

Police Complaints Information Bulletin: West Midlands



Reporting Period: 01 April 2023 - 31 March 2024 (Q4 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).

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

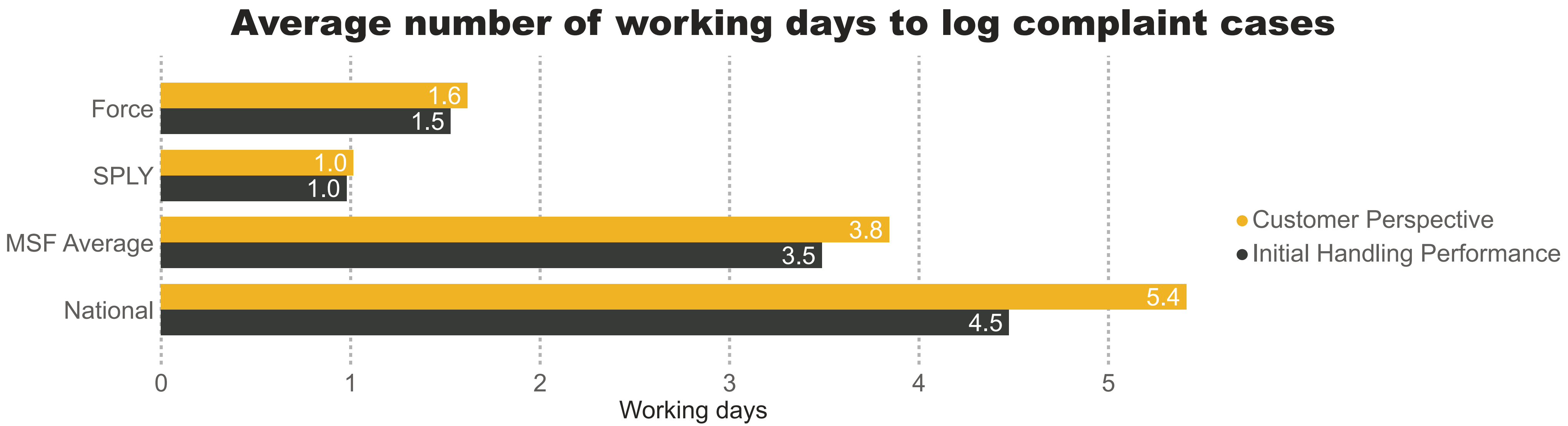
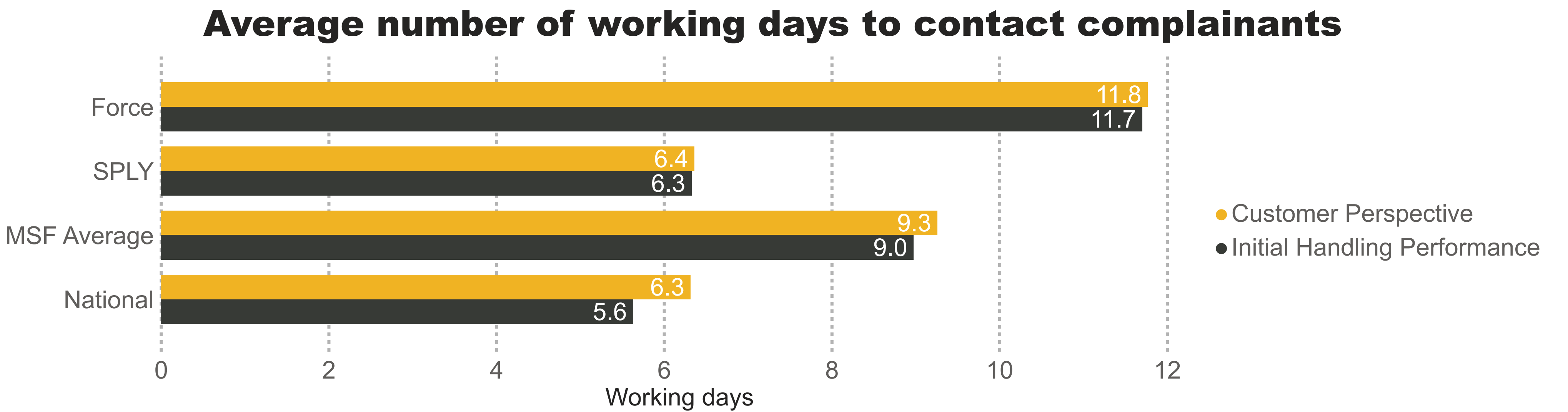
Section A1.1: Complaint cases logged and initial handling

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	12	12
SPLY	6	6
MSF Average	9	9
National	6	6

Average number of working days to log complaint cases ▲	Customer perspective	Initial handling performance
Force	2	2
SPLY	1	1
MSF Average	4	3
National	5	4



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	3,956	3,635	3,251	85,458
Complaint cases logged per 1,000 employees	315	296	306	338

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	109	15 %	194	19 %	292	23 %	13,962	43 %
Complainant wishes the complaint be recorded	77	11 %	111	11 %	139	26 %	6,808	21 %
Dissatisfaction after initial handling	133	19 %	260	26 %	197	17 %	4,779	15 %
Nature of the allegation(s) in the complaint	397	55 %	453	44 %	357	34 %	6,962	21 %

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.

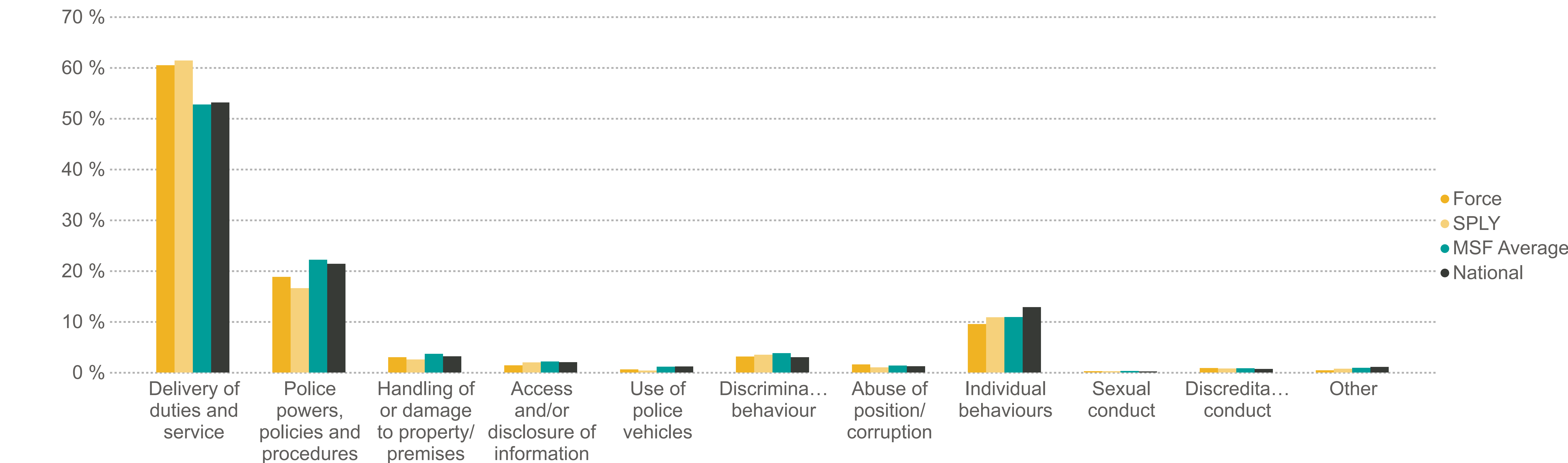
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	6,067	4,980	5,699	151,539
Allegations logged per 1,000 employees	483	405	508	599

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	3,669	1,140	182	84	37	190	96	577	15	52	25	6,067
SPLY	3,057	826	127	99	18	174	49	541	13	39	37	4,980
MSF Average	2,932	1,285	203	123	59	211	79	699	17	55	37	5,699
National	80,544	32,410	4,836	3,089	1,758	4,575	1,838	19,514	324	1,019	1,630	151,537
Force	60 %	19 %	3 %	1 %	1 %	3 %	2 %	10 %	0 %	1 %	0 %	100 %
SPLY	61 %	17 %	3 %	2 %	0 %	3 %	1 %	11 %	0 %	1 %	1 %	100 %
MSF Average	53 %	22 %	4 %	2 %	1 %	4 %	1 %	11 %	0 %	1 %	1 %	100 %
National	53 %	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	Total	3,669	60 %	3,057	61 %	2,932	53 %	80,538	53 %
	Police action following contact	2,601	71 %	2,335	76 %	1,596	47 %	33,905	42 %
	General level of service	677	18 %	366	12 %	788	35 %	27,022	34 %
	Decisions	266	7 %	258	8 %	300	10 %	11,127	14 %
	Information	125	3 %	98	3 %	247	8 %	8,484	11 %
Police powers, policies and procedures	Total	1,140	19 %	825	17 %	1,284	22 %	32,402	21 %
	Use of force	309	27 %	273	33 %	418	31 %	8,552	26 %
	Detention in police custody	204	18 %	112	14 %	183	13 %	4,406	14 %
	Power to arrest and detain	203	18 %	120	15 %	196	15 %	5,404	17 %
	Searches of premises and seizure of property	144	13 %	133	16 %	151	13 %	4,010	12 %
	Other policies and procedures	131	11 %	96	12 %	123	11 %	3,545	11 %
	Evidential procedures	69	6 %	31	4 %	78	6 %	2,509	8 %
	Stops, and stop and search	45	4 %	43	5 %	84	8 %	1,755	5 %
	Bail, identification and interview procedures	29	3 %	16	2 %	49	3 %	1,694	5 %
	Out of court disposals	6	1 %	1	0 %	4	0 %	527	2 %
Individual behaviours	Total	576	9 %	541	11 %	698	11 %	19,513	13 %
	Impolite language / tone	215	37 %	220	41 %	182	28 %	5,035	26 %
	Unprofessional attitude and disrespect	169	29 %	153	28 %	226	30 %	5,604	29 %
	Impolite and intolerant actions	69	12 %	55	10 %	112	14 %	2,751	14 %
	Overbearing or harassing behaviours	67	12 %	63	12 %	116	18 %	3,510	18 %
	Lack of fairness and impartiality	56	10 %	50	9 %	63	10 %	2,613	13 %
Discriminatory behaviour	Total	190	3 %	174	3 %	211	4 %	4,575	3 %
	Race	111	58 %	118	68 %	113	54 %	2,279	50 %
	Disability	21	11 %	23	13 %	37	16 %	838	18 %
	Sex	21	11 %	10	6 %	25	12 %	645	14 %
	Religion or belief	16	8 %	4	2 %	12	6 %	141	3 %
	Other	14	7 %	13	7 %	13	6 %	393	9 %
	Gender reassignment	4	2 %	0	0 %	3	1 %	45	1 %
	Sexual orientation	3	2 %	4	2 %	6	3 %	156	3 %
	Age	0	0 %	2	1 %	3	2 %	73	2 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	4	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	182	3 %	127	3 %	203	4 %	4,657	3 %
	Handling of or damage to property/ premises	182	100 %	127	100 %	203	100 %	4,657	96 %

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
Investigation	2,103	431	94	49	2	95	48	245	4	22	4	3,097
Arrest	252	454	32	6	1	33	10	69	1	5	2	865
Roads/traffic	261	90	10	4	28	20	5	50	0	2	0	470
Custody	104	274	13	7	2	13	5	27	3	4	2	454
Domestic / gender abuse	186	95	5	9	1	11	2	41	1	3	2	356
Call Handling	233	8	1	5	0	4	0	102	0	0	1	354
Mental health	175	88	6	3	2	22	5	35	2	3	3	344
Neighbourhood policing	249	32	1	3	1	15	1	39	0	0	1	342
VAWG - dissatisfaction handling	237	41	1	4	0	9	2	35	0	2	0	331
None	219	16	11	6	2	8	11	22	1	10	10	316
Premises search	66	89	39	0	0	8	2	20	0	3	0	227
Stop and/or search	74	68	6	1	1	11	1	15	1	0	0	178
Drugs / alcohol	54	68	5	0	1	7	2	10	0	0	1	148
Public order incident	29	77	3	1	0	6	1	23	0	1	0	141
Restraint equipment	14	96	6	0	2	9	2	11	1	0	0	141
Child protection / CSA / CSE	90	21	1	6	0	1	0	14	0	3	1	137
Social media	94	11	0	4	0	3	0	7	0	2	0	121
VAWG - police perpetrated	12	29	0	2	0	5	23	11	6	5	0	93
Hate Crime	42	4	1	2	0	12	0	5	0	0	0	66
Missing persons	33	14	1	1	1	3	0	5	0	0	0	58
Serious injury	31	12	1	0	0	2	0	2	0	1	0	49
Fraud	33	3	1	2	0	1	1	3	0	1	1	46
Taser	3	33	0	0	0	1	2	5	0	0	0	44
Death	30	9	0	0	0	1	0	2	0	0	0	42
Firearms	12	14	6	0	0	1	1	4	0	0	0	38
Police dogs or horses	8	2	0	0	0	0	0	2	0	0	0	12
Covert policing	1	2	0	1	0	0	1	4	0	0	0	9
VAWG - police victim	1	2	0	0	0	0	0	1	3	1	0	8
Unknown	1	0	0	0	0	0	0	0	0	1	0	2
Coronavirus - other	0	0	0	0	0	0	0	0	0	1	0	1

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.

Page 4

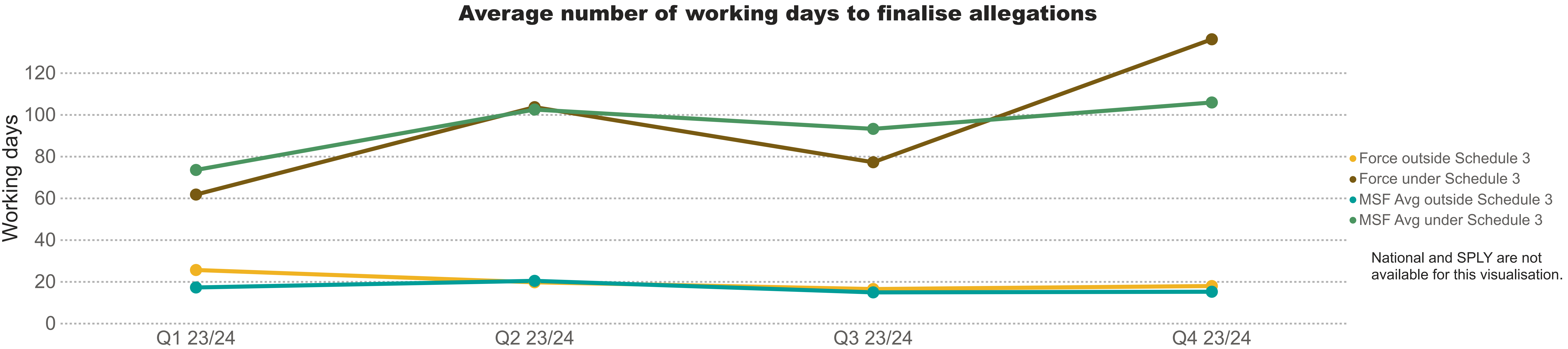
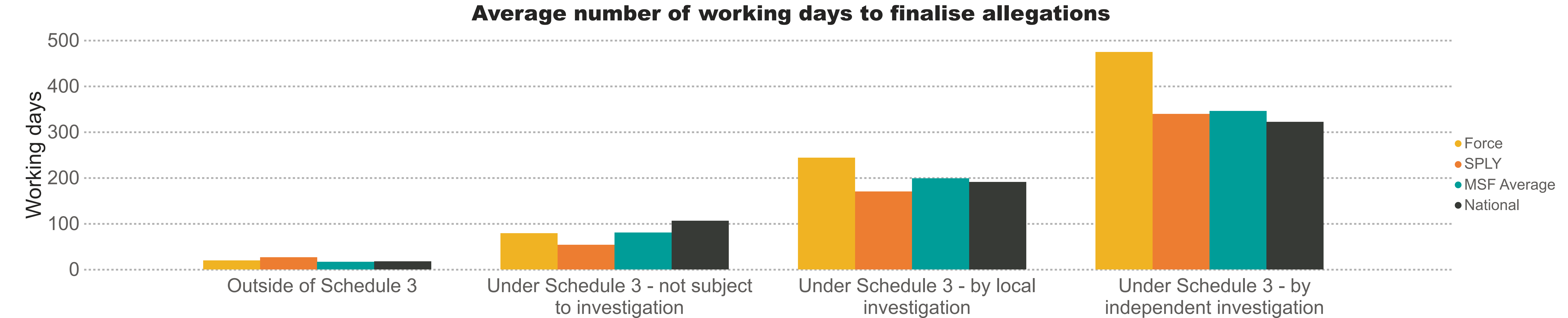
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	20	26	17	18
Under Schedule 3 - not subject to investigation	79	53	80	106
Under Schedule 3 - by local investigation	244	170	199	191
Under Schedule 3 - by directed investigation	0	0	0	520
Under Schedule 3 - by independent investigation	475	339	346	322

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.



National and SPLY are not available for this visualisation.

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)	121	2 %	163	3 %	16,901	12 %
Under Schedule 3 investigated (subject to special procedures)	30	1 %	41	1 %	1,959	1 %
Under Schedule 3 - not investigated	1,796	31 %	2108	38 %	63,632	45 %
Outside of Schedule 3	3,760	66 %	2728	58 %	60,166	42 %
Total	5,707	100 %	5040	100 %	142,658	100 %

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)			
Allegation decision	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %
No further action					236	13 %	5,116	8 %	1	3 %	9	0 %	26	21 %	703	4 %
Regulation 41 applies							162	0 %			5	0 %			181	1 %
Service provided - unable to determine					217	12 %	5,111	8 %			59	3 %	10	8 %	1,462	9 %
Service provided - not acceptable			1	0 %	171	10 %	8,389	13 %	1	3 %	86	4 %	17	14 %	2,014	12 %
Service provided - acceptable			1	0 %	1164	65 %	42,794	67 %	4	13 %	443	23 %	66	55 %	12,054	71 %
Not Resolved	61	2 %	4,102	7 %												
Resolved	3699	98 %	56,062	93 %												
No Case to Answer									19	63 %	818	42 %				
Case to Answer									4	13 %	500	26 %				
Withdrawal					8	0 %	2,060	3 %	1	3 %	39	2 %	2	2 %	486	3 %
Total	3760	66 %	60,166	42 %	1796	31 %	63,632	45 %	30	1 %	1,959	1 %	121	2 %	16,900	12 %

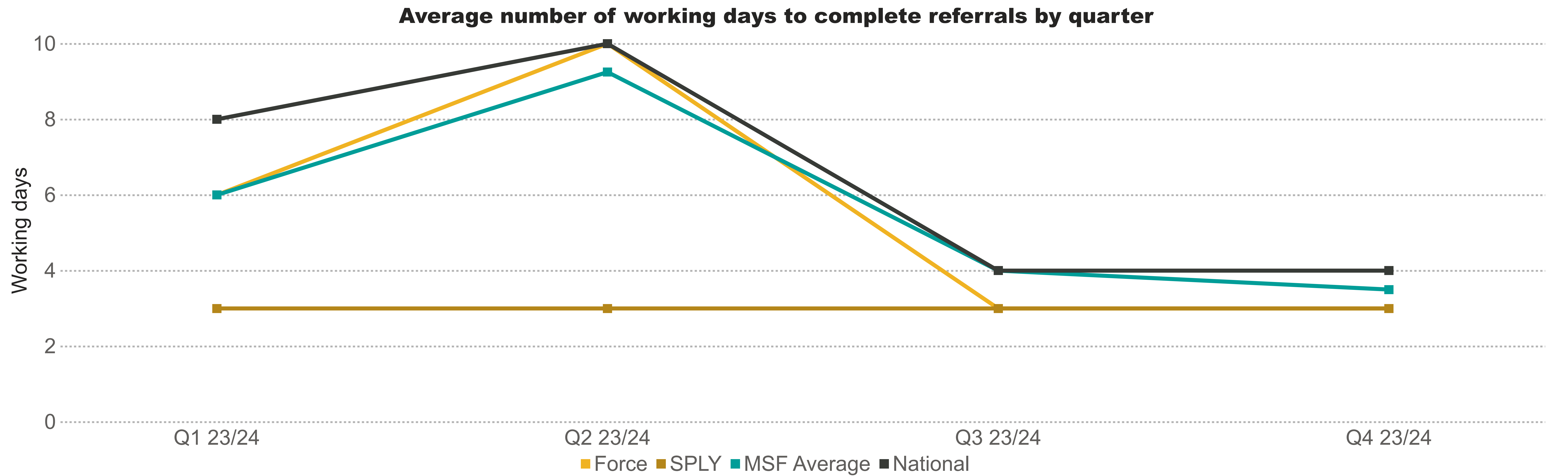
Section A3.2: Allegation decisions by what was complained about (category)

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	135	52	5	15	0	10	13	18	2	10	3	263
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	47	71	14	7	1	20	6	54	1	5	1	227
Service provided - not acceptable	86	54	11	11	1	2	0	22	0	1	1	189
Service provided - acceptable	450	521	37	27	4	62	17	99	4	8	5	1,234
Not Resolved	49	4	2	2	0	1	0	2	0	1	0	61
Resolved	2,680	367	104	31	28	78	23	353	2	14	19	3,699
No Case to Answer	6	7	0	1	0	1	0	0	0	3	1	19
Case to Answer	1	1	0	0	0	1	1	0	0	0	0	4
Withdrawal	5	3	0	0	0	0	2	0	1	0	0	11

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	296	215	249	6,942
Number referrals completed	293	217	247	6,866
Decision: Independent Investigation	22	28	24	417
Decision: Directed Investigation	1	2	4	35
Decision: Local Investigation	205	139	161	4,419
Decision: Return to Force	65	47	57	1,870
Decision: Invalid	0	1	2	124



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.

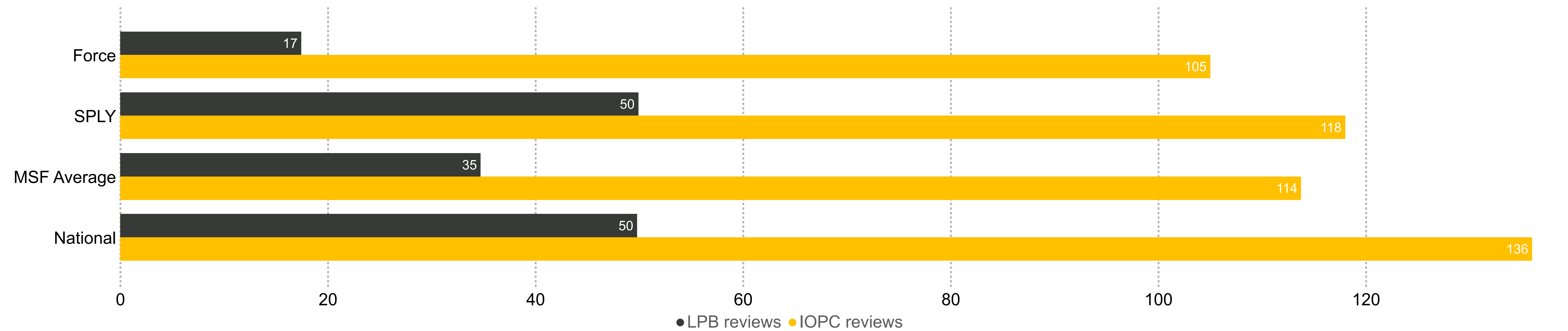
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	698	171	24 %	0	73	17	81
SPLY	1,096	300	27 %	0	171	12	117
MSF Average	904	233	29 %	1	144	24	65
National	31,182	6,411	21 %	430	3,845	890	1,246

Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	17	50	35	50
Average number of working days to complete IOPC reviews	105	118	114	136



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.

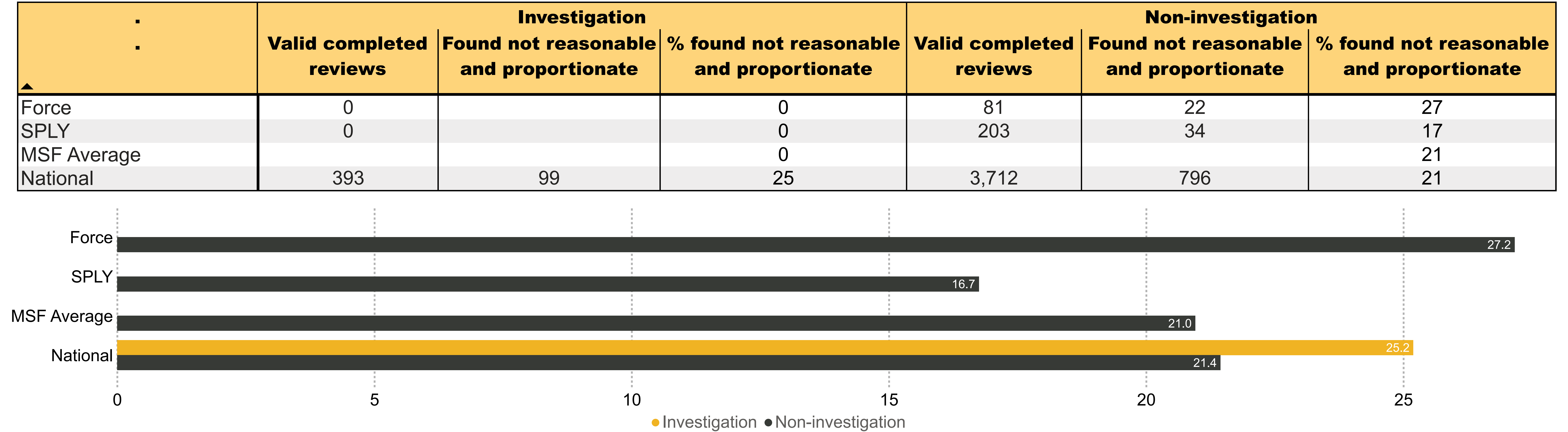
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

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



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	22	15	68
SPLY			0	34	25	74
MSF Average			0			81
National	99	97	98	796	685	86

Section C4: Decisions on IOPC reviews

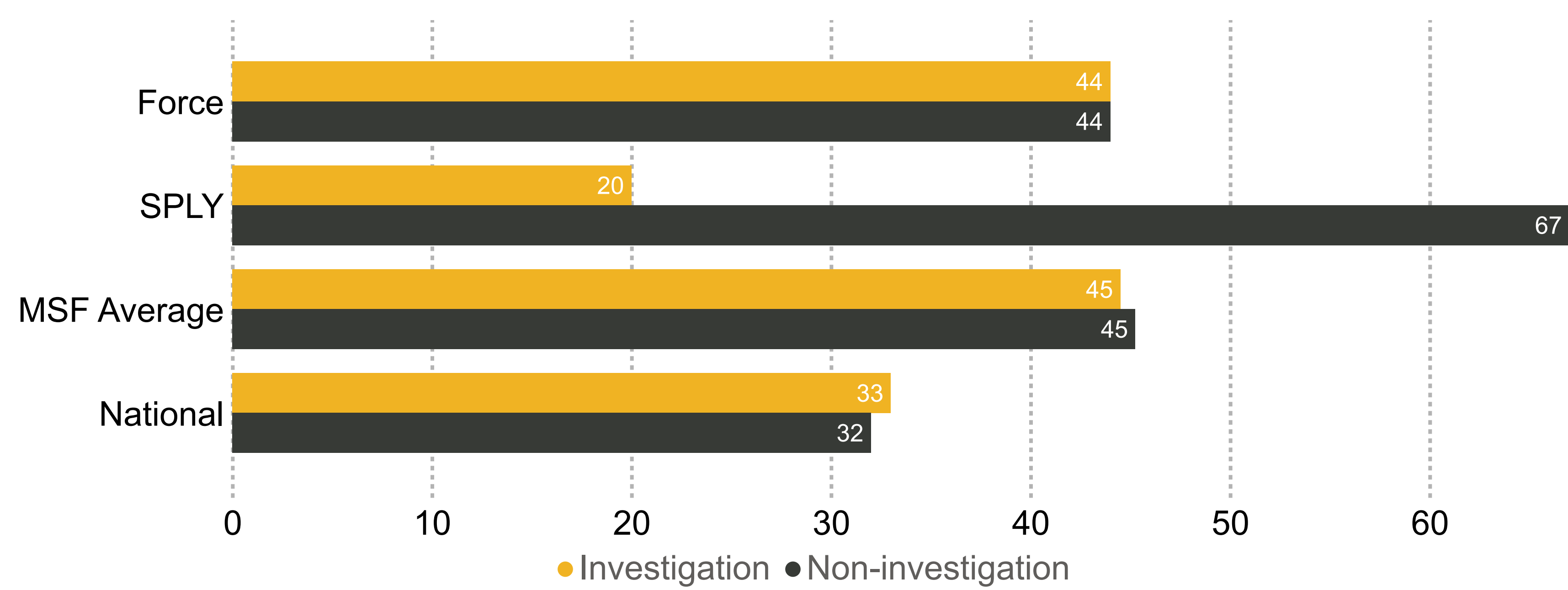
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	18	8
SPLY	5	1
MSF Average	21	10
National	864	289

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	78	34
SPLY	107	72
MSF Average	59	27
National	1,254	402

% 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	8	1	4	50
SPLY	1	0	1	100
National	289	23	172	60

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	34	24	71
SPLY	72	63	88
National	402	261	65

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

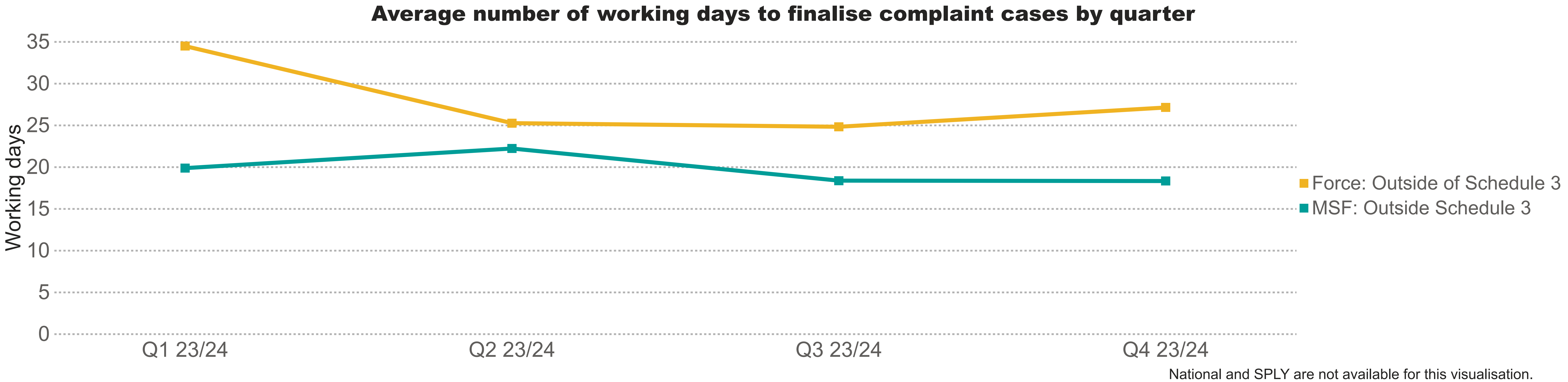
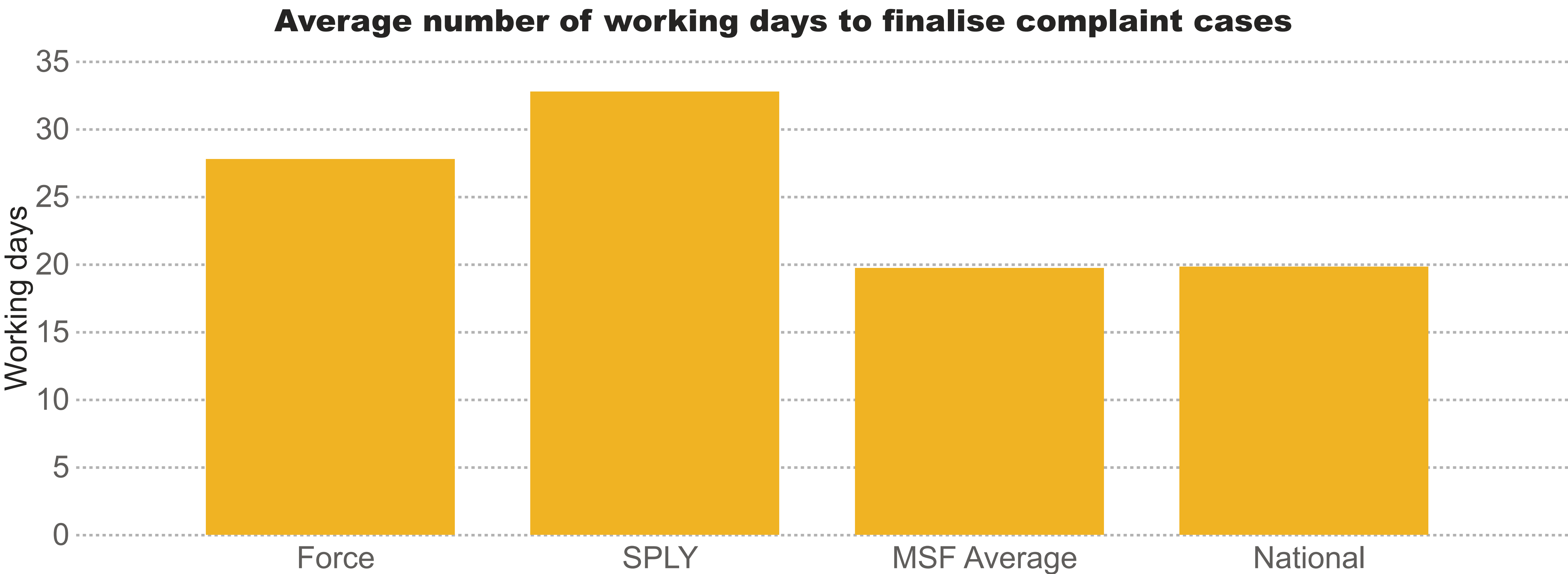
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

Force	SPLY	MSF Average	National
28	33	20	20

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.



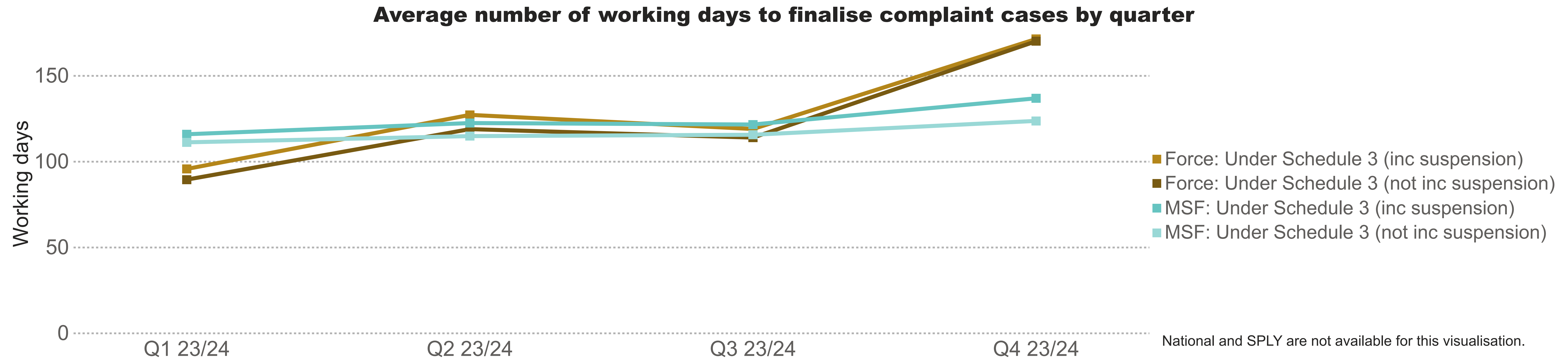
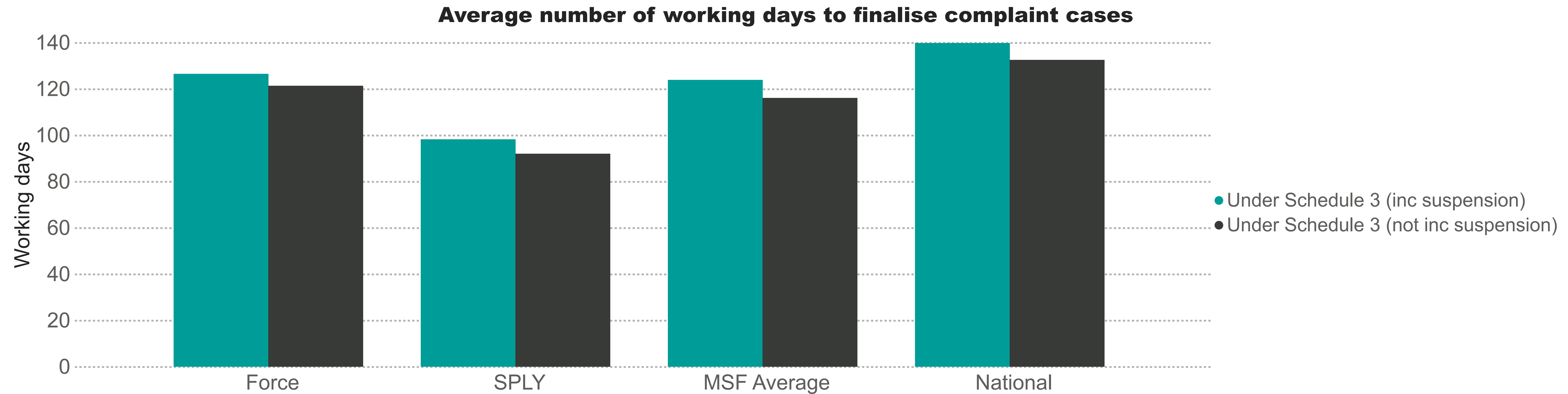
Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

Average number of working days to finalise complaint cases

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	127	98	124	140
Under Schedule 3 (not inc suspension)	121	92	116	133

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.

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 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	6	0 %	1	0 %	4	0 %	167	0 %
Learning from reflection	37	1 %	44	1 %	33	1 %	1346	3 %
Policy review	0	0 %	1	0 %	1	0 %	47	0 %
Goodwill gesture	0	0 %	5	0 %	2	0 %	101	0 %
Apology	125	4 %	147	5 %	105	5 %	4826	10 %
Debrief	2	0 %	4	0 %	46	3 %	437	1 %
Explanation	1509	48 %	745	23 %	1190	54 %	29826	59 %
No further action	475	15 %	1894	59 %	335	15 %	6964	14 %
Other action	998	32 %	405	13 %	508	23 %	5261	10 %

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	9	1 %	2	0 %	6	1 %	648	2 %
Apology	4	1 %	7	1 %	42	3 %	1822	6 %
Debrief	0	0 %	1	0 %	65	4 %	378	1 %
Explanation	101	14 %	64	6 %	562	60 %	17815	57 %
Criminal proceedings	1	0 %	0	0 %	0	0 %	3	0 %
Unsatisfactory Performance Procedure (UPP)	2	0 %	1	0 %	1	0 %	28	0 %
No further action	542	78 %	918	84 %	231	30 %	9458	30 %
Other action	44	6 %	13	1 %	19	2 %	735	2 %
Learning from reflection	74	11 %	104	9 %	53	7 %	3404	11 %
Referral to RPRP	26	4 %	20	2 %	11	2 %	881	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	6	35 %	1	10 %	4	23 %	141	25 %
Criminal proceedings	1	6 %	0	0 %	0	1 %	3	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	10 %	0	0 %	6	1 %
Other actions following a case to answer decision	1	6 %	1	10 %	1	4 %	20	4 %
Referral to RPRP	6	35 %	2	20 %	3	21 %	165	29 %

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 \(February 2020\)](#).