

DRAFT Police Complaints Information Bulletin: Hampshire

Reporting Period: 01 April 2024 - 31 December 2024 (Q3 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

About this bulletin

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

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

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

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

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

Contents

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

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

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

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

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

Page 6 Section A2: Allegations timeliness

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

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

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

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

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

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

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

Page 15 Section E: Referrals

Page 16 Notes

Acronyms used in this bulletin

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

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

Section A1.1: Complaint cases and allegations logged

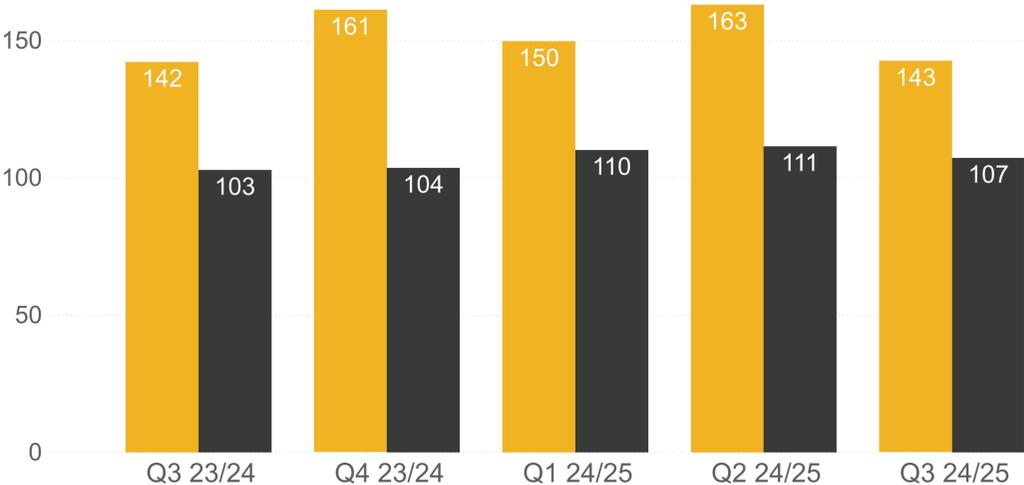
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

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

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	2,865	455	3,869	615	1	1
SPLY	2,599	452	3,561	620	1	1
MSF Average	1,964	329	3,266	557	6	5

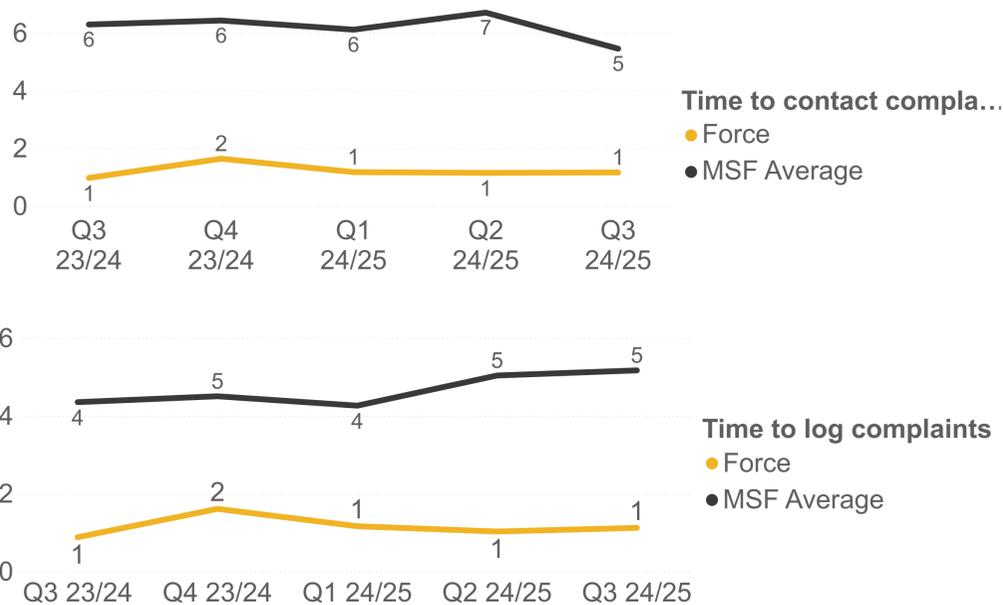
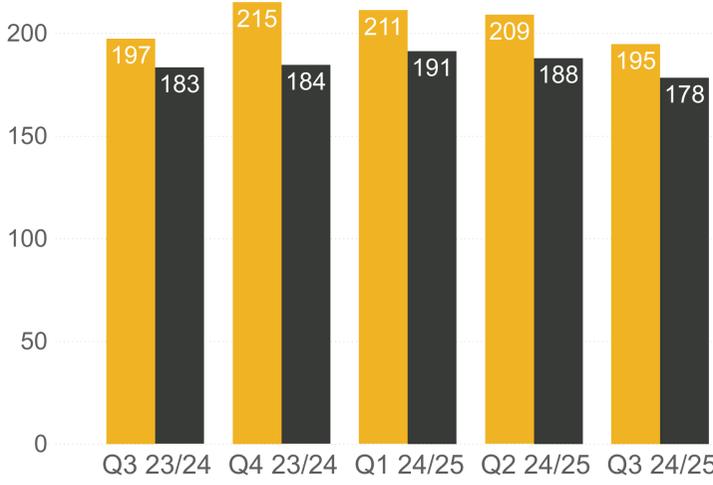
Complaints logged per 1,000 employees

● Force ● MSF Average



Allegations logged per 1,000 employees

● Force ● MSF Average



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

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

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
AA/body responsible for initial handling decides	131	140	390
Complainant wishes the complaint be recorded	28	26	81
Dissatisfaction after initial handling	100	148	101
Nature of the allegation(s) in the complaint	34	46	192
Total	293	360	764

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average
AA/body responsible for initial handling decides	45 %	39 %	48 %
Complainant wishes the complaint be recorded	10 %	7 %	9 %
Dissatisfaction after initial handling	34 %	41 %	18 %
Nature of the allegation(s) in the complaint	12 %	13 %	25 %

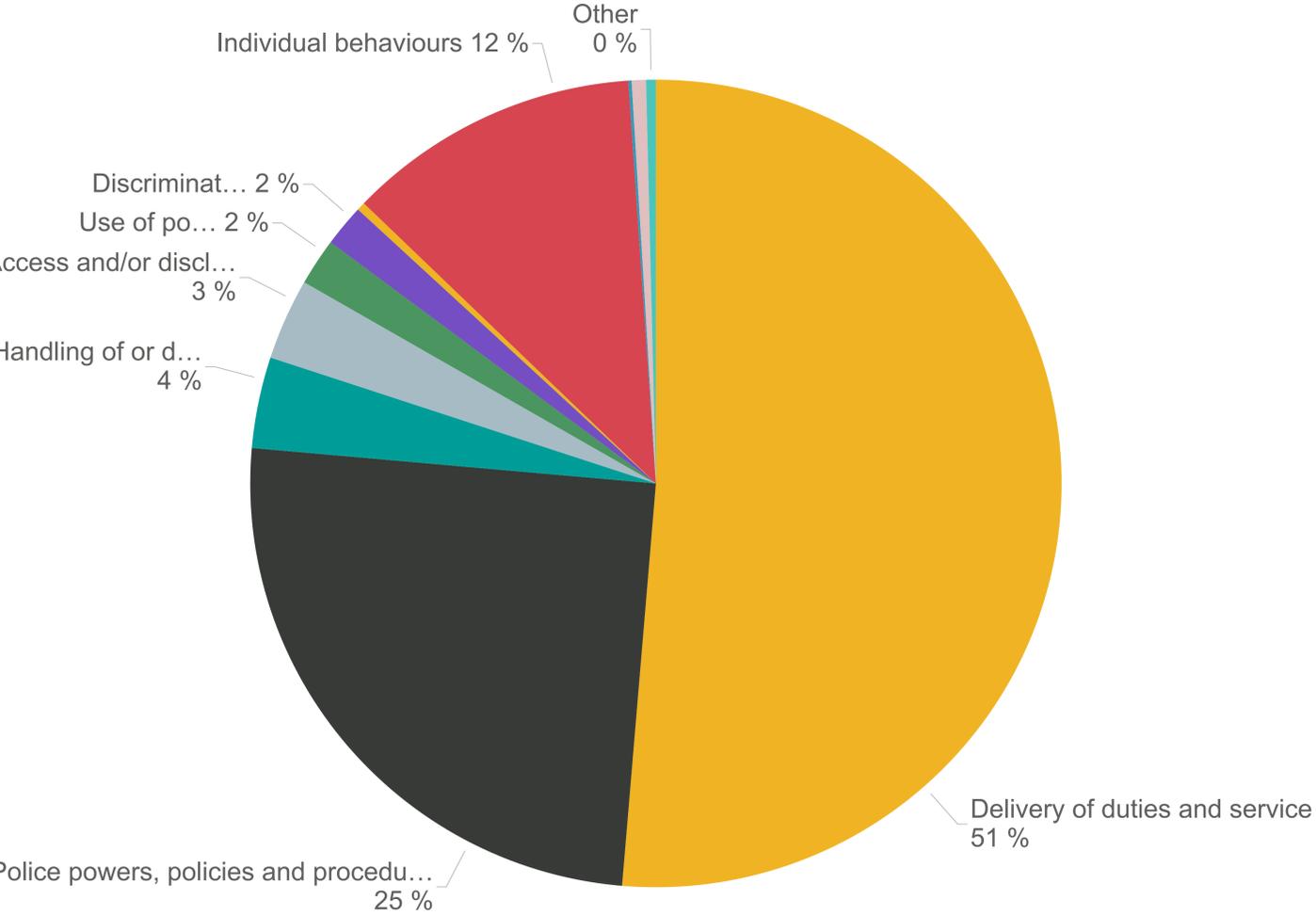
Section A1.3: Allegations logged – what has been complained about (YTD)

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	1,986	970	141	126	73	65	13	453	5	22	15	3,869
SPLY	1,931	814	88	66	64	64	18	482	5	17	12	3,561
MSF Average	1,760	661	112	64	38	104	34	445	9	17	22	3,266

What has been complained about (force - 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		
		No.	%	No.	%	No.	%	
Delivery of duties and service	Total	1,986	51 %	1,931	54 %	1,760	54 %	
	Police action following contact	862	43 %	849	44 %	846	50 %	
	General level of service	681	34 %	601	31 %	411	21 %	
	Decisions	349	18 %	378	20 %	241	14 %	
Police powers, policies and procedures	Information	94	5 %	103	5 %	264	16 %	
	Total	970	25 %	814	23 %	661	20 %	
	Power to arrest and detain	213	22 %	154	19 %	130	20 %	
	Use of force	192	20 %	152	19 %	158	24 %	
	Searches of premises and seizure of property	138	14 %	104	13 %	80	12 %	
	Other policies and procedures	130	13 %	141	17 %	77	11 %	
	Evidential procedures	66	7 %	56	7 %	36	5 %	
	Stops, and stop and search	65	7 %	45	6 %	26	4 %	
	Detention in police custody	65	7 %	52	6 %	91	15 %	
	Bail, identification and interview procedures	65	7 %	48	6 %	43	7 %	
	Out of court disposals	36	4 %	62	8 %	20	3 %	
	Information	0	0 %	0	0 %	0	0 %	
	Individual behaviours	Total	453	12 %	482	14 %	445	14 %
		Impolite language / tone	122	27 %	105	22 %	110	26 %
Unprofessional attitude and disrespect		115	25 %	146	30 %	120	27 %	
Overbearing or harassing behaviours		99	22 %	100	21 %	93	20 %	
Impolite and intolerant actions		67	15 %	82	17 %	47	11 %	
Lack of fairness and impartiality		50	11 %	49	10 %	75	15 %	
Handling of or damage to property/ premises	Total	141	4 %	88	2 %	105	3 %	
	Handling of or damage to property/ premises	141	100 %	88	100 %	105	92 %	
Access and/or disclosure of information	Police action following contact	0	0 %	0	0 %	0	0 %	
	Total	126	3 %	66	2 %	64	2 %	
	Disclosure of information	88	70 %	43	65 %	46	74 %	
	Handling of information	27	21 %	19	29 %	10	14 %	
	Use of police systems	6	5 %	3	5 %	4	7 %	
	Accessing and handling of information from other sources	5	4 %	1	2 %	3	5 %	
	Decisions	0	0 %	0	0 %	0	0 %	
Information	0	0 %	0	0 %	0	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	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	1,230	32 %	1,025	29 %	1,244	39 %
Arrest	502	13 %	397	11 %	377	12 %
Domestic / gender abuse	386	10 %	320	9 %	192	6 %
Roads/traffic	377	10 %	378	11 %	207	6 %
Neighbourhood policing	364	9 %	396	11 %	195	6 %
None	313	8 %	412	12 %	556	17 %
Call Handling	256	7 %	324	9 %	167	5 %
VAWG - dissatisfaction handling	243	6 %	238	7 %	127	4 %
Custody	171	4 %	181	5 %	165	5 %
Child protection / CSA / CSE	149	4 %	140	4 %	48	1 %
Mental health	98	3 %	84	2 %	90	3 %
Stop and/or search	97	3 %	70	2 %	44	1 %
Premises search	85	2 %	106	3 %	68	2 %
Drugs / alcohol	74	2 %	67	2 %	28	1 %
Restraint equipment	56	1 %	30	1 %	28	1 %
Death	55	1 %	55	2 %	29	1 %
Social media	37	1 %	23	1 %	10	0 %
Firearms	32	1 %	16	0 %	15	0 %
Hate Crime	26	1 %	40	1 %	20	1 %
Missing persons	24	1 %	37	1 %	22	1 %
Fraud	20	1 %	12	0 %	9	0 %
Public order incident	15	0 %	26	1 %	31	1 %
Serious injury	13	0 %	9	0 %	3	0 %
VAWG - police perpetrated	9	0 %	30	1 %	15	0 %
Taser	7	0 %	9	0 %	3	0 %
Police dogs or horses	3	0 %	4	0 %	1	0 %
VAWG - police victim	2	0 %	2	0 %	1	0 %
Covert policing	1	0 %	0	0 %	1	0 %
Unknown	1	0 %	0	0 %	1	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	0	0 %	1	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %
VAWG' - police victim	0	0 %	0	0 %	0	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	Access and/or disclosure of information	Individual behaviours
VAWG - police victim	1	0	0	0	0
VAWG - police perpetrated	0	5	0	0	1
VAWG - dissatisfaction handling	139	59	7	12	18
Unknown	0	1	0	0	0
Taser	0	6	0	0	1
Stop and/or search	9	69	5	1	7
Social media	17	2	0	9	8
Serious injury	6	5	0	0	2
Roads/traffic	173	67	13	5	52
Restraint equipment	0	56	0	0	0
Public order incident	10	3	0	0	2
Premises search	5	59	15	0	6
Police dogs or horses	1	1	1	0	0
None	140	41	13	22	62
Neighbourhood policing	240	36	7	7	61
Missing persons	11	7	0	0	6
Mental health	42	31	2	3	17
Investigation	831	188	53	34	96
Hate Crime	15	0	0	0	5
Fraud	18	1	0	0	1
Firearms	13	10	6	1	1
Drugs / alcohol	18	38	5	1	10
Domestic / gender abuse	217	95	10	19	30
Death	32	10	7	3	3
Custody	40	105	5	2	14
Covert policing	1	0	0	0	0
Child protection / CSA / CSE	78	40	3	11	16
Call Handling	181	5	1	8	56
Arrest	80	349	13	5	38
Total	1,970	968	138	122	452

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
Q3 23/24	58	3	0	61
Q4 23/24	72	2	1	75
Q1 24/25	51	3	0	54
Q2 24/25	90	2	0	92
Q3 24/25	102	4	2	107
Total	373	14	3	389

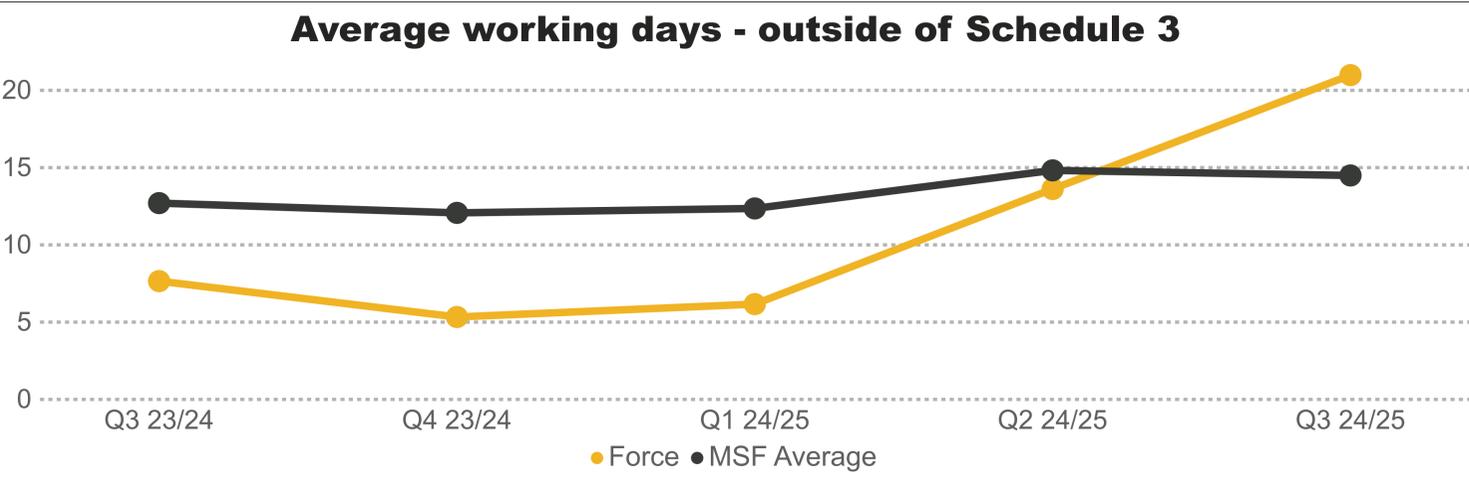
Section A2: Allegations timeliness

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

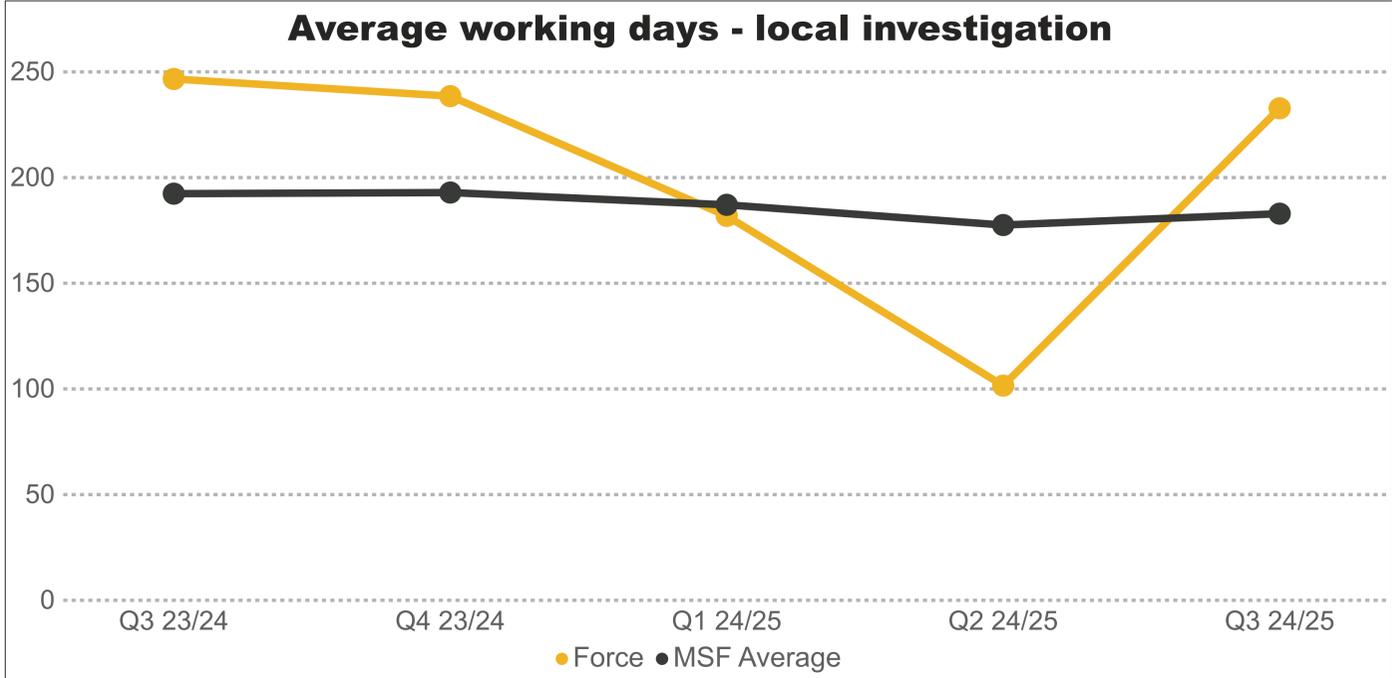
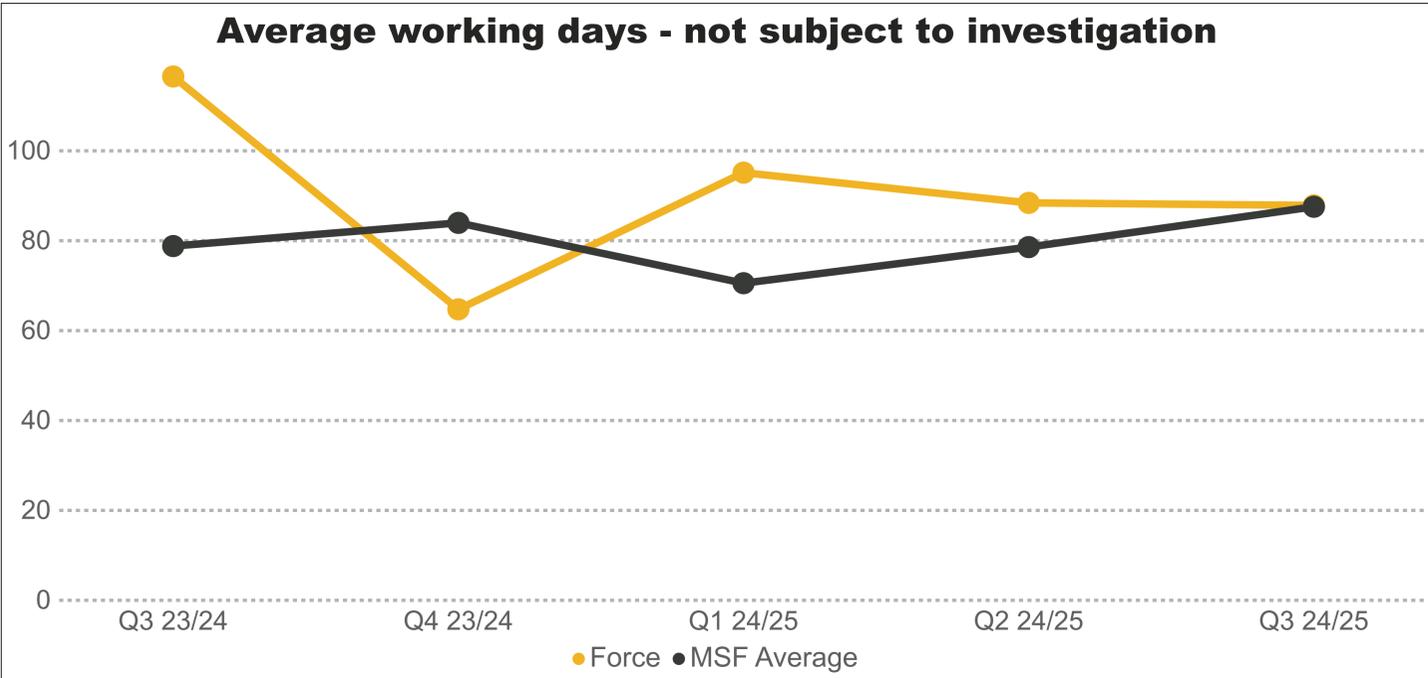
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	2,740	13	552	90	67	177	0	0
SPLY	2,632	7	889	83	111	249	0	0
MSF Average	1,348	14	1,298	81	442	181	2	95



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	4	359
MSF Average	0	0

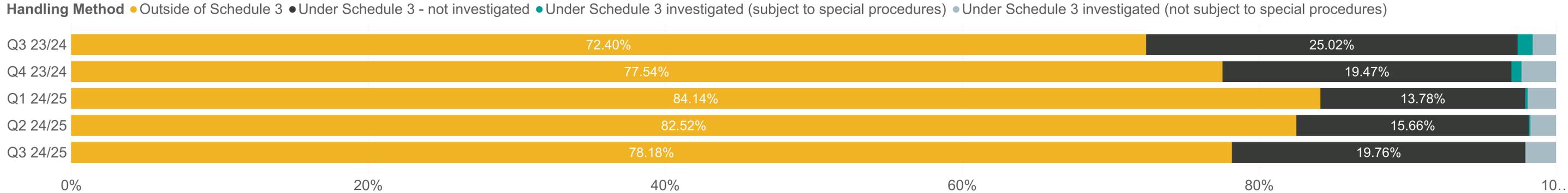


Section A3.1: How allegations were handled and their decisions

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 %
Under Schedule 3 investigated (not subject to special procedures)	64	2 %	428	13 %
Under Schedule 3 investigated (subject to special procedures)	3	0 %	16	1 %
Under Schedule 3 - not investigated	552	16 %	1298	43 %
Outside of Schedule 3	2,740	82 %	1348	44 %
Total	3,359	100 %	3090	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 investigated (subject to special procedures)		Under Schedule 3 investigated (not subject to special procedures)	
	Force No.	Force %	Force No.	Force %	Force No.	Force %	Force No.	Force %
No further action			110	20 %			2	3 %
Service provided - unable to determine			31	6 %			4	6 %
Service provided - not acceptable			87	16 %			7	11 %
Service provided - acceptable			310	56 %			51	80 %
Not Resolved	128	5 %						
Resolved	2612	95 %						
No Case to Answer					2	67 %		
Case to Answer					1	33 %		
Withdrawal			14	3 %				

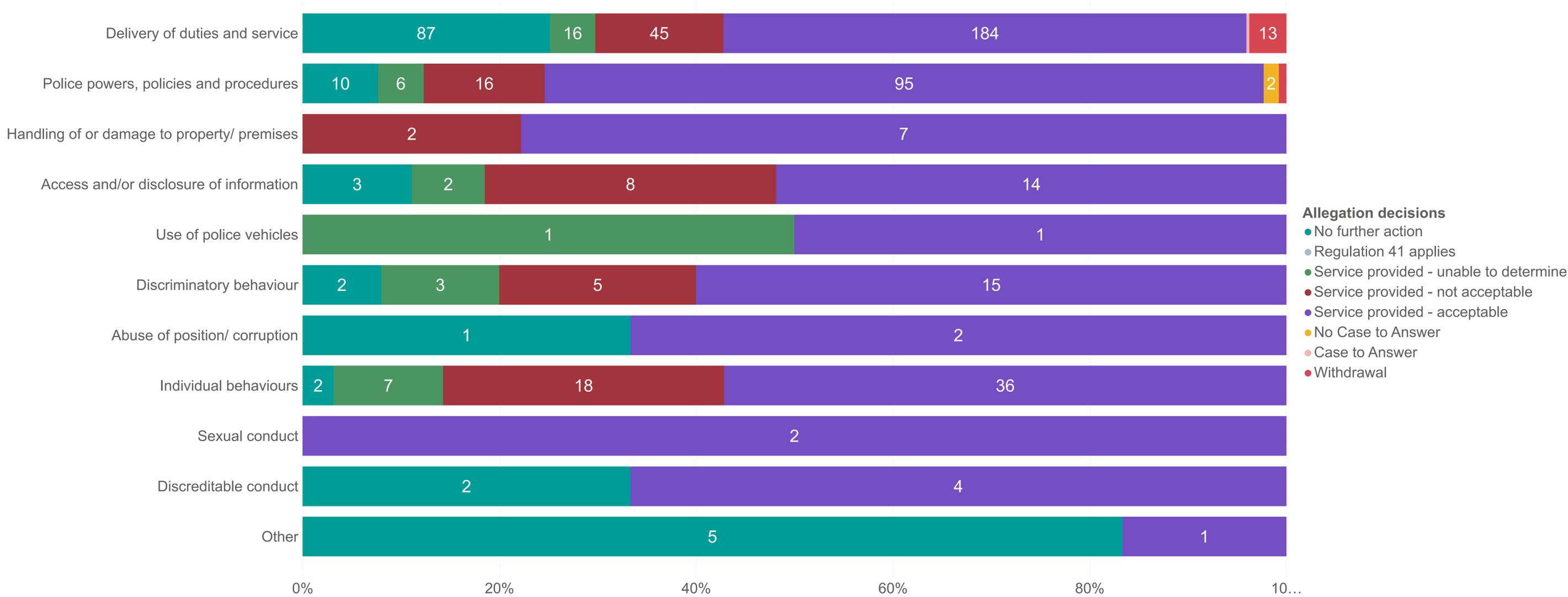
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	1,363	644	108	67	62	37	6	311	2	6	6	2,612
Not Resolved	37	49	1	9	3	6	1	15	0	7	0	128

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 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.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	2	0 %	10	0 %	3	0 %
Learning from reflection	23	1 %	24	1 %	27	3 %
Policy review	2	0 %	0	0 %	1	0 %
Goodwill gesture	0	0 %	3	0 %	2	0 %
Apology	267	10 %	197	7 %	115	8 %
Debrief	6	0 %	17	1 %	5	0 %
Explanation	2,234	82 %	2,067	79 %	970	72 %
No further action	148	5 %	142	5 %	128	10 %
Other action	55	2 %	172	7 %	86	6 %

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 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

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	1	0 %	2	0 %	18	1 %
Apology	45	7 %	53	5 %	52	3 %
Debrief	0	0 %	0	0 %	2	0 %
Explanation	417	67 %	634	63 %	927	61 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	2	0 %
No further action	138	22 %	225	22 %	570	26 %
Other action	1	0 %	17	2 %	42	2 %
Learning from reflection	6	1 %	32	3 %	96	5 %
Referral to RPRP	12	2 %	29	3 %	23	1 %

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

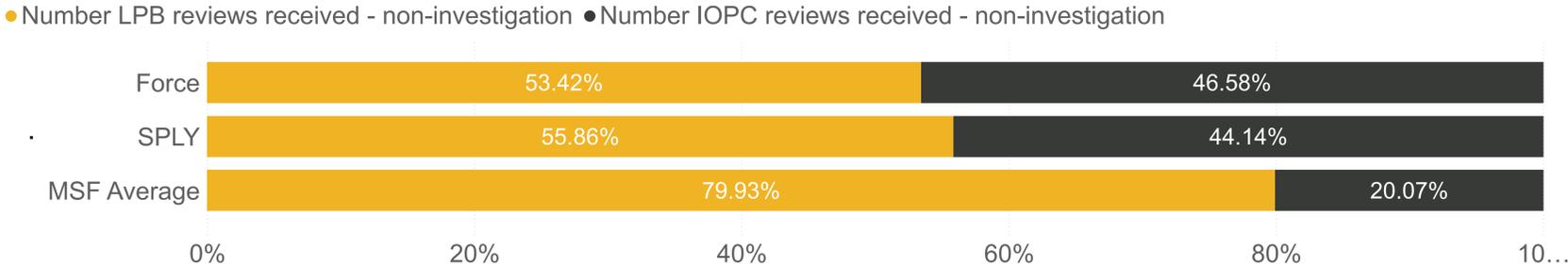
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	8	35 %	3	8 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	1	4 %
Other actions following a case to answer decision	0	0 %	3	13 %	1	10 %
Referral to RPRP	2	67 %	1	4 %	6	41 %

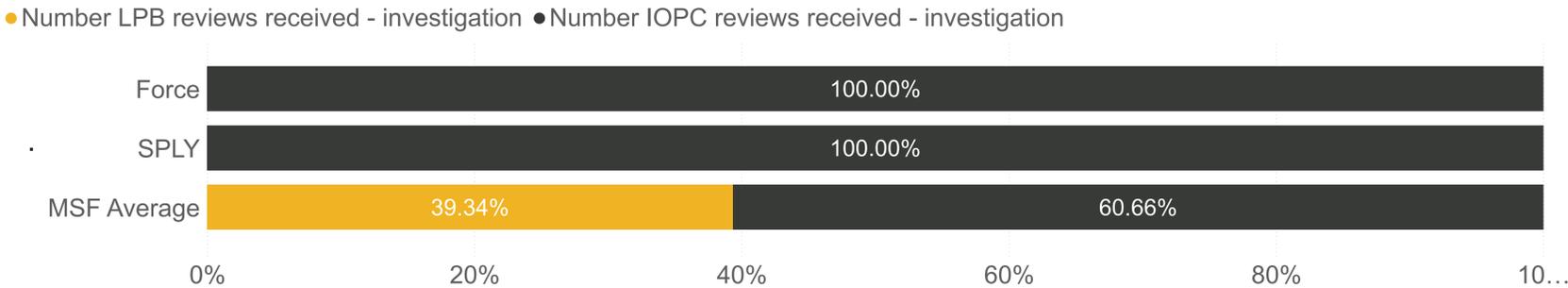
Section C1: Reviews received and timeliness (Year to date)

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	39	34
SPLY	62	49
MSF Average	80	20

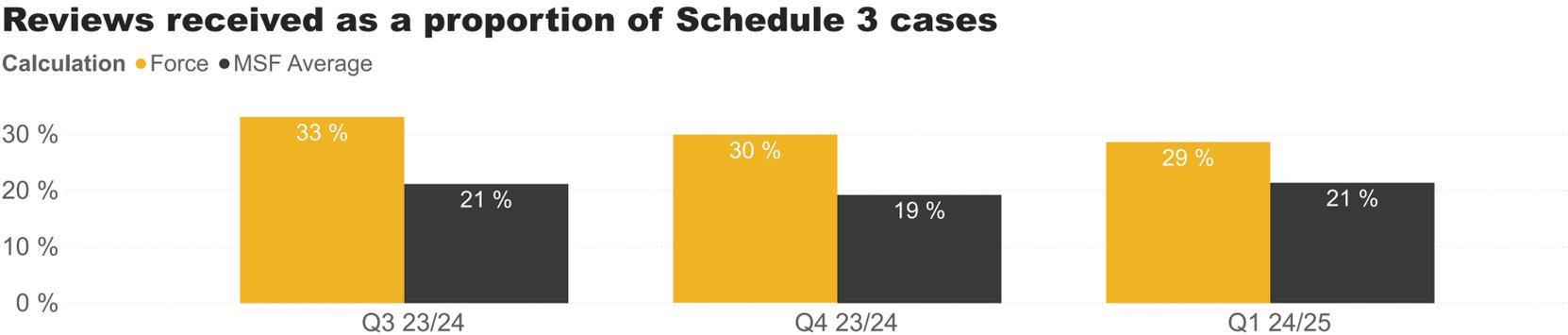


Investigation reviews received	LPB	IOPC
Force	0	16
SPLY	0	10
MSF Average	12	19



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	89	307
SPLY	121	341
MSF Average	131	670



	Force	SPLY	MSF Average
Average number of working days to complete Local Policing Body reviews	75	50	52
Average number of working days to complete IOPC reviews	158	136	139

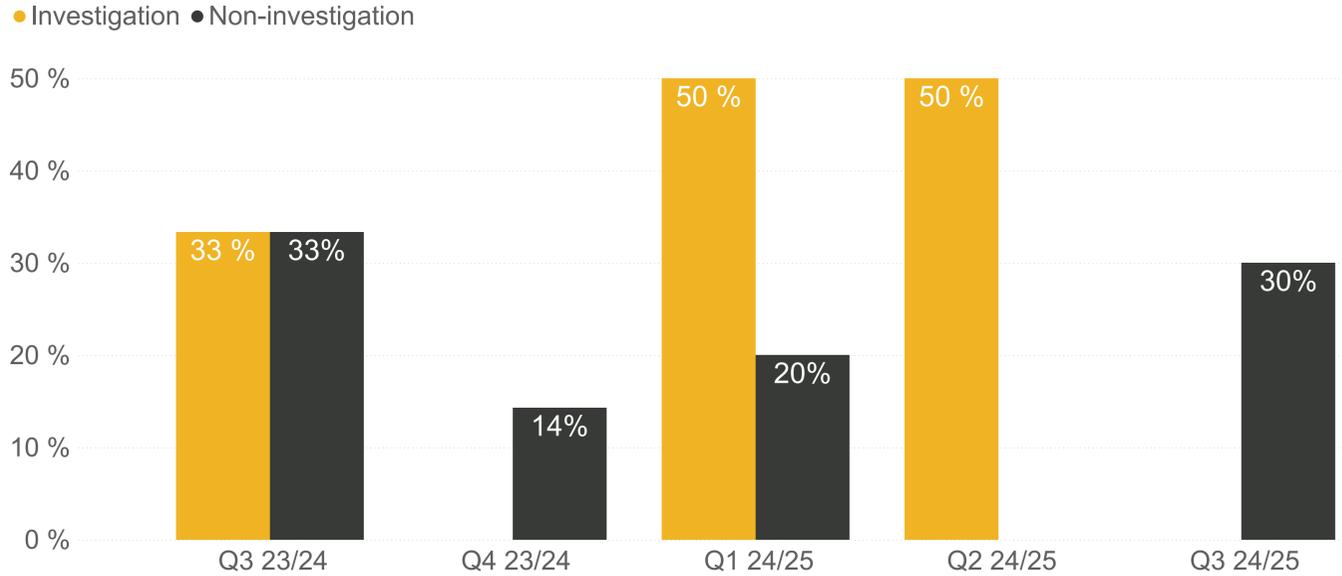
Section C2: Outcomes on reviews

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.

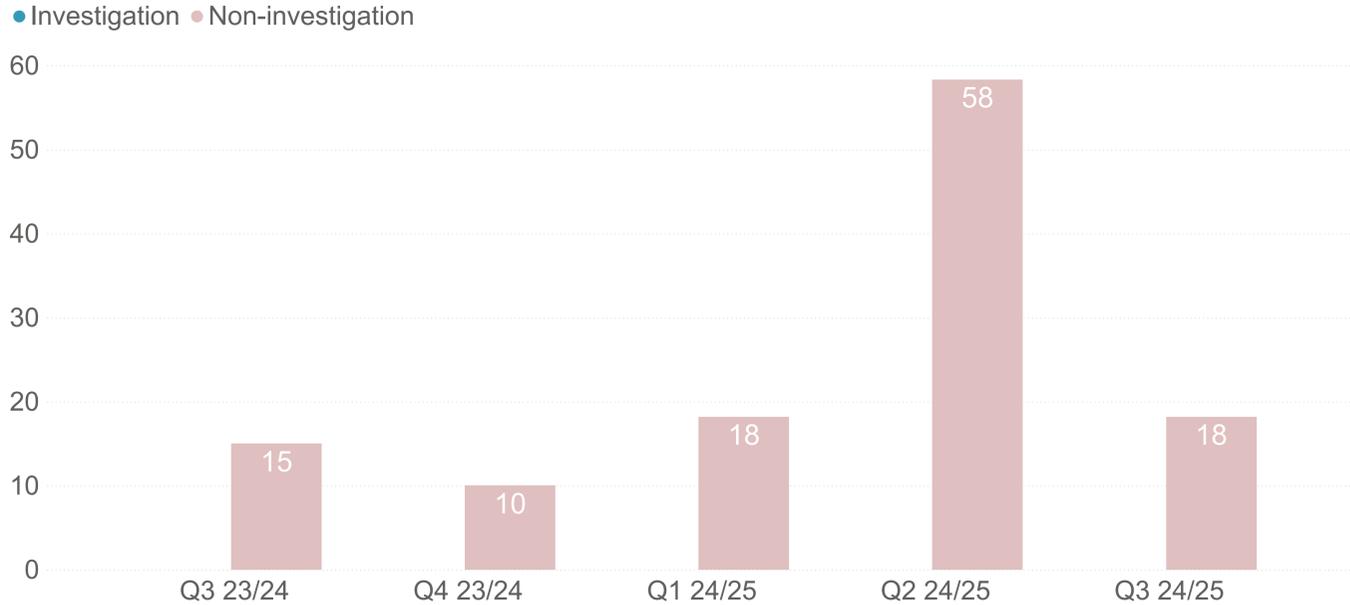
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	7	3	0	
SPLY	11	5	0	
MSF Average	15	5	14	29

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	24	5	45	13
SPLY	37	9	45	7
MSF Average	13	3	75	13

% IOPC reviews upheld - Force



% LPB Reviews upheld - Force



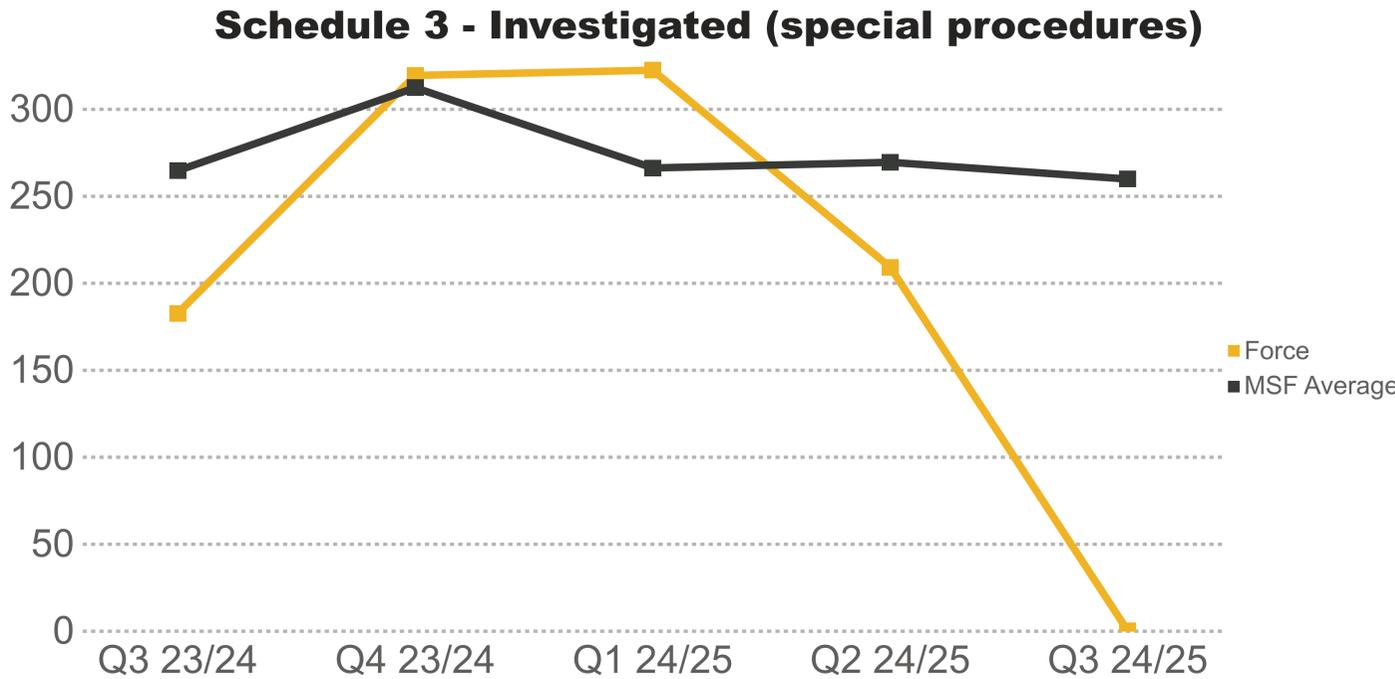
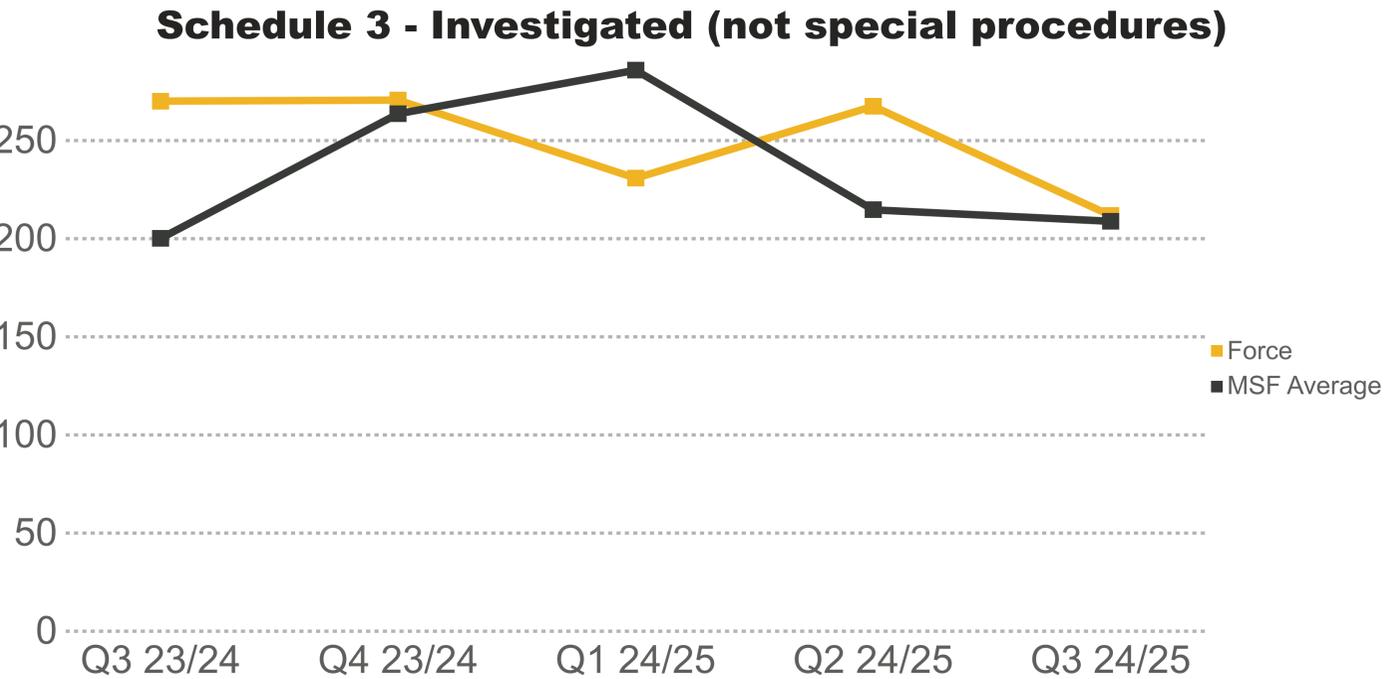
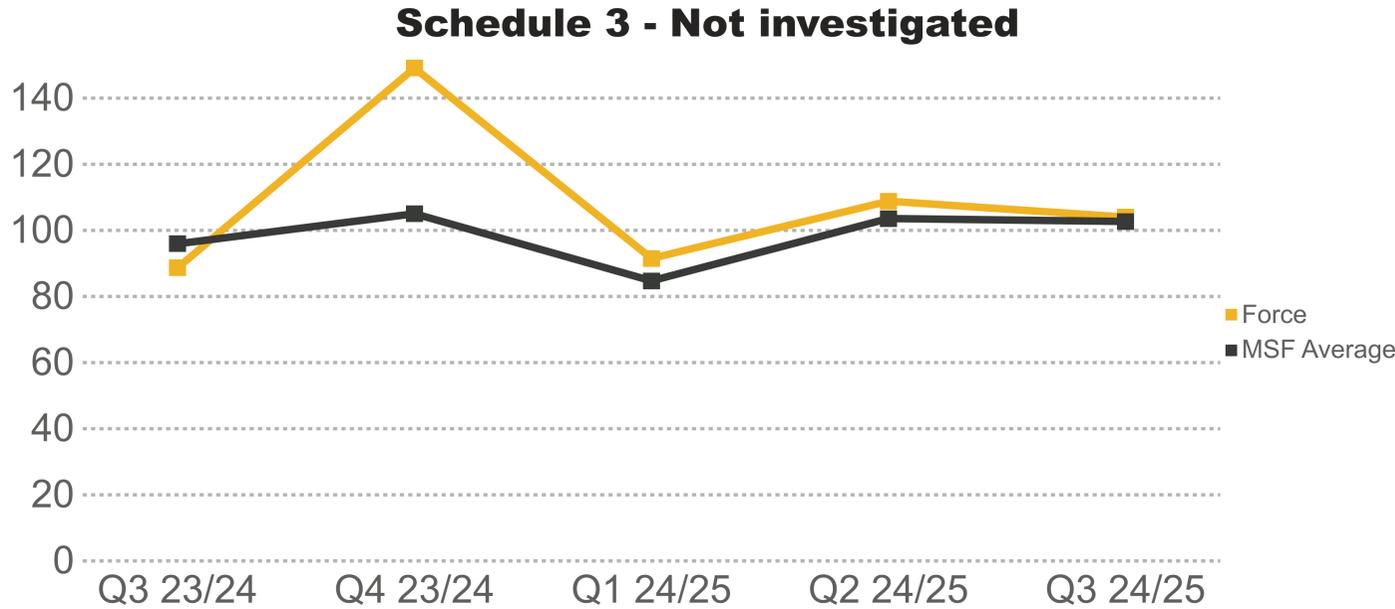
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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

Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average
Under Schedule 3 investigated (subject to special procedures)	285	239	342
Under Schedule 3 investigated (not subject to special procedures)	233	253	230
Under Schedule 3 - not investigated	102	87	99
Total	118	103	119

Number finalised (Year to date)	Force	SPLY	MSF Average
Under Schedule 3 - not investigated	271	307	501
Under Schedule 3 investigated (not subject to special procedures)	30	25	161
Under Schedule 3 investigated (subject to special procedures)	6	9	8
Total	307	341	670



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

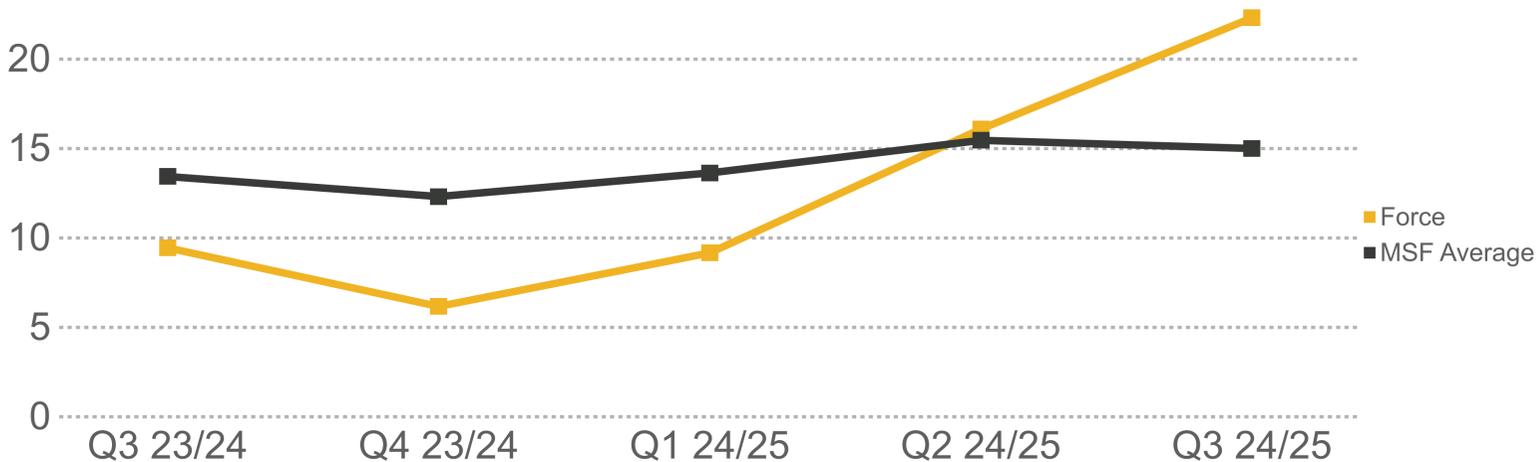
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the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

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

Year to date

	Force	SPLY	MSF Average
Complaint cases handled outside of Schedule 3	2261	2209	1133
Average days to finalise complaint cases handled outside of Schedule 3	16	7	15

Outside Schedule 3



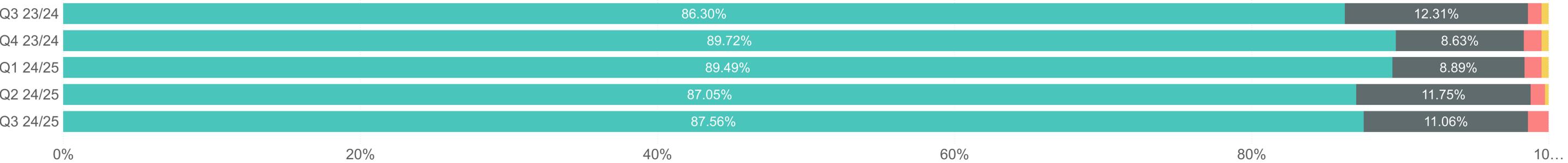
Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	2,261	88%	2,209	87%	1,133	63%
Under Schedule 3 - not investigated	271	11%	307	12%	501	28%
Under Schedule 3 investigated (not subject to special procedures)	30	1%	25	1%	161	9%
Under Schedule 3 investigated (subject to special procedures)	6	0%	9	0%	8	0%
Total	2,568	100%	2,550	100%	1,803	100%

Force: percent of complaint cases finalised by handling method

Means Of Handling ● Outside of Schedule 3 ● Under Schedule 3 - not investigated ● Under Schedule 3 investigated (not subject to special procedures) ● Under Schedule 3 investigated (subject to special procedures)



Section E: Referrals

The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

Referrals may have been completed in a different period to when they were received.

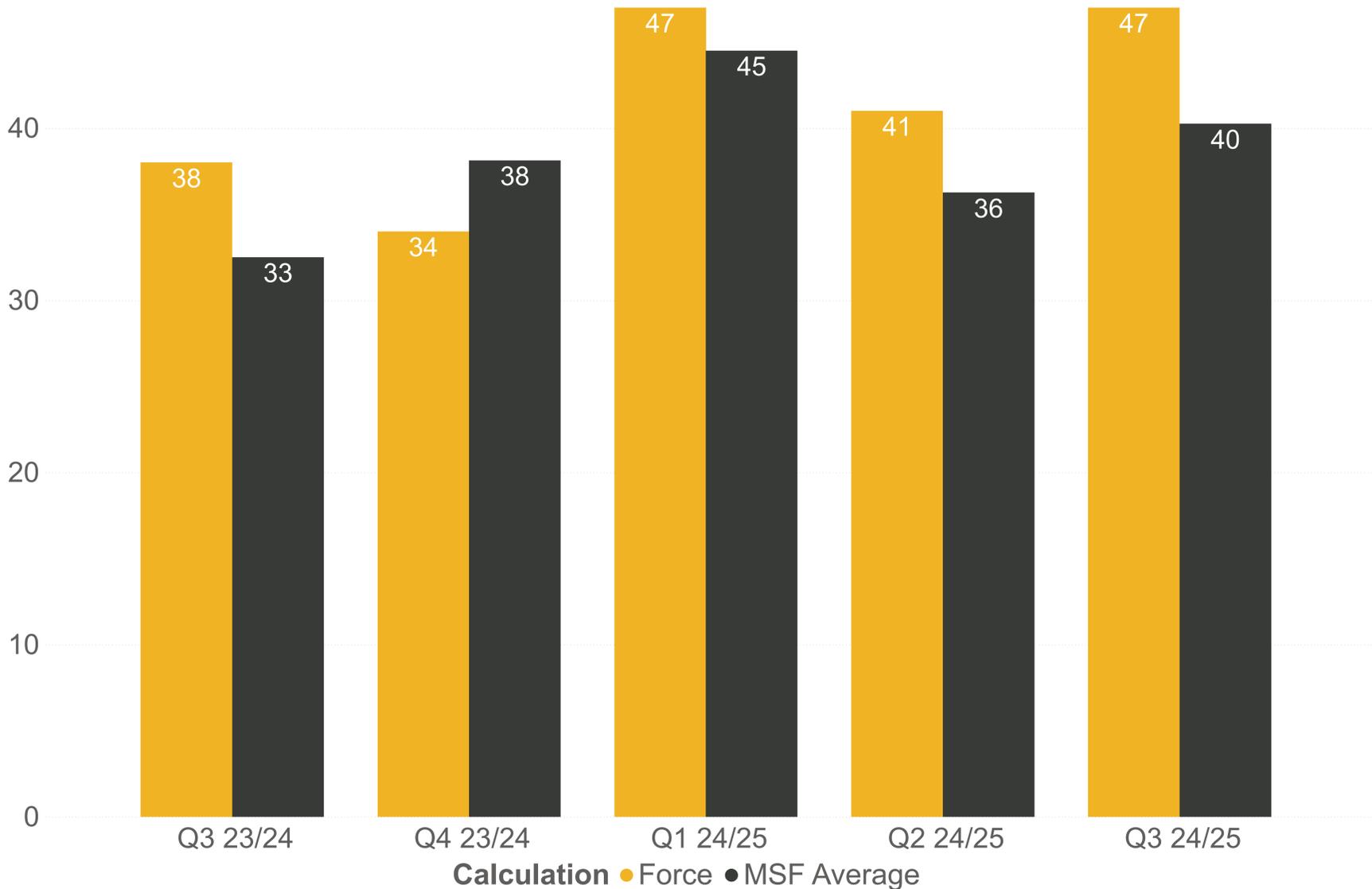
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average
Number referrals received	135	127	121
Number referrals completed	131	126	117
Decision: Independent Investigation	7	8	6
Decision: Directed Investigation	0	0	0
Decision: Local Investigation	71	77	65
Decision: Return to Force	51	40	43
Decision: Invalid	2	1	2

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, Sussex, Thames Valley

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 \(February 2020\)](#).