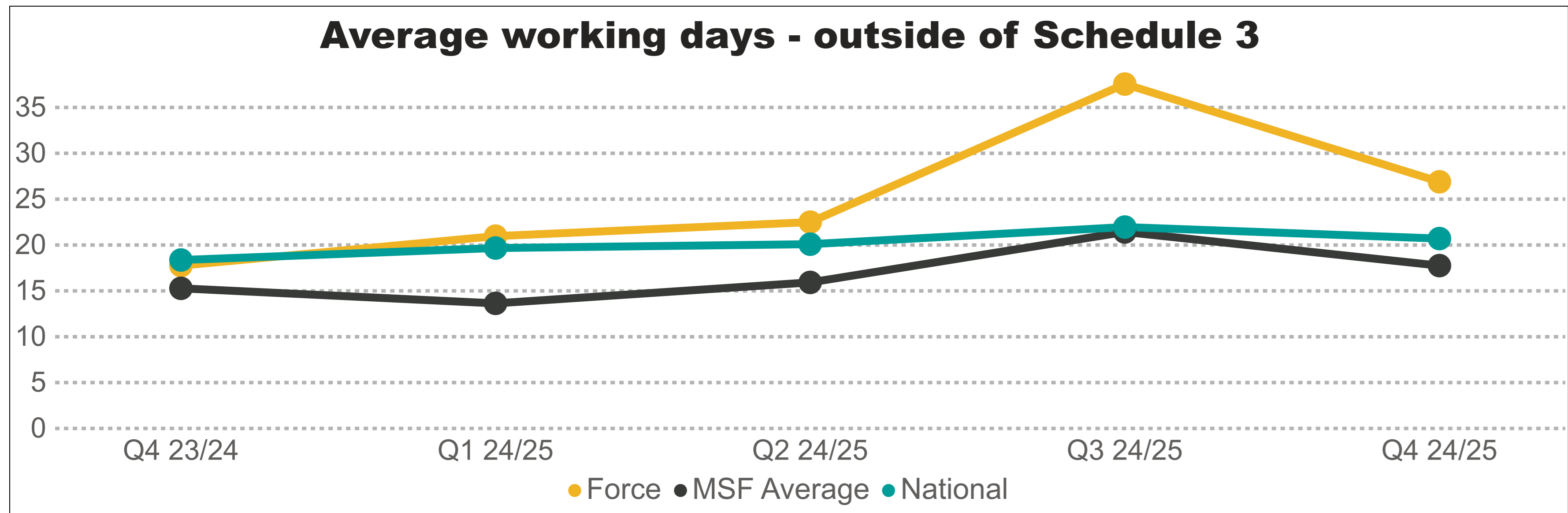
Section A2: Allegations timeliness

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.

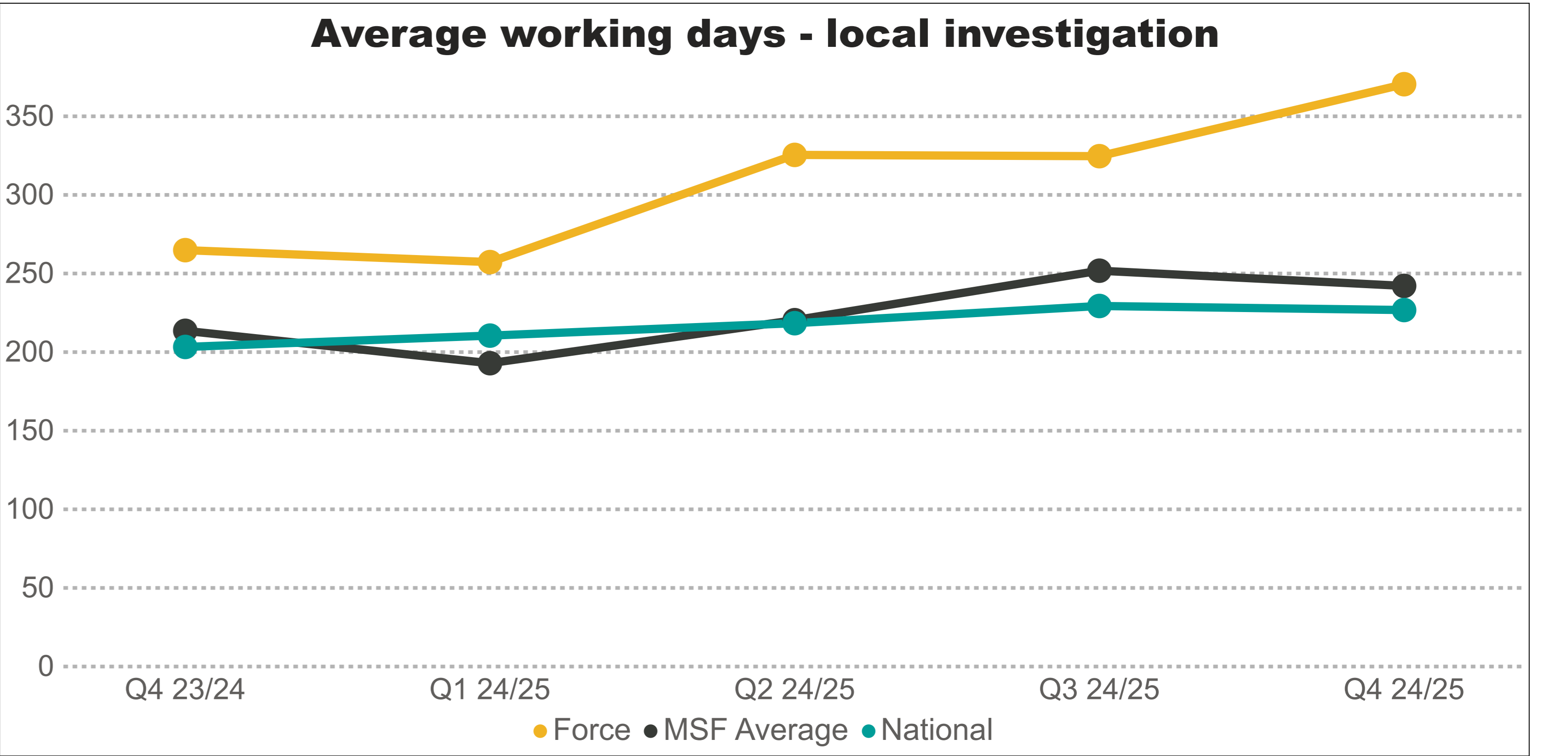
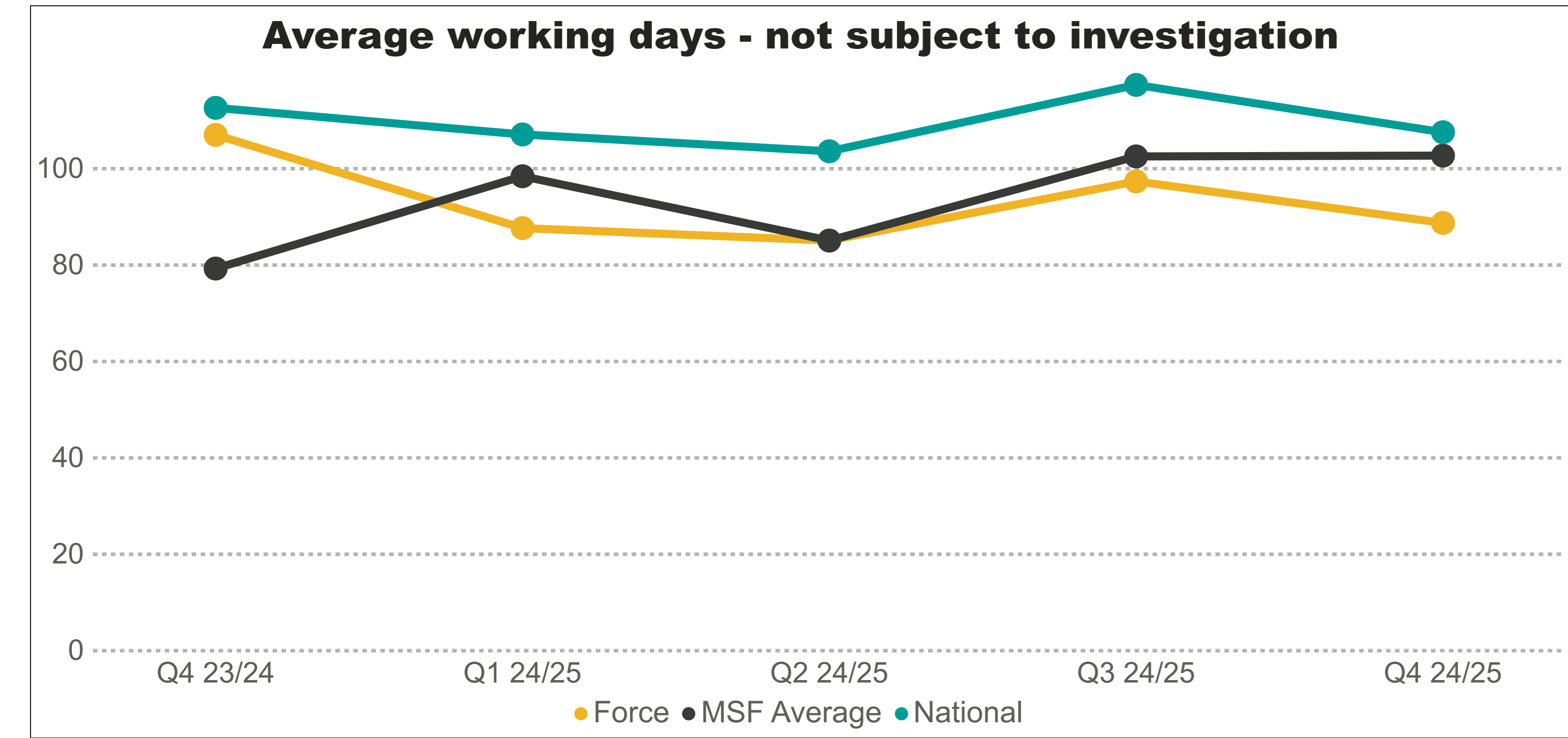
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	3,694	27	2,152	89	345	322	7	457
SPLY	3,729	20	1,760	79	205	198	4	474
MSF Average	3,828	17	3,188	97	352	233	17	554
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	2	186
National	23	618



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

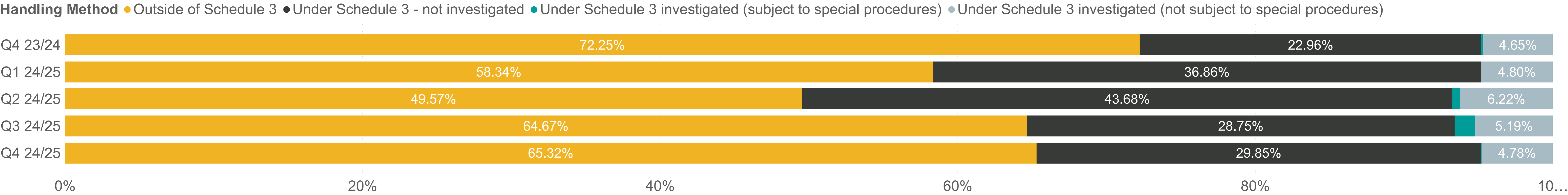
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	324	5 %	312	5 %	16,001	10 %
Under Schedule 3 investigated (subject to special procedures)	28	0 %	58	1 %	2,071	1 %
Under Schedule 3 - not investigated	2,152	35 %	3188	37 %	73,237	45 %
Outside of Schedule 3	3,694	60 %	3828	58 %	71,979	44 %
Total	6,198	100 %	7387	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					250	12 %	5,604	8 %	1	4 %	26	1 %	13	4 %	503	3 %
Regulation 41 applies							107	0 %			2	0 %			192	1 %
Service provided - unable to determine					295	14 %	6,698	9 %	2	7 %	38	2 %	20	6 %	1,499	9 %
Service provided - not acceptable					181	8 %	9,844	13 %			79	4 %	38	12 %	1,931	12 %
Service provided - acceptable					1424	66 %	48,901	67 %	8	29 %	338	16 %	251	77 %	11,450	72 %
Not Resolved	23	1 %	3,637	5 %												
Resolved	3671	99 %	68,336	95 %												
No Case to Answer									8	29 %	1,081	52 %				
Case to Answer									6	21 %	454	22 %				
Withdrawal					2	0 %	2,080	3 %	3	11 %	52	3 %	2	1 %	426	3 %

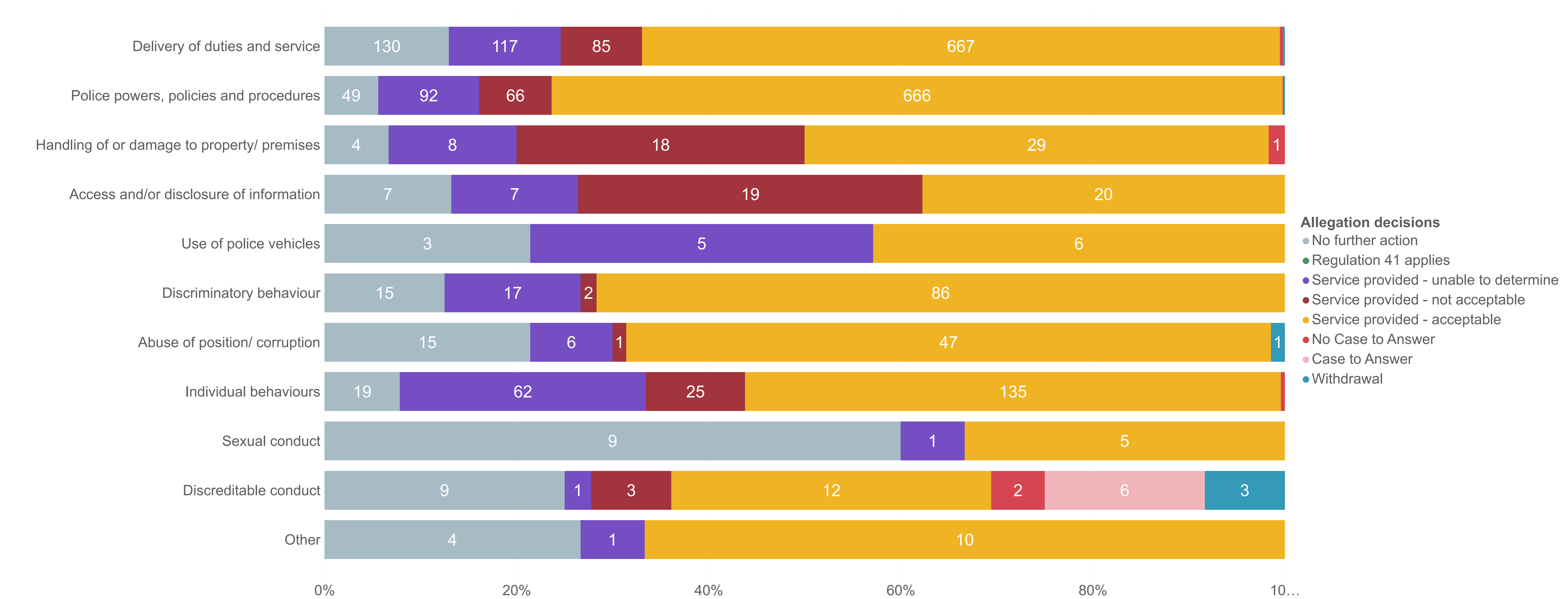
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	2,574	386	87	41	30	66	27	398	1	19	42	3,671
Not Resolved	12	3	0	1	1	0	0	4	0	1	1	23

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	12	0 %	6	0 %	5	0 %	272	0 %
Learning from reflection	23	1 %	41	1 %	25	1 %	1,991	3 %
Policy review	0	0 %	0	0 %	1	0 %	59	0 %
Goodwill gesture	2	0 %	0	0 %	3	0 %	114	0 %
Apology	77	2 %	151	4 %	215	5 %	6,555	9 %
Debrief	0	0 %	2	0 %	33	1 %	545	1 %
Explanation	2,659	72 %	1,867	50 %	2,290	65 %	45,379	63 %
No further action	219	6 %	520	14 %	357	11 %	8,079	11 %
Other action	692	19 %	1,142	31 %	894	17 %	8,339	12 %

Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)

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

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	14	1 %	13	1 %	14	1 %	813	1 %
Apology	7	0 %	3	0 %	90	2 %	3,493	4 %
Debrief	0	0 %	0	0 %	669	8 %	2,874	3 %
Explanation	1,860	74 %	301	15 %	2,295	65 %	56,328	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	5	0 %	0	0 %	29	0 %
No further action	421	17 %	1,424	72 %	330	18 %	19,619	21 %
Other action	51	2 %	60	3 %	25	1 %	921	1 %
Learning from reflection	125	5 %	116	6 %	109	5 %	5,009	5 %
Referral to RPRP	19	1 %	38	2 %	16	1 %	1,426	2 %

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

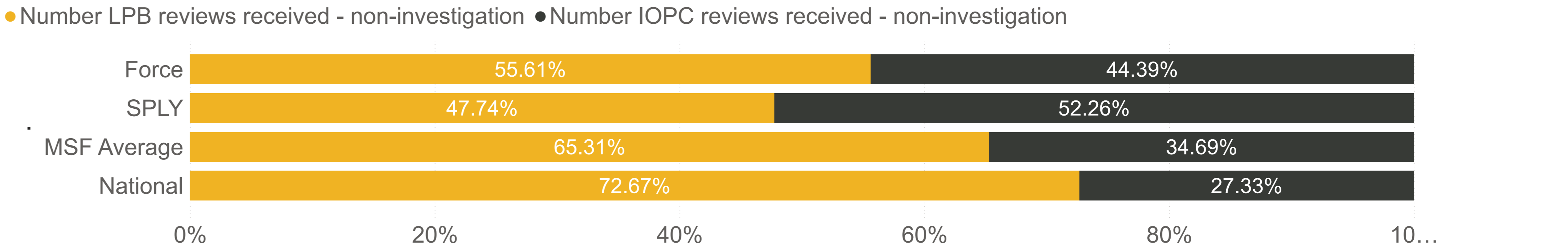
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	2	7 %	6	20 %	7	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 %	2	3 %	139	7 %
Referral to RPRP	3	11 %	4	13 %	10	12 %	354	17 %

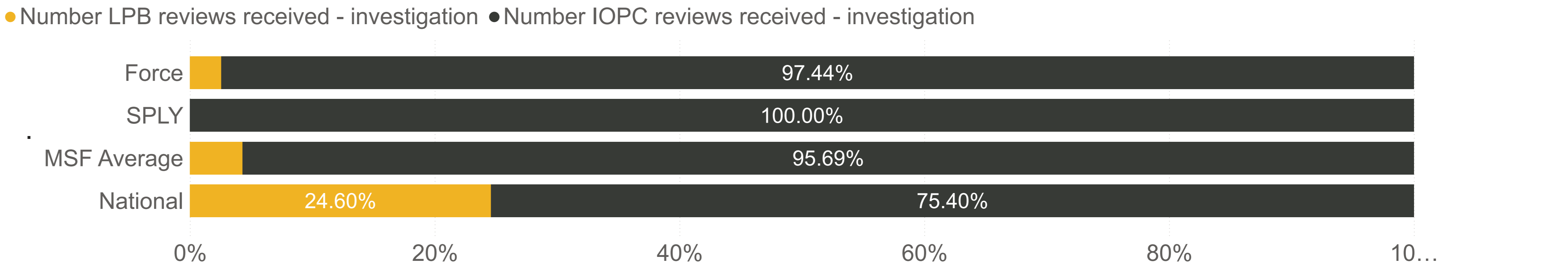
Section C1: Reviews received and timeliness (Year to date)

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	104	83
SPLY	74	81
MSF Average	161	86
National	3,938	1,481



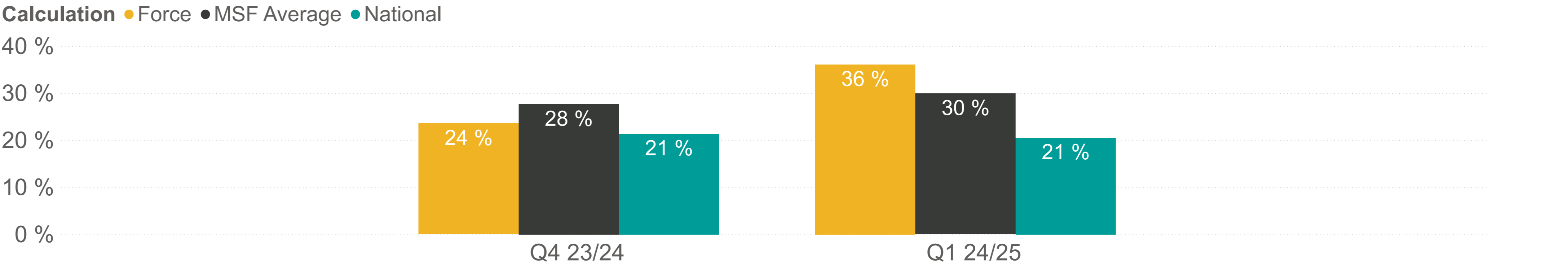
Investigation reviews received	LPB	IOPC
Force	1	38
SPLY	0	17
MSF Average	1	28
National	309	947



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	226	778
SPLY	172	694
MSF Average	276	1,086
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	24	17	19	48
Average number of working days to complete IOPC reviews	127	105	139	148

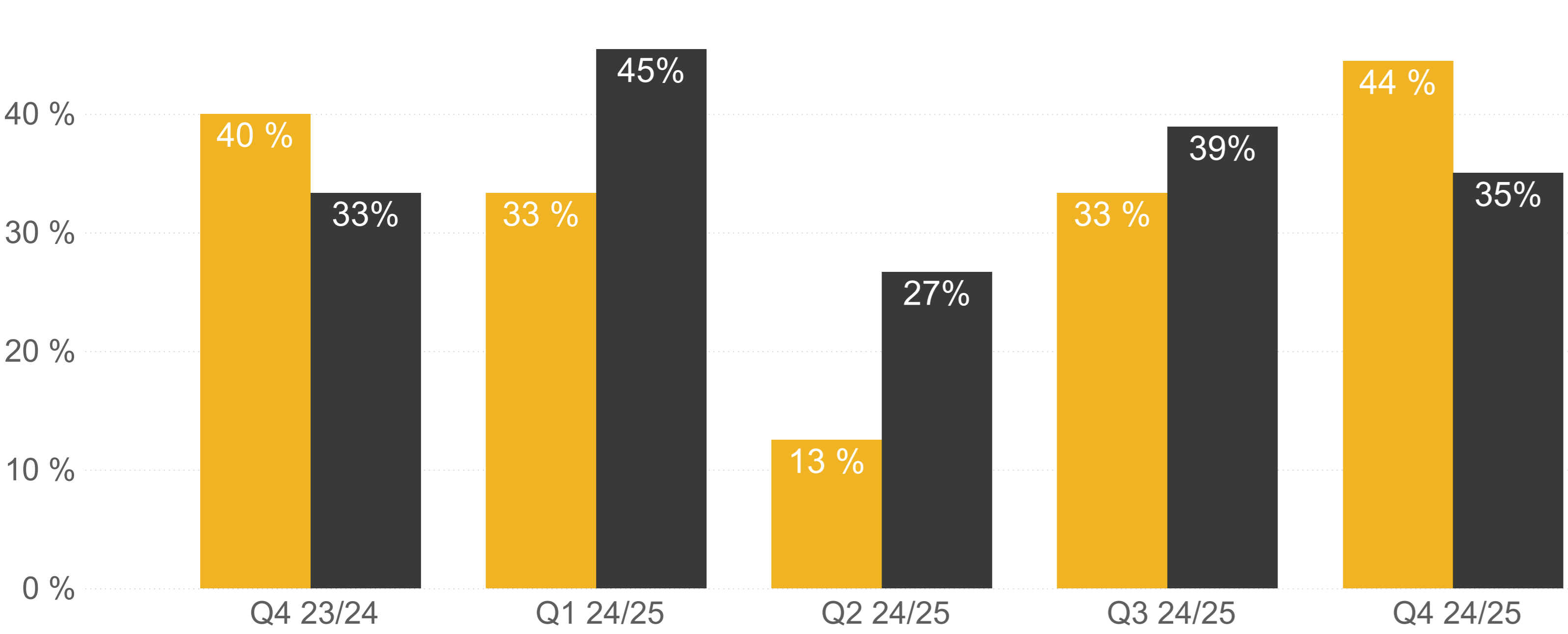
Section C2: Outcomes on reviews

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	23	7	1	
SPLY	18	8	0	
MSF Average	26	10	1	
National	903	272	284	81

% IOPC reviews upheld - Force

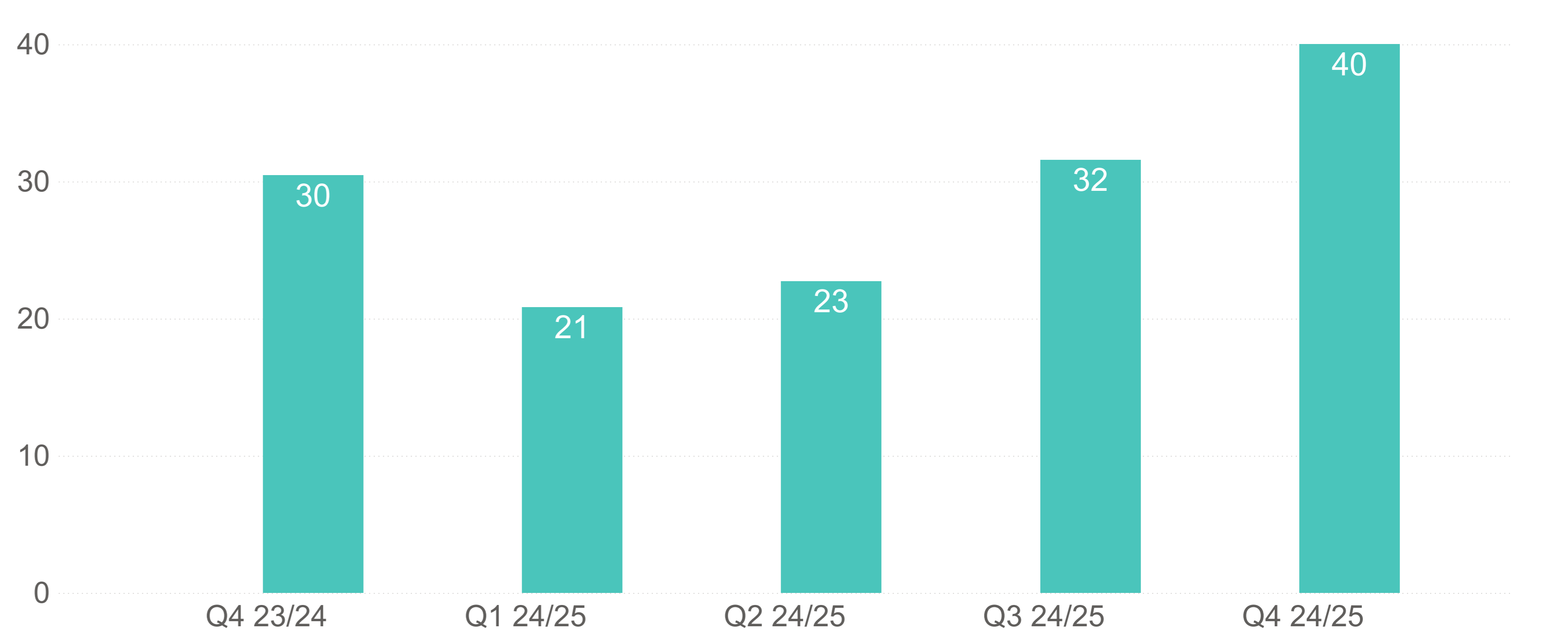
Investigation Non-investigation



Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	64	23	70	18
SPLY	78	34	84	22
MSF Average	63	22	147	37
National	1,112	330	3,747	802

% LPB Reviews upheld - Force

Investigation Non-investigation



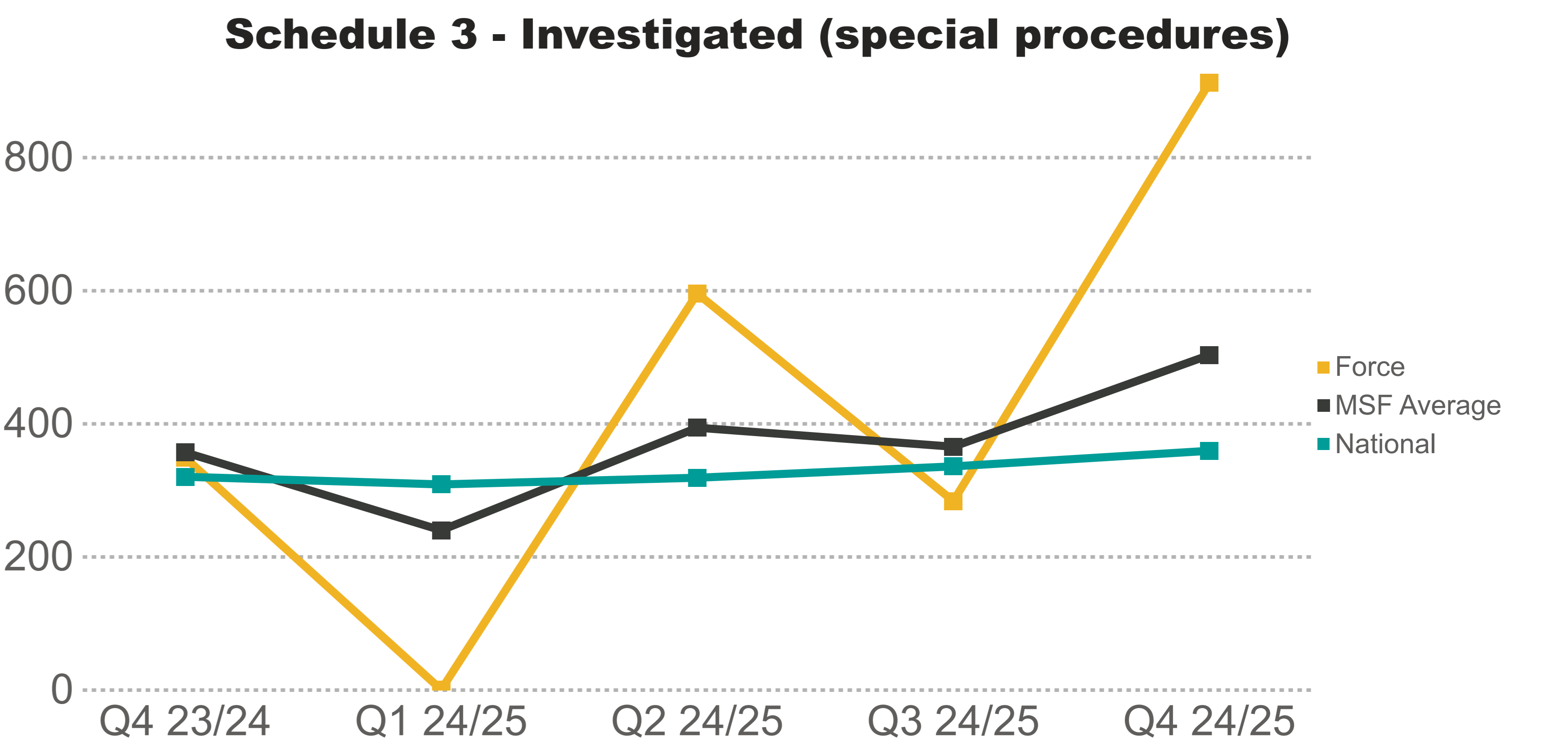
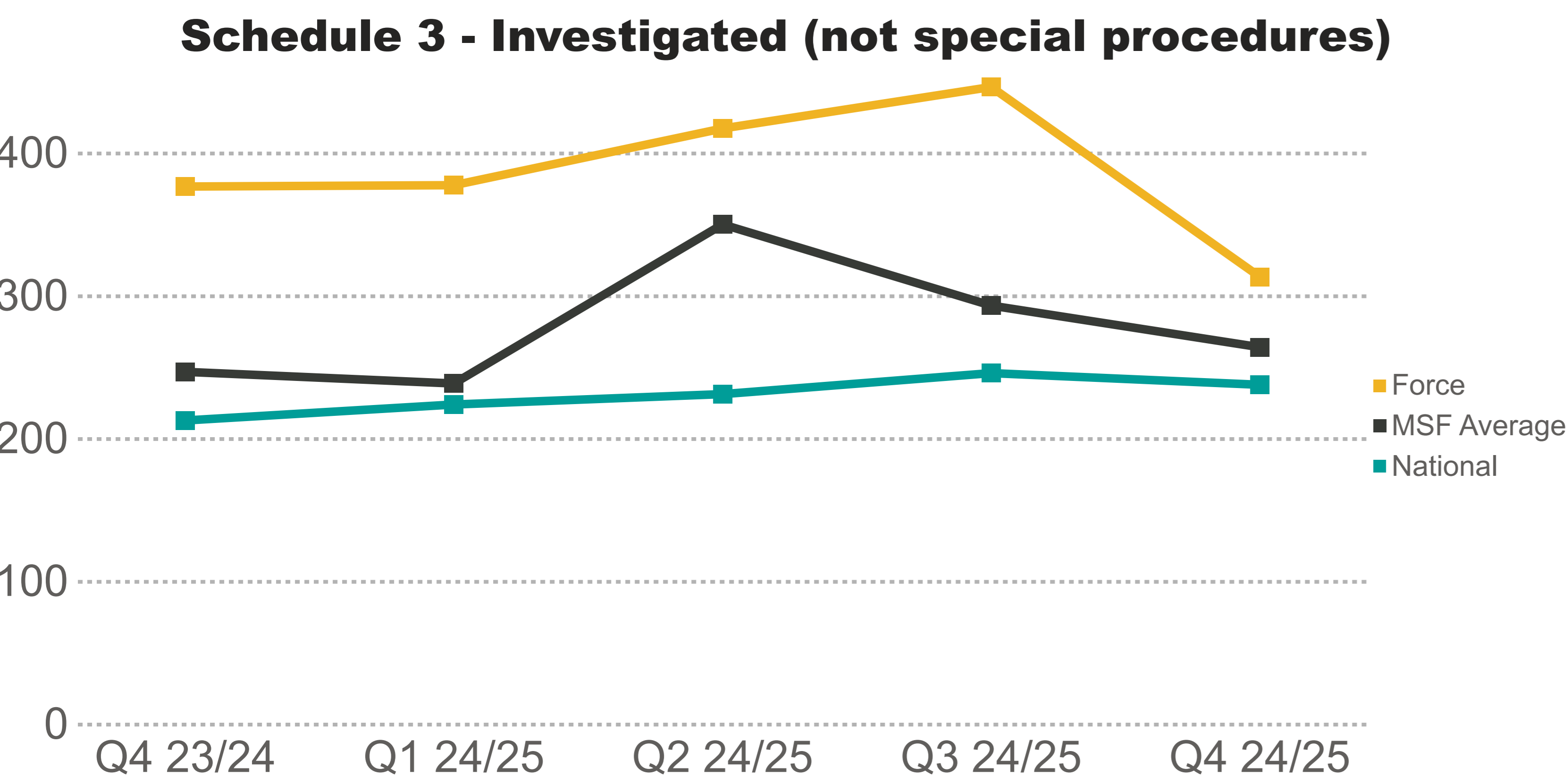
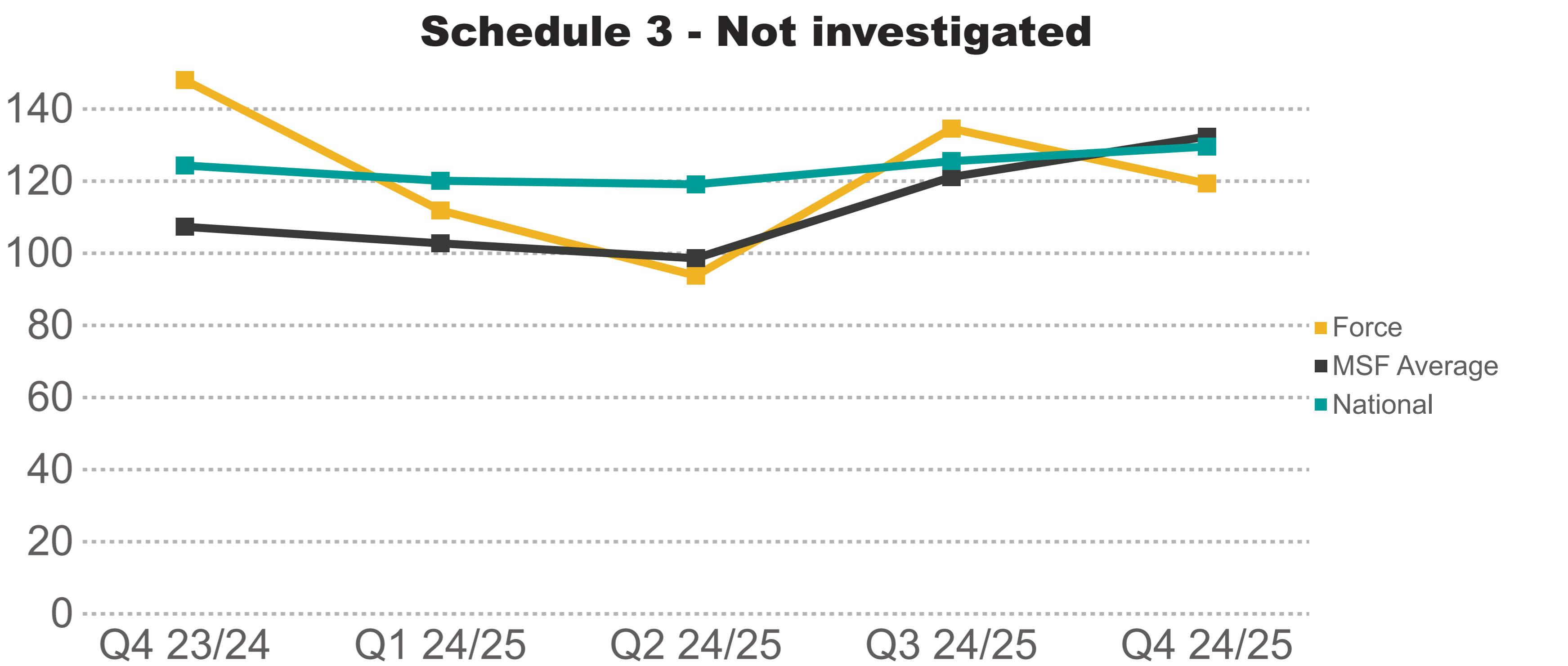
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	572	382	405	329
Under Schedule 3 investigated (not subject to special procedures)	391	341	295	234
Under Schedule 3 - not investigated	113	102	113	124
Total	161	126	145	146

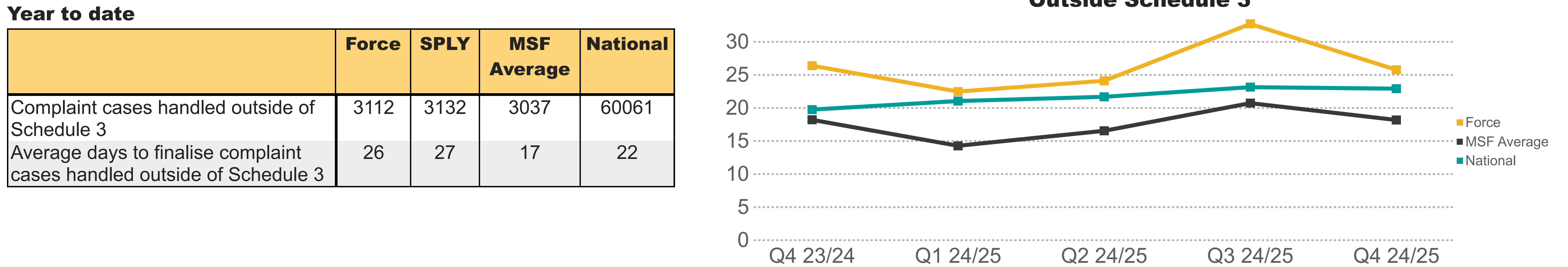
Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	655	627	963	25,876
Under Schedule 3 investigated (not subject to special procedures)	110	50	102	5,122
Under Schedule 3 investigated (subject to special procedures)	13	17	22	689
Total	778	694	1,086	31,687



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

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

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

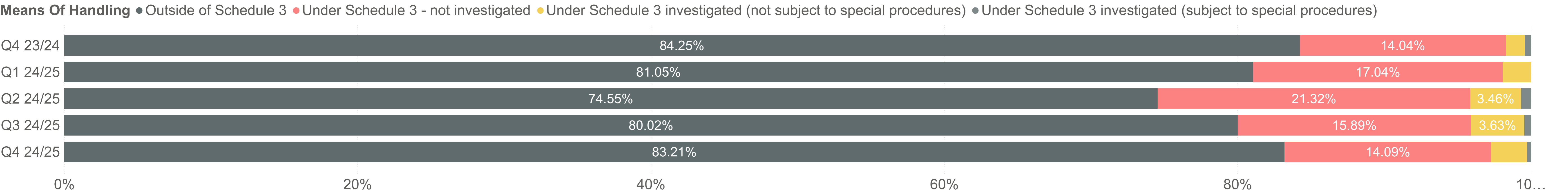


Section D3: How complaint cases handled

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

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	3,112	80%	3,132	82%	3,037	74%	60,061	65%
Under Schedule 3 - not investigated	655	17%	627	16%	963	23%	25,876	28%
Under Schedule 3 investigated (not subject to special procedures)	110	3%	50	1%	102	2%	5,124	6%
Under Schedule 3 investigated (subject to special procedures)	13	0%	17	0%	22	1%	689	1%
Total	3,890	100%	3,826	100%	4,122	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.

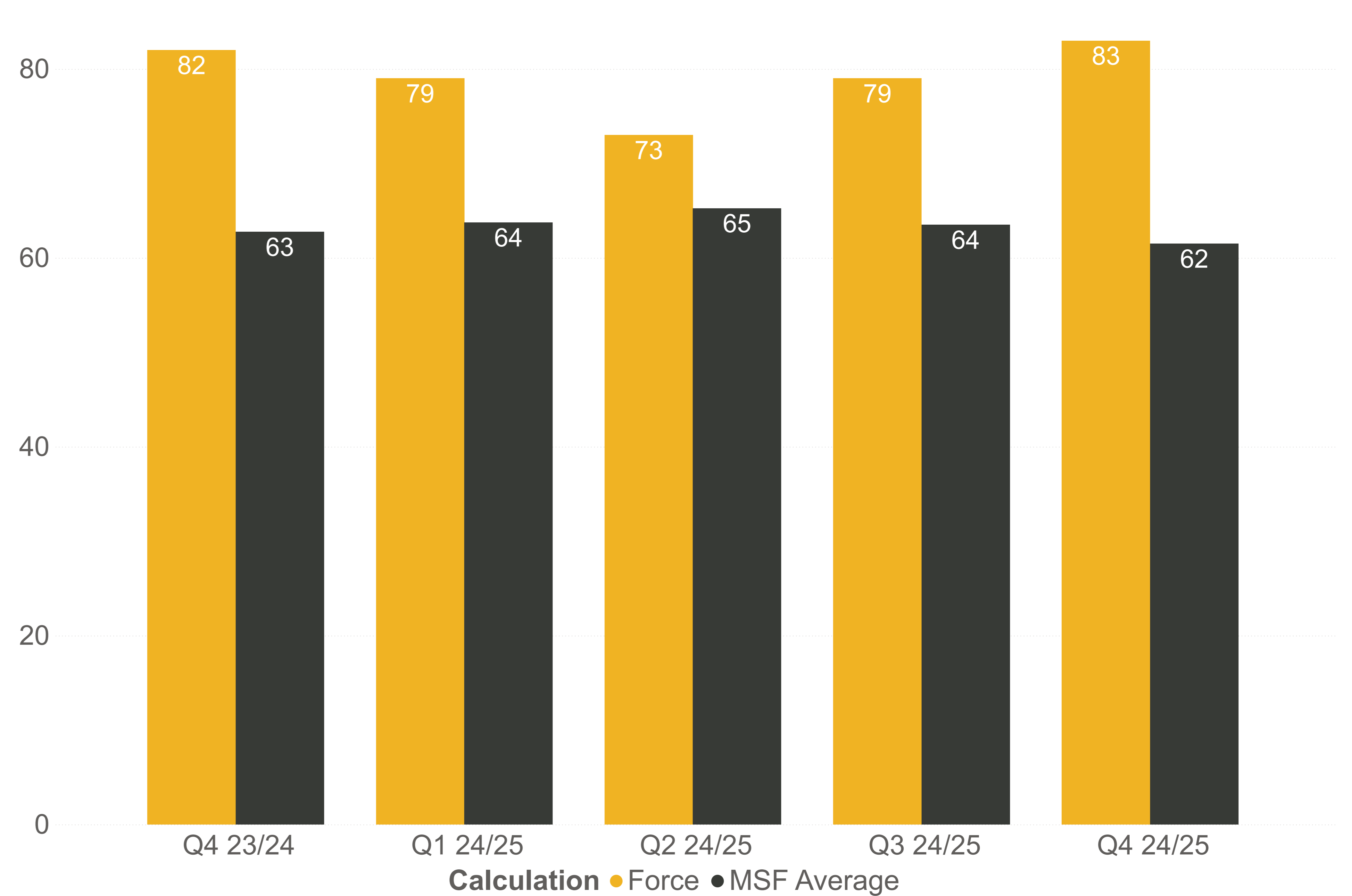
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	314	296	254	6,713
Number referrals completed	311	293	253	6,786
Decision: Independent Investigation	24	22	23	351
Decision: Directed Investigation	0	1	3	30
Decision: Local Investigation	157	205	136	3,629
Decision: Return to Force	125	65	89	2,634
Decision: Invalid	5	0	3	141

Force and MSF Group referrals received



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 \(February 2020\)](#).