



# Police complaints

Statistics for England  
and Wales 2021/22  
(Experimental statistics)

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# Introduction

The *Policing and Crime Act 2017* and supporting regulations made significant changes to the police complaints and disciplinary systems. These changes were designed to achieve a simpler, more proportionate and customer-focused complaints system focused on learning and improvement. The changes were implemented on 1 February 2020.

New recording guidance was issued alongside changes to complaints legislation to improve how information about complaints is recorded. These changes aim to make complaints data more meaningful.

This report presents figures on complaints about the police in England and Wales for the financial year 2021/22. It presents different data from previous annual complaints reports due to the changes in legislation and recording practice.

A police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. Police forces and local policing bodies deal with the majority of complaints themselves. The IOPC sets the standards for complaints handling through its [Statutory Guidance 2020](#).

Statutory Guidance helps local policing bodies and forces achieve high standards in handling complaints about those serving with the police. It also helps them to comply with their legal obligations. The IOPC also oversees the complaints system and investigates the most serious and sensitive cases. It also carries out some reviews of complaints.

The first stage of complaint handling is for the relevant police force or local policing body to decide how it will handle the complaint. The reforms allow for certain types of complaints to be resolved informally, while also allowing more flexibility in the handling of formal complaints. This allows the police to better meet the needs of the

complainant, and quickly make improvements based on the complaints they handle.

A person can request a review if they are unhappy with the way their complaint was handled or the final outcome. In some instances, this review will be carried out by the IOPC. Other reviews are handled by local policing bodies (Police and Crime Commissioners and Mayors).

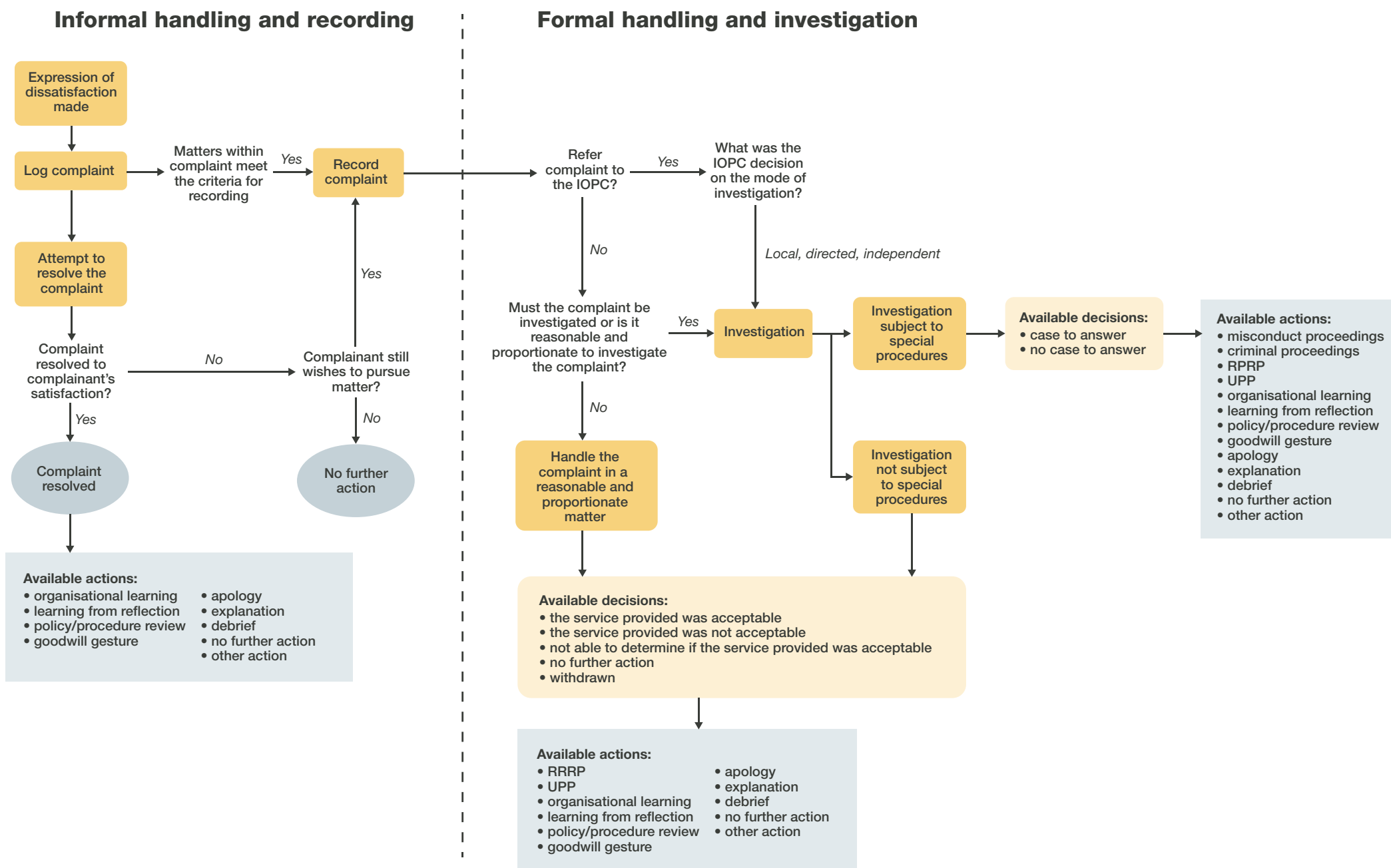
This is the second year of reporting on the changes to the complaints system. Most of the data referred to in this report was recorded on police force IT systems and collected by the IOPC. Police forces updated their systems at different times, and it will take time for those inputting data to develop their understanding. While data have undergone quality assurance checks the statistics remain subject to testing of quality and volatility. Therefore, they should be treated as experimental<sup>1</sup> to acknowledge that they should be interpreted with caution and that further development is currently taking place.

We have given police forces guidance setting out how we expect them to record the data we collect. Therefore, the consistency of the data we report relies on police forces applying our guidance correctly when they record data.

Our guidance on how police forces should record data about complaints under the *Police Reform Act 2002 (PRA 2002)*, as amended by the *Policing and Crime Act 2017*, is on our website [www.policconduct.gov.uk](http://www.policconduct.gov.uk)

<sup>1</sup> The Office for National Statistics describes these as 'a series of statistics that are in a testing phase and not yet fully developed.'

# Formal and informal handling of complaints



# Findings

## Initial handling of complaints and how long it takes

### Complaint cases logged

Significant change has been made to the complaints system in this area, widening the definition of a complaint to make the system more accessible. This means many more complaints will now be logged than in previous years.

The definition of a police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. All expressions of dissatisfaction must be logged. Some dissatisfaction, which does not meet the criteria for recording a complaint under Schedule 3 of the *PRA 2002*, may be resolved quickly to the satisfaction of the complainant. Other expressions of dissatisfaction must be recorded.

- In 2021/22, police forces and local policing bodies logged 75,020 complaint cases (table 1).
- Forces took on average six working days to log complaints from the date the complaint was made (table 3).
- Most forces (27) logged complaints in five working days or less. Of the 17 forces that took more than five working days, seven had logged more than 1,500 complaints and included the Metropolitan Police Service, Greater Manchester Police and Thames Valley Police.

There are considerable differences in the size of police forces across England and Wales. This impacts the number of complaint cases logged by forces. Direct comparison of the number of complaint cases across forces would not take into account these size variations.

A complaint cases rate per 1,000 police force employees is used to provide a meaningful comparison of complaints logged across forces.

- In 2021/22, 309 complaint cases per 1,000 employees across all forces were logged (table 2).
- Complaint case rates per 1,000 employees ranged from 90 in North Yorkshire Police to 697 in Cleveland Police.

### Time taken to contact the complainant

When handling complaints, the body responsible must contact the complainant and seek their views about how the complaint should be handled. This should happen as soon as possible after the complaint is made.

- In 2021/22, forces took an average of nine working days from the date the complaint was made to contact the complainant (table 3).
- The time forces took to contact complainants ranged from an average of one day (Cheshire Constabulary, Northumbria Police and Warwickshire Police) to 44 days in West Midlands Police (table 3).

### Recording complaints

The new reforms allow for certain complaints to be handled informally. Schedule 3 of the *PRA 2002* sets out legal requirements for police complaint handling.

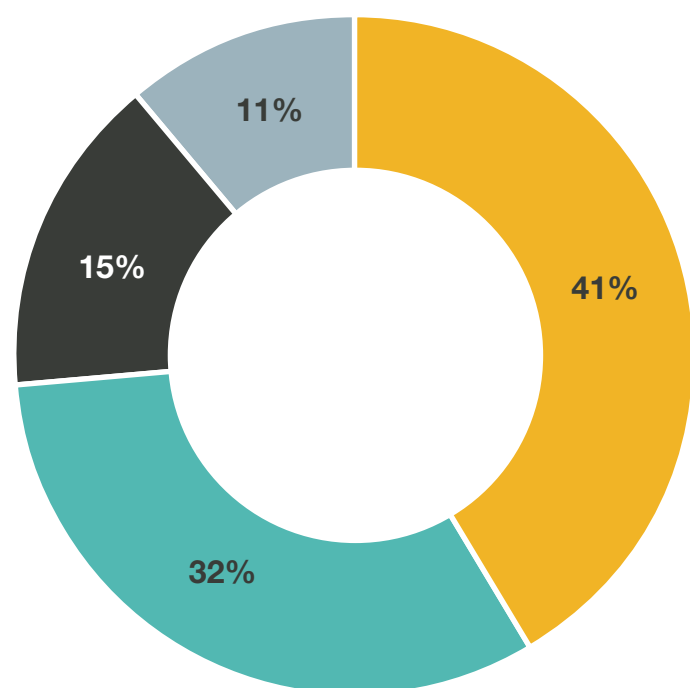
A complaint does not need to be formally recorded under Schedule 3 of the *PRA 2002* if it can be resolved quickly and to the satisfaction of the complainant. Even if attempts are made to initially handle the complaint outside of the

requirements of Schedule 3, it may later be recorded and handled under Schedule 3 of the *PRA 2002*. Information about recording complaints is available in [Chapter 6 of our Statutory Guidance \(2020\)](#).

There are four reasons why a complaint must be recorded under Schedule 3:

- the complainant wants it to be recorded
- the nature of the allegation(s) mean it must be recorded
- the appropriate authority/body responsible for initial handling decides it is appropriate
- the complainant is dissatisfied following informal handling

- A total of 35,738 complaint cases logged in 2021/22 were subsequently recorded under Schedule 3 of the *PRA 2002* (table 4).
- In 41% (14,760) of cases, the body responsible for the initial handling of the complaint decided it should be recorded.
- Just under a third (32%, 11,459) of complaints were recorded because the complainant wanted it to be recorded.
- 15% (5,498) of complaint cases were recorded due to the nature of the allegations made.
- In 11% (4,021) of cases, the complainant was dissatisfied with the informal handling and requested their complaint be recorded.



**Figure 1: Reasons complaint cases recorded under Schedule 3 in 2021/22.**

- Body responsible for initial handling decides
- Complainant wishes the complaint to be recorded
- Nature of allegation(s)
- Dissatisfaction after informal handling

## What complaints were about

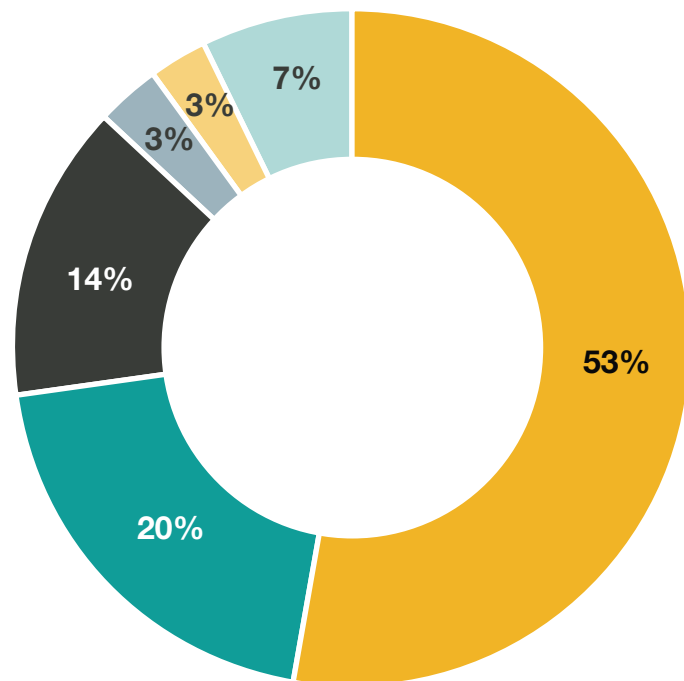
A complaint case may include one or more allegations. Each allegation is allocated to one of 11 categories and a subcategory if applicable. The purpose of the categories is to capture the root of the dissatisfaction expressed in a complaint.

- In 2021/22, 120,690 allegations were logged (table 5).
- The five most commonly logged allegation categories in 2021/22 were:
  - delivery of duties and service
  - police powers, policies and procedures

- individual behaviours
- handling of or damage to property/premises
- discriminatory behaviour

These five categories account for 93% of all allegations logged (figure 2).

- The most common allegation was logged under the 'delivery of duties and service' category. This category accounted for more than half (53%) of all the allegations logged in 2021/22.



**Figure 2: Allegations logged in 2021/22 by category.**

- Delivery of duties and service
- Police powers, policies and procedures
- Individual behaviours
- Discriminatory behaviours
- Handling of or damage to property/premises
- All other categories

## Who complains and who is subject to complaints

### Who makes the complaints

In 2021/22, 69,804 people complained about the police.

- Most complainants were men (51%, 35,774) (table 8).
- Where known, most complainants were White (51%, 35,895). It should be noted the ethnicity of 36% (25,219) of complainants was either not stated or unknown (table 9).
- The most common age groups to complain about the police were those aged 30 to 39 years (21%, 14,464 complainants), closely followed by those aged 40 to 49 years (18%, 12,798). The people who complained least commonly were aged 17 or under. However, caution is advised when looking at the breakdown by age owing to 19% (13,336) of complainants whose age is unknown (table 10).

### Who is complained about

In 2021/22, 50,559 people serving with the police were subject to a complaint.

- 63% (31,939) of those complained about were men and 30% (15,339) were women (table 11).
- Most people subject to a complaint were White (79%, 40,101). However, caution is advised when looking at the breakdown by ethnicity due to the number of subjects (14%, 7,281) with unknown or not stated ethnicity (table 12).



## Time taken to informally handle a complaint and the outcomes

Informal complaint handling is an opportunity to address promptly the concerns a complainant has raised. The key consideration is whether a course of action is appropriate and whether it will be an effective response to a complaint.

### Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2021/22, police forces finalised 43,127 allegations on complaint cases that were handled informally (table 14).
- On average, these allegations took 21 working days to finalise (table 15).

### Allegation decisions

Where a complaint case is handled informally, the allegation decision will be 'resolved' or 'not resolved'.

- In 2021/22, 94% of allegations handled informally were resolved to the satisfaction of the complainant (table 19).

The remaining 6% could not be resolved and will either have been recorded under Schedule 3 or withdrawn by the complainant.

### Complaint cases finalised

A complaint case is finalised when all actions relating to that case are complete.

In 2021/22, 38,365 complaint cases were finalised informally (table 20).

These complaint cases took an average of 24 working days to finalise (table 21). This is longer than the 21 working days taken to handle allegations as it includes the time to complete all the actions on the case.

### Actions

Any actions taken in response to the allegation are recorded; multiple actions can be recorded for each allegation.

- The most common action resulting from complaints handled informally was an explanation. 48% of complaint cases finalised resulted in an explanation being given to the complainant (table 22).
- 29% of complaint cases finalised informally had at least one allegation resulting in no further action (table 22).
- Different types of learning can be selected as the outcome of complaints. These are organisational learning and learning from reflection. These amount to 3% of the outcomes. Actions such as providing an apology or conducting a debrief accounted for a further 10%. Therefore, some sort of learning/reflective activity accounted for the outcome in 13% of cases (table 22).

## Time taken to formally handle a complaint and the outcomes

All complaints recorded formally should be handled in a reasonable and proportionate manner. This may mean:

- an investigation
- otherwise responding to concerns raised and seeking to resolve them
- notifying the complainant that no further action will be taken

### Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2021/22, police forces finalised 74,246 allegations on complaint cases handled formally (table 14).

### Allegations handled by investigation

If an allegation is investigated, the investigation will fall into one of three types: local, directed or independent. Please see the glossary for an explanation of the different forms of investigation.

If at any time during an investigation, the investigating officer thinks a person complained about may have

- committed a criminal offence; or
- behaved in a manner which would justify the bringing of disciplinary proceedings

the investigation must be certified as subject to special procedures (see explanation of 'special procedures' in the glossary).

- In 2021/22, 24% of the 74,246 allegations handled under Schedule 3 were investigated (table 14).
- 7% of those (1,359 out of 18,169) were finalised by investigations subject to special procedures (table 16).

- Of allegations handled formally, the proportion investigated ranged from 2% in Cleveland Police to 92% in Thames Valley Police.
- Allegations finalised by local investigation took an average of just over six months (134 working days) for forces to complete (table 15).

### Allegations handled otherwise than by investigation

Most allegations will not need a full investigation to reach a conclusion and a decision.

- In 2021/22, the majority (76%) of allegations handled formally were finalised otherwise than by investigation (table 14).
- These allegations took forces four months (84 working days) on average to finalise (table 15).

### Allegation decisions

Often a complaint case will contain several different allegations. Some may be subject to special procedures and others not. It is possible to handle all allegations in the same way. As such, a complaint case that is investigated subject to special procedures may contain non-special procedures allegations and the decision will reflect this (table 19).

- It was found there was a case to answer for misconduct or gross misconduct in 22% of allegations investigated subject to special procedures.
- 52% of allegations investigated subject to special procedures found no case to answer for misconduct or gross misconduct.
- 4% found that the service provided was not acceptable.
- The remaining allegations investigated subject to special procedures found that either the service was acceptable, no further action was taken, or the complaint was withdrawn.

- It was found the service provided was acceptable in almost three quarters (71%) of allegations investigated where special procedures did not apply.
- The service provided was acceptable in the majority (67%) of the allegations finalised formally that were not investigated.

## Complaint cases finalised

A complaint case is considered finalised when all actions relating to that case are complete.

This includes:

- the time during which an application to review can be made
- the time it takes to deal with a review
- the time it takes for actions resulting from a recommendation or direction, made either following an investigation or consideration of a review, to be completed
- the time for the actions arising from a reflective practice review process (RPRP) meeting to be communicated to the complainant or their representative
- the time it takes for misconduct and/or criminal proceedings to conclude
- the time for initial outcomes of unsatisfactory performance procedures to be decided

A total of 33,602 complaint cases were finalised formally in 2021/22 (table 20).

- It took an average of 108 working days to finalise complaint cases formally in 2021/22 (table 21).

- The average time forces took to finalise complaint cases formally ranged from 54 in City of London Police and Humberside Police to 191 working days in North Yorkshire Police (table 21).

## Actions

- Of the 33,602 complaint cases handled formally in 2021/22, just under half (48%) had at least one allegation resulting in no further action being taken (table 23).
- 68 complaint cases that were handled formally and subject to a special procedures investigation had at least one allegation resulting in either misconduct meeting or hearing (table 23).
- 12% of complaint cases had at least one allegation resulting in learning for either the individual or the police force (table 23).
- 3% (1,003) of complaint cases handled formally had at least one allegation resulting in a referral to RPRP (table 23).
- 6% of complaint cases had at least one allegation resulting in an apology or debrief taking place (table 23).
- 37% of complaint cases had at least one allegation resulting in an explanation being provided (table 23).

## Reviews

The complainant has a right to apply for a review where a complaint has been recorded under Schedule 3 of the *PRA 2002*. They can apply for a review if they are unhappy with the way their complaint was handled, or with the final outcome.

The application for review will be considered by the local policing body or the IOPC. The relevant review body depends on the circumstances of the complaint. The relevant review body will look at whether the handling and the outcome of the complaint was reasonable and proportionate.

There is no right of review against a complaint handled informally outside of Schedule 3. The complainant can request the complaint be recorded and handled formally if they are not satisfied with the outcome given to them. This will bring it inside the scope of Schedule 3 and, when the complaint is finalised, the complainant will get a right of review to the relevant review body.

### Local policing body (LPB) reviews

In 2021/22, LPBs received 5,030 applications from complainants requesting a review of how their complaint had been handled or its final outcome. This is an increase of 16% compared to the number received in 2020/21 (table 24).

- The number of reviews LPBs received following complaints that had not been investigated was 4,456.
- The number of reviews received following complaints that had been investigated was 574.

### Outcome of LPB reviews

- In 2021/22, 15% of reviews about complaints that were not investigated found the complaint outcome was not reasonable and proportionate (table 25).
- The proportion of non-investigation reviews that found the outcome was not reasonable

and proportionate varied considerably across police forces from 0% in two forces to 73% in Warwickshire Police (table 25).

- 27% (184 out of 689) of the investigation reviews completed by LPBs found the complaint outcome was not reasonable and proportionate.
- LPBs for nine forces completed ten or more reviews of police force investigations (table 25).
- Nineteen LPBs completed no investigation reviews.

### IOPC reviews

In 2021/22, the IOPC received 1,605 applications to review complaints dealt with by police forces, an increase of 66% on 2020/21 (table 26).

- In 2021/22, the IOPC received 817 applications to review complaints not investigated by police forces.
- The number of reviews received following complaints that had been investigated was 788.

### Outcome of IOPC reviews

- In 2021/22, the IOPC found the outcome in 37% of complaints that had not been investigated was not reasonable and proportionate (table 27).
- 31% (182 out of 592) of the investigation reviews completed by the IOPC found the complaint outcome was not reasonable and proportionate (table 27).

# Discussion

## Number of complaints and what is complained about

Compared to last year, the number of complaints logged fluctuates across forces and there was a small increase nationally.

The largest proportion of complaints relate to 'delivery of duties and service'. This covers police action after contact with the public and the general level of service the police offer. This might include complaints about an ongoing criminal investigation, the time it took for police to attend an incident or lack of updates in relation to a reported matter. There has been a 21% rise in complaints that police forces categorise as service level complaints which largely accounts for the national increase in complaint numbers.

There has been a 40% increase in the number of complaints finalised. This is due to pre-February 2020 cases not being included in last year's data so there were fewer complaints carried over.

## Who complains and who is subject to the complaints

84% of complaints made relate to police officers, which is as expected considering the amount of contact they have with the public. The next largest group complained about is police staff at 9%.

There are still considerable gaps in recording demographic data for complainants as well as those being complained about. More data has been collected about the ethnicity of complainants than last year, with ethnicity data (including prefer not to say) for 69% of complainants as opposed to 61%. There has been no improvement for information on the ethnicity of those being complained about.

Merseyside, Cleveland and Thames Valley all have ethnicity data for more than 80% of

complainants, while North Yorkshire, Wiltshire and Nottinghamshire have improved the most in this area. West Yorkshire captures ethnicity data for practically all subjects of complaints while South Wales have seen significant improvements in the collection of this data.

It is positive to see that improvements can be made but the changes are not as wholesale as we had hoped to see in this area. It is vital this data is collected in order to draw meaningful insights and address any disproportionality within the system. We will continue to work with other oversight bodies and police forces to improve the quality of this data.

## Handling and outcomes of complaints

Once a complaint is made, it is important that the complainant is contacted so that the complaint can be understood fully. Contact with the complainant was made, on average, within nine days of the complaint being made; this is two days longer than the average last year and is an area where service could potentially be improved.

Notably, there were five forces who more than halved the number of days taken to contact complainants: Northumbria, Surrey, South Yorkshire, Staffordshire and Hertfordshire. This is through a range of initiatives, including having specific customer service focussed members of staff to contact complainants.

## Informal handling and outcomes

Complaints that are handled informally should be dealt with flexibly, focussing on customer service. These complaints should be dealt with quickly – usually within days rather than weeks.



Cases took an average of 24 days to complete. This is one day quicker than the average from last year. South Wales, Northumbria, Derbyshire and West Yorkshire all complete these cases within eight days. Dyfed-Powys, South Yorkshire, Merseyside and the Metropolitan Police Service have all significantly improved their timeliness in this area.

The most common outcome was that complainants were offered an explanation. There was also a significant increase in the number of apologies given. The numbers of learning outcomes from these complaints are still small. Given the volume of cases, it is likely there are more opportunities to learn and improve the service to the public from this type of complaint.

## Formal handling and outcomes

Of those cases handled formally, 24% were subject to formal investigations. This has increased from 13% last year, most likely due to complaints that were started last year and finalised this year. It took forces an average of 134 days to complete a complaint investigation - an increase of 28 days. This figure will fluctuate over time as older cases are closed that have not featured in this data set. It is notable this is still quicker than investigations completed under the old complaints system.

The remaining 76% of cases handled formally did not require a full investigation to reach a conclusion and outcomes. These cases should be handled more quickly and flexibly. They took on average 84 days to complete - an increase of 27 days. Notable exceptions to the increase are South Yorkshire, Northumbria and Hertfordshire.

Of those cases completed in 2021/22, proceedings were held for 68 compared to 18 the year before, although this number has increased it

still means that less than 1% of cases resulted in misconduct proceedings. Only 3% of cases were referred to RPRP, although there was an increase in the other reflective learning outcomes.

No further action is still the most common outcome of formally recorded complaints. We have run workshops focussing on this and have seen a significant reduction in both the volume and proportion of complaints using this as a response (17% in the volume and 9% in the proportion). In many cases, we have found actions have been taken but have been incorrectly flagged as no further action. We continue to advise on this and hope to see a further reduction next year. The number of cases where an explanation or apology have been given have increased dramatically, around double the previous year's volumes for both. This is an increase of 14% in the proportion of explanations and a 1% increase in the proportion of apologies. This gives a more tangible outcome to complainants.

## Reviews

A complainant can request a review if they are not satisfied with how their complaint was handled. The nature of the complaint determines whether the review should be handled by the local policing body or the IOPC. There has been a 25% rise in demand for reviews for both the local policing body and the IOPC, although the rise is more significant for the IOPC (66% for IOPC compared to 16% for local policing bodies). This is likely to be because of the work done around the test which determines who should carry out a review. We have run workshops with professional standards departments and local policing bodies and given individual assistance in relation to the test so there is increased understanding in this area.

Local policing bodies have seen a noticeable drop in the number of investigation reviews they are receiving. As the most serious complaints are investigated, it is right that the majority of these reviews are completed by the IOPC.

Local policing bodies have upheld 27% of reviews for investigated complaints and 15% for non-investigated complaints, while the IOPC have upheld 31% investigated and 37% not investigated.

## Conclusion

There has not been dramatic changes from this year and last year, although there are minor statistical differences between years, particularly at individual force levels. We are seeing changes as a result of the inputs we have given, notably around the review body test and no further action. We expect to see further changes as this understanding is embedded.

We are giving further guidance around handling discrimination complaints and, separately, using reflective practice as part of complaints handling. We believe this new guidance will bring improved understanding and outcomes in these areas in the future.

## Data considerations

This report only presents information about complaints handled under the new regime implemented 1 February 2020 and 4 January 2021 for the British Transport Police.

Hampshire Constabulary only started capturing information about complaints handled outside of Schedule 3 from February 2021.

The flexibility in the new system means there will be different ways to handle complaints in a reasonable and proportionate manner. Some forces will choose to handle matters in a different way to other forces.

In 2020/21, we were unable to report on complaints handled outside of Schedule 3 to the *PRA 2002* by Bedfordshire Police,

Cambridgeshire Constabulary and Hertfordshire Constabulary due to technical issues. These issues have been resolved since the publication of police complaints information bulletins for Quarter 4 2021/22. Therefore, figures presented in this report for these forces may differ from the previously published data. Most similar force averages for forces which have Bedfordshire, Cambridgeshire or Hertfordshire in their group will also differ from previously published data.

Figures for City of London include complaints about 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.

## Statistical notes

- In the percentage columns presented in the following tables, '-' denotes no data and '0' denotes less than 0.5%.
- Some percentages may add up to more or less than 100% due to rounding.
- Average times are presented as working days and do not include weekends or bank holidays.
- 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 finalised.



# Data tables

**Table 1: Number of complaint cases logged in 2021/22**

<b>Police force</b>	<b>Number of complaint cases</b>
Avon and Somerset	2,156
Bedfordshire	1,048
British Transport	843
Cambridgeshire	1,384
Cheshire	1,908
City of London	588
Cleveland	1,690
Cumbria	798
Derbyshire	1,314
Devon and Cornwall	1,981
Dorset	934
Durham	890
Dyfed-Powys	901
Essex	1,952
Gloucestershire	1,142
Greater Manchester	2,491
Gwent	616
Hampshire	3,844
Hertfordshire	1,188
Humberside	1,241
Kent	1,393
Lancashire	1,582
Leicestershire	932
Lincolnshire	1,111
Merseyside	2,336
Metropolitan	7,216
Norfolk	470
North Wales	510
North Yorkshire	282
Northamptonshire	820
Northumbria	3,393
Nottinghamshire	1,171
South Wales	2,252
South Yorkshire	1,692
Staffordshire	1,508
Suffolk	372
Surrey	2,494
Sussex	2,080
Thames Valley	3,512
Warwickshire	733
West Mercia	1,388
West Midlands	4,418
West Yorkshire	3,323
Wiltshire	1,123
<b>Total</b>	<b>75,020</b>

Please note, the 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.

**Table 2: Number of complaint cases logged per 1,000 employees in 2021/22**

<b>Police force</b>	<b>Number of complaint cases</b>	<b>Number of employees*</b>	<b>Complaint cases per 1,000 employees</b>
Avon and Somerset	2,156	6,721	321
Bedfordshire	1,048	2,598	403
British Transport	843	5,039	167
Cambridgeshire	1,384	2,763	501
Cheshire	1,908	4,042	472
City of London	588	1,443	407
Cleveland	1,690	2,426	697
Cumbria	798	2,062	387
Derbyshire	1,314	3,701	355
Devon and Cornwall	1,981	6,443	307
Dorset	934	2,919	320
Durham	890	2,359	377
Dyfed-Powys	901	2,190	411
Essex	1,952	6,367	307
Gloucestershire	1,142	2,590	441
Greater Manchester	2,491	11,682	213
Gwent	616	2,356	261
Hampshire	3,844	5,568	690
Hertfordshire	1,188	4,203	283
Humberside	1,241	3,747	331
Kent	1,393	7,410	188
Lancashire	1,582	6,079	260
Leicestershire	932	4,198	222
Lincolnshire	1,111	1,913	581
Merseyside	2,336	6,657	351
Metropolitan	7,216	46,669	155
Norfolk	470	3,236	145
North Wales	510	2,953	173
North Yorkshire	282	3,122	90
Northamptonshire	820	2,622	313
Northumbria	3,393	5,528	614
Nottinghamshire	1,171	3,775	310
South Wales	2,252	6,075	371
South Yorkshire	1,692	5,320	318
Staffordshire	1,508	3,579	421
Suffolk	372	2,543	146
Surrey	2,494	4,269	584
Sussex	2,080	5,692	365
Thames Valley	3,512	8,840	397
Warwickshire	733	2,009	365
West Mercia	1,388	4,342	320
West Midlands	4,418	11,929	370
West Yorkshire	3,323	10,313	322
Wiltshire	1,123	2,453	458
<b>Total</b>	<b>75,020</b>	<b>242,745</b>	<b>309</b>

\* Number of employees is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2021.

**Table 3: Time taken to log complaints and contact complainants in 2021/22**

<b>Police force</b>	<b>Average days to log complaints</b>	<b>Average number of days to contact complainants</b>
Avon and Somerset	3	5
Bedfordshire	6	3
British Transport	6	7
Cambridgeshire	3	2
Cheshire	2	1
City of London	3	6
Cleveland	1	10
Cumbria	2	8
Derbyshire	5	6
Devon and Cornwall	21	19
Dorset	3	4
Durham	13	8
Dyfed-Powys	3	5
Essex	15	9
Gloucestershire	7	6
Greater Manchester	6	5
Gwent	19	8
Hampshire	2	6
Hertfordshire	8	2
Humberside	2	3
Kent	17	14
Lancashire	1	11
Leicestershire	4	5
Lincolnshire	8	2
Merseyside	4	9
Metropolitan	9	9
Norfolk	3	10
North Wales	2	6
North Yorkshire	19	5
Northamptonshire	2	2
Northumbria	0	1
Nottinghamshire	3	3
South Wales	3	4
South Yorkshire	5	7
Staffordshire	6	5
Suffolk	3	10
Surrey	2	2
Sussex	7	5
Thames Valley	8	17
Warwickshire	2	1
West Mercia	8	9
West Midlands	2	44
West Yorkshire	5	15
Wiltshire	3	3
<b>Total</b>	<b>6</b>	<b>9</b>

**Table 4: Reasons complaint cases recorded under Schedule 3 in 2021/22**

Police force	Nature of allegation(s)		Body responsible for initial handling decides		Complainant wishes the complaint to be recorded		Dissatisfaction after initial handling		Total recorded under Schedule 3
	N	%	N	%	N	%	N	%	
Avon and Somerset	476	37	529	41	230	18	62	5	1,297
Bedfordshire	107	34	140	45	22	7	45	14	314
British Transport	37	19	90	46	23	12	47	24	197
Cambridgeshire	105	26	146	37	45	11	102	26	398
Cheshire	88	12	402	56	70	10	152	21	712
City of London	10	7	71	53	9	7	44	33	134
Cleveland	4	1	84	30	95	34	95	34	278
Cumbria	110	39	102	36	26	9	42	15	280
Derbyshire	18	3	159	28	215	37	184	32	576
Devon and Cornwall	96	9	814	76	69	6	86	8	1,065
Dorset	52	9	542	89	9	1	7	1	610
Durham	5	2	2	1	178	64	95	34	280
Dyfed-Powys	47	11	249	60	81	20	36	9	413
Essex	3	0	1,174	92	87	7	11	1	1,275
Gloucestershire	14	3	371	74	54	11	61	12	500
Greater Manchester	120	7	760	41	843	46	118	6	1,841
Gwent	14	6	12	5	165	75	29	13	220
Hampshire	97	13	208	27	228	29	240	31	773
Hertfordshire	185	43	85	20	49	11	115	26	434
Humberside	4	0	16	1	1,081	98	0	0	1,101
Kent	305	24	727	56	33	3	228	18	1,293
Lancashire	84	11	279	35	167	21	268	34	798
Leicestershire	166	22	565	77	3	0	4	1	738
Lincolnshire	9	1	314	44	386	54	3	0	712
Merseyside	7	3	50	19	55	21	145	56	257
Metropolitan	543	9	1,907	33	3,274	57	39	1	5,763
Norfolk	10	3	81	22	241	65	36	10	368
North Wales	172	66	38	15	41	16	11	4	262
North Yorkshire	19	7	137	50	54	20	62	23	272
Northamptonshire	101	26	95	25	109	28	80	21	385
Northumbria	531	47	76	7	414	37	104	9	1,125
Nottinghamshire	44	6	569	83	56	8	20	3	689
South Wales	536	39	133	10	661	48	38	3	1,368
South Yorkshire	27	2	921	68	343	25	61	5	1,352
Staffordshire	105	25	191	46	23	6	94	23	413
Suffolk	4	1	62	21	201	70	22	8	289
Surrey	49	7	84	12	361	50	235	32	729
Sussex	25	2	751	71	19	2	264	25	1,059
Thames Valley	22	1	993	51	848	43	90	5	1,953
Warwickshire	50	26	36	19	79	41	28	15	193
West Mercia	14	4	114	31	203	55	35	10	366
West Midlands	202	30	114	17	119	17	246	36	681
West Yorkshire	844	62	86	6	155	11	266	20	1,351
Wiltshire	37	6	481	77	35	6	71	11	624
<b>Total</b>	<b>5,498</b>	<b>15</b>	<b>14,760</b>	<b>41</b>	<b>11,459</b>	<b>32</b>	<b>4,021</b>	<b>11</b>	<b>35,738</b>

**Table 5: Number of allegations logged in 2021/22**

Police force	Number of allegations	Number of employees*	Allegations per 1,000 employees
Avon and Somerset	3,924	6,721	584
Bedfordshire	1,554	2,598	598
British Transport	1,046	5,039	208
Cambridgeshire	2,038	2,763	738
Cheshire	2,694	4,042	667
City of London	680	1,443	471
Cleveland	2,192	2,426	904
Cumbria	1,264	2,062	613
Derbyshire	2,404	3,701	650
Devon and Cornwall	2,698	6,443	419
Dorset	1,146	2,919	393
Durham	1,196	2,359	507
Dyfed-Powys	1,075	2,190	491
Essex	4,241	6,367	666
Gloucestershire	2,244	2,590	866
Greater Manchester	3,983	11,682	341
Gwent	1,385	2,356	588
Hampshire	5,136	5,568	922
Hertfordshire	2,126	4,203	506
Humberside	1,934	3,747	516
Kent	3,218	7,410	434
Lancashire	2,148	6,079	353
Leicestershire	1,970	4,198	469
Lincolnshire	1,416	1,913	740
Merseyside	3,209	6,657	482
Metropolitan	15,733	46,669	337
Norfolk	1,275	3,236	394
North Wales	1,084	2,953	367
North Yorkshire	874	3,122	280
Northamptonshire	1,329	2,622	507
Northumbria	4,417	5,528	799
Nottinghamshire	2,763	3,775	732
South Wales	3,519	6,075	579
South Yorkshire	2,680	5,320	504
Staffordshire	2,148	3,579	600
Suffolk	1,015	2,543	399
Surrey	3,750	4,269	878
Sussex	3,350	5,692	589
Thames Valley	5,502	8,840	622
Warwickshire	860	2,009	428
West Mercia	1,777	4,342	409
West Midlands	5,567	11,929	467
West Yorkshire	4,410	10,313	428
Wiltshire	1,716	2,453	700
<b>Total</b>	<b>120,690</b>	<b>242,745</b>	<b>497</b>

Please note, the figures for City of London include allegations 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.

\* Number of employees is taken from Home Office publication Police Workforce, England and Wales, 31 March 2021.

**Table 6: Number of allegations logged - what has been complained about in 2021/22**

Police force	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*
Avon and Somerset	1,949	722	102	108	47	192	138	619	13	29	5	3,924
Bedfordshire	752	374	78	38	15	56	20	183	0	7	31	1,554
British Transport	241	218	12	16	10	31	5	323	6	11	173	1,046
Cambridgeshire	993	392	69	49	16	46	29	419	2	18	5	2,038
Cheshire	1,486	488	94	72	46	55	59	375	1	15	3	2,694
City of London	531	62	4	6	8	9	8	36	0	7	9	680
Cleveland	998	503	101	62	33	18	8	449	2	1	17	2,192
Cumbria	571	270	50	32	26	27	14	235	5	6	28	1,264
Derbyshire	1,240	443	63	43	24	52	24	436	0	8	71	2,404
Devon and Cornwall	1,471	620	91	58	35	46	28	292	4	16	37	2,698
Dorset	527	206	42	36	13	30	10	263	4	6	9	1,146
Durham	634	238	35	30	22	31	10	159	0	0	37	1,196
Dyfed-Powys	605	180	42	28	24	18	11	143	1	13	10	1,075
Essex	2,297	685	136	78	44	239	91	626	19	9	17	4,241
Gloucestershire	1,078	462	83	42	49	49	33	410	0	4	34	2,244
Greater Manchester	2,013	748	182	86	26	198	46	611	19	34	20	3,983
Gwent	755	223	17	29	2	20	4	318	2	5	10	1,385
Hampshire	2,890	1,181	149	97	70	136	31	507	6	21	48	5,136
Hertfordshire	1,012	375	102	47	12	50	29	476	3	19	1	2,126
Humberside	1,031	342	51	48	25	44	66	273	8	10	36	1,934
Kent	1,591	777	38	131	12	204	74	267	11	7	106	3,218
Lancashire	1,342	306	37	46	13	42	34	240	3	1	84	2,148
Leicestershire	833	407	74	45	24	84	53	440	5	3	2	1,970
Lincolnshire	800	226	45	48	23	18	11	234	2	1	8	1,416
Merseyside	1,438	852	154	48	57	56	26	412	9	4	153	3,209
Metropolitan	7,758	4,146	414	283	96	629	124	1,715	41	85	442	15,733
Norfolk	487	280	57	42	4	49	38	305	4	9	0	1,275
North Wales	515	160	29	47	8	28	75	198	7	8	9	1,084
North Yorkshire	370	260	24	12	10	13	13	160	2	3	7	874
Northamptonshire	678	292	33	39	1	45	7	220	3	3	7	1,328
Northumbria	2,205	818	199	124	47	89	93	755	11	20	54	4,415
Nottinghamshire	2,006	404	48	34	19	60	22	90	7	23	50	2,763
South Wales	1,684	662	142	83	55	117	79	644	16	18	19	3,519
South Yorkshire	1,655	493	91	28	19	67	19	276	0	2	30	2,680
Staffordshire	1,160	453	48	32	28	31	16	357	8	8	7	2,148
Suffolk	383	243	38	29	9	43	31	238	1	0	0	1,015
Surrey	2,536	545	122	75	64	81	21	236	11	25	34	3,750
Sussex	1,668	848	93	59	23	55	6	523	6	6	63	3,350
Thames Valley	3,185	857	190	137	54	164	57	711	13	50	84	5,502
Warwickshire	482	144	28	26	19	9	1	131	1	8	11	860
West Mercia	935	343	59	46	28	48	12	239	1	32	34	1,777
West Midlands	3,513	830	151	97	57	169	60	577	7	24	82	5,567
West Yorkshire	2,442	945	163	109	60	243	86	299	13	23	27	4,410
Wiltshire	768	364	81	43	21	44	16	346	2	20	11	1,716
<b>Total</b>	<b>63,508</b>	<b>24,387</b>	<b>3,861</b>	<b>2,668</b>	<b>1,298</b>	<b>3,735</b>	<b>1,638</b>	<b>16,766</b>	<b>279</b>	<b>622</b>	<b>1,925</b>	<b>120,687</b>

\*The number of allegations logged presented in this table are only those with a category recorded. Therefore they may not match the actual number of allegations logged presented in Table 5.

**Table 7: Number of allegations logged - what has been complained about and subcategories in 2021/22**

Allegation category	Allegation subcategory	N	% of total allegations logged
Delivery of duties and service	Police action following contact	28,040	23
	Decisions	8,409	7
	General level of service	21,444	18
	Information	5,614	5
	<i>No subcategory recorded</i>	1	0
Police powers, policies and procedures	Stops, and stop and search	1,724	1
	Searches of premises and seizure of property	3,113	3
	Power to arrest and detain	3,718	3
	Detention in police custody	3,183	3
	Bail, identification and interview procedures	838	1
	Use of force	7,105	6
	Evidential procedures	1,517	1
	Out of court disposals	306	0
	Other policies and procedures	2,881	2
	<i>No subcategory recorded</i>	2	0
Handling of or damage to property/ premises	Handling of or damage to property/premises	3,861	3
Access and/or disclosure of information	Use of police systems	181	0
	Disclosure of information	1,855	2
	Handling of information	543	0
	Accessing and handling of information from other sources	89	0
Use of police vehicles	Use of police vehicles	1,298	1
Discriminatory behaviour	Age	47	0
	Disability	555	0
	Gender reassignment	29	0
	Marriage and civil partnership	3	0
	Pregnancy and maternity	2	0
	Race	2,221	2
	Religion or belief	92	0
	Sex	401	0
	Sexual orientation	103	0
	Other	281	0
<i>No subcategory recorded</i>	1	0	
Abuse of position/corruption	Abuse of position for financial purpose	52	0
	Abuse of position for sexual purpose	86	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	38	0
	Abuse of position for other purpose	543	0
	Obstruction of justice	756	1
	Organisational corruption	162	0
	<i>No subcategory recorded</i>	1	0
Individual behaviours	Unprofessional attitude and disrespect	4,905	4
	Lack of fairness and impartiality	2,528	2
	Overbearing or harassing behaviours	2,945	2
	Impolite language / tone	4,335	4
	Impolite and intolerant actions	2,053	2
Sexual conduct	Sexual assault	190	0
	Sexual harassment	25	0
	Other sexual conduct	64	0
Discreditable conduct	Discreditable conduct	622	1
Other	Other	1,925	2
<b>Total allegations</b>		<b>120,687</b>	<b>100</b>

The number of allegations logged presented in this table are only those with a category recorded. Therefore they may not match the actual number of allegations logged presented in Table 5.

**Table 8: Gender of complainants in 2021/22**

Gender	N	%
Female	28,657	41
Male	35,774	51
Other	136	0
Prefer not to say	813	1
Unknown	4,424	6
<b>Total</b>	<b>69,804</b>	<b>100</b>

**Table 9: Ethnicity of complainants in 2021/22**

Ethnicity	N	%
White	35,895	51
Black	2,903	4
Asian	3,797	5
Mixed	1,499	2
Other	491	1
Prefer not to say	3,546	5
Not stated	20,540	29
Unknown	1,133	2
<b>Total</b>	<b>69,804</b>	<b>100</b>

**Table 10: Age of complainants in 2021/22**

Age group	N	%
17 or under	1,000	1
18-29	10,425	15
30-39	14,464	21
40-49	12,798	18
50-59	10,761	15
60+	7,020	10
Unknown	13,336	19
<b>Total</b>	<b>69,804</b>	<b>100</b>

Tables 8 to 10: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 10: Complainant's age data for allegations handled outside of Schedule 3 by Bedfordshire, Cambridgeshire and Hertfordshire is not available in 2021/22.



**Table 11: Gender of those subject to a complaint in 2021/22**

Gender	N	%
Female	15,339	30
Male	31,939	63
Other	9	0
Prefer not to say	6	0
Unknown	3,266	6
<b>Total</b>	<b>50,559</b>	<b>100</b>

**Table 12: Ethnicity of those subject to a complaint in 2021/22**

Ethnicity	N	%
White	40,101	79
Black	755	1
Asian	1,715	3
Mixed	636	1
Other	71	0
Prefer not to say	248	0
Not stated	4,004	8
Unknown	3,029	6
<b>Total</b>	<b>50,559</b>	<b>100</b>

Tables 11 and 12: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

**Table 13: Rank of those subject to a complaint in 2021/22**

Rank	N	%
Police officer ranks	42,955	84
Police staff including traffic wardens	4,370	9
Community support officers	1,188	2
Contracted staff	492	1
Special constables	546	1
Unknown	1,691	3
<b>Total</b>	<b>51,242</b>	<b>100</b>

Table 13: The total number of subjects will not match the figures in tables 11 and 12. This is because people subject to more than one complaint in the year may have held different ranks at the time each allegation was logged. In such cases they will be counted more than once (for each rank).

**Table 14: Means by which allegations were finalised in 2021/22**

Police force	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 - investigated		Total
	N	%	N	%	N	%	
Avon and Somerset	977	29	2,228	66	191	6	3,396
Bedfordshire	803	50	391	24	418	26	1,612
British Transport	573	62	111	12	246	26	930
Cambridgeshire	1,078	55	507	26	373	19	1,958
Cheshire	1,260	48	1,205	46	136	5	2,601
City of London	501	78	93	15	45	7	639
Cleveland	1,422	68	642	31	16	1	2,080
Cumbria	681	59	413	36	62	5	1,156
Derbyshire	845	40	1,129	53	148	7	2,122
Devon and Cornwall	1,137	36	1,737	55	291	9	3,165
Dorset	330	31	673	62	74	7	1,077
Durham	640	51	484	38	138	11	1,262
Dyfed-Powys	471	43	567	51	65	6	1,103
Essex	782	20	2,188	57	860	22	3,830
Gloucestershire	818	39	1,193	57	65	3	2,076
Greater Manchester	734	19	2,662	69	488	13	3,884
Gwent	588	42	435	31	391	28	1,414
Hampshire	3,236	64	1,545	31	278	5	5,059
Hertfordshire	1,030	41	680	27	781	31	2,491
Humberside	141	7	1,719	88	87	4	1,947
Kent	258	8	2,147	69	701	23	3,106
Lancashire	824	37	1,304	59	101	5	2,229
Leicestershire	234	12	1,499	79	170	9	1,903
Lincolnshire	392	29	845	64	92	7	1,329
Merseyside	2,199	68	923	28	118	4	3,240
Metropolitan	1,541	10	10,194	66	3,617	24	15,352
Norfolk	191	19	668	65	168	16	1,027
North Wales	246	23	761	71	70	6	1,077
North Yorkshire	10	2	437	68	192	30	639
Northamptonshire	447	32	762	54	209	15	1,418
Northumbria	2,392	52	458	10	1,744	38	4,594
Nottinghamshire	853	31	1,529	56	365	13	2,747
South Wales	1,028	29	2,248	64	231	7	3,507
South Yorkshire	317	15	1,733	82	68	3	2,118
Staffordshire	1,016	55	739	40	92	5	1,847
Suffolk	164	20	530	63	144	17	838
Surrey	1,852	48	1,669	44	314	8	3,835
Sussex	1,067	30	2,176	61	298	8	3,541
Thames Valley	1,712	33	262	5	3,168	62	5,142
Warwickshire	490	64	34	4	241	32	765
West Mercia	1,216	65	493	26	153	8	1,862
West Midlands	4,037	77	1,083	21	127	2	5,247
West Yorkshire	2,012	46	2,047	47	334	8	4,393
Wiltshire	582	32	934	51	299	16	1,815
<b>Total</b>	<b>43,127</b>	<b>37</b>	<b>56,077</b>	<b>48</b>	<b>18,169</b>	<b>15</b>	<b>117,373</b>

**Table 15: Time taken to finalise allegations in 2021/22**

Police force	Average number of days to finalise allegations outside of Schedule 3	Average number of days to finalise allegations - not investigated under Schedule 3	Average number of days to finalise allegations - by local investigation under Schedule 3
Avon and Somerset	10	59	155
Bedfordshire	31	68	139
British Transport	16	43	75
Cambridgeshire	18	53	134
Cheshire	10	47	145
City of London	8	66	74
Cleveland	22	104	189
Cumbria	12	62	95
Derbyshire	6	73	115
Devon and Cornwall	45	100	202
Dorset	30	58	150
Durham	12	69	180
Dyfed-Powys	7	68	118
Essex	40	73	111
Gloucestershire	17	76	122
Greater Manchester	10	82	221
Gwent	17	96	155
Hampshire	10	81	133
Hertfordshire	13	53	149
Humberside	10	34	154
Kent	53	63	120
Lancashire	14	115	209
Leicestershire	18	41	125
Lincolnshire	10	58	118
Merseyside	15	144	205
Metropolitan	30	128	171
Norfolk	42	94	151
North Wales	12	66	80
North Yorkshire	15	87	112
Northamptonshire	13	107	186
Northumbria	4	45	98
Nottinghamshire	12	52	82
South Wales	3	70	134
South Yorkshire	13	37	134
Staffordshire	17	70	129
Suffolk	49	89	152
Surrey	16	87	141
Sussex	36	58	148
Thames Valley	12	138	93
Warwickshire	46	121	96
West Mercia	42	103	147
West Midlands	53	119	240
West Yorkshire	6	101	131
Wiltshire	31	91	175
<b>Total</b>	<b>21</b>	<b>84</b>	<b>134</b>

Only allegations with valid dates are used in the calculation for the average number of days to finalise allegations.

**Table 16: Allegations finalised by investigation under Schedule 3 in 2021/22**

Police force	Investigated (not subject to special procedures)		Investigated (subject to special procedures)	
	N	%	N	%
Avon and Somerset	156	82	35	18
Bedfordshire	402	96	16	4
British Transport	219	89	27	11
Cambridgeshire	362	97	11	3
Cheshire	123	90	13	10
City of London	45	100	0	0
Cleveland	16	100	0	0
Cumbria	50	81	12	19
Derbyshire	143	97	5	3
Devon and Cornwall	279	96	12	4
Dorset	68	92	6	8
Durham	127	92	11	8
Dyfed-Powys	65	100	0	0
Essex	837	97	23	3
Gloucestershire	43	66	22	34
Greater Manchester	379	78	109	22
Gwent	362	93	29	7
Hampshire	270	97	8	3
Hertfordshire	734	94	47	6
Humberside	60	69	27	31
Kent	677	97	24	3
Lancashire	93	92	8	8
Leicestershire	136	80	34	20
Lincolnshire	87	95	5	5
Merseyside	116	98	2	2
Metropolitan	3,121	86	496	14
Norfolk	161	96	7	4
North Wales	70	100	0	0
North Yorkshire	184	96	8	4
Northamptonshire	173	83	36	17
Northumbria	1,715	98	29	2
Nottinghamshire	317	87	48	13
South Wales	209	90	22	10
South Yorkshire	28	41	40	59
Staffordshire	89	97	3	3
Suffolk	138	96	6	4
Surrey	268	85	46	15
Sussex	239	80	59	20
Thames Valley	3,149	99	19	1
Warwickshire	237	98	4	2
West Mercia	151	99	2	1
West Midlands	109	86	18	14
West Yorkshire	304	91	30	9
Wiltshire	299	100	0	0
<b>Total</b>	<b>16,810</b>	<b>93</b>	<b>1,359</b>	<b>7</b>

**Table 17: Nature of allegations finalised outside of Schedule 3 in 2021/22**

Allegation category	Allegation subcategory	N	% of total allegations finalised outside of Schedule 3
Delivery of duties and service	Police action following contact	12,664	29
	Decisions	3,435	8
	General level of service	9,376	22
	Information	2,122	5
	<i>No subcategory recorded</i>	0	0
Police powers, policies and procedures	Stops, and stop and search	502	1
	Searches of premises and seizure of property	1,090	3
	Power to arrest and detain	671	2
	Detention in police custody	298	1
	Bail, identification and interview procedures	160	0
	Use of force	837	2
	Evidential procedures	302	1
	Out of court disposals	148	0
	Other policies and procedures	1,169	3
	<i>No subcategory recorded</i>	2	0
Handling of or damage to property/premises	Handling of or damage to property/premises	1,865	4
Access and/or disclosure of information	Use of police systems	34	0
	Disclosure of information	383	1
	Handling of information	128	0
	Accessing and handling of information from other sources	17	0
Use of police vehicles	Use of police vehicles	744	2
Discriminatory behaviour	Age	8	0
	Disability	58	0
	Gender reassignment	4	0
	Marriage and civil partnership	1	0
	Race	259	1
	Religion or belief	11	0
	Sex	40	0
	Sexual orientation	29	0
	Other	39	0
<i>No subcategory recorded</i>	1	0	
Abuse of position/corruption	Abuse of position for financial purpose	2	0
	Abuse of position for sexual purpose	7	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	3	0
	Abuse of position for other purpose	53	0
	Obstruction of justice	17	0
	Organisational corruption	16	0
Individual behaviours	Unprofessional attitude and disrespect	1,630	4
	Lack of fairness and impartiality	643	1
	Overbearing or harassing behaviours	738	2
	Impolite language / tone	1,857	4
	Impolite and intolerant actions	693	2
Sexual conduct	Sexual assault	13	0
	Sexual harassment	3	0
	Other sexual conduct	7	0
Discreditable conduct	Discreditable conduct	89	0
Other	Other	959	2
<b>Total allegations</b>		<b>43,127</b>	<b>100</b>

**Table 18: Nature of allegations finalised under Schedule 3 by how they were handled in 2021/22**

Allegation category	Allegation subcategory	Not investigated		Total investigated		Total number of allegations finalised under Schedule 3
		N	% of total number finalised under Schedule 3	N	% of total number finalised under Schedule 3	
Delivery of duties and service	Police action following contact	12,012	83	2,384	17	14,396
	Decisions	3,896	82	850	18	4,746
	General level of service	8,919	80	2,213	20	11,132
	Information	2,782	84	524	16	3,306
	<i>No subcategory recorded</i>	2	100	0	0	2
Police powers, policies and procedures	Stops, and stop and search	851	65	454	35	1,305
	Searches of premises and seizure of property	1,451	75	485	25	1,936
	Power to arrest and detain	1,993	69	900	31	2,893
	Detention in police custody	2,034	71	839	29	2,873
	Bail, identification and interview procedures	474	77	145	23	619
	Use of force	751	73	279	27	1,030
	Evidential procedures	3,553	59	2,461	41	6,014
	Out of court disposals	138	83	28	17	166
	Other policies and procedures	1,226	73	453	27	1,679
	<i>No subcategory recorded</i>	0	0	0	0	0
Handling of or damage to property/premises	Handling of or damage to property/premises	1,492	75	504	25	1,996
Access and/or disclosure of information	Use of police systems	82	52	76	48	158
	Disclosure of information	1,048	71	429	29	1,477
	Handling of information	320	73	118	27	438
	Accessing and handling of information from other sources	48	67	24	33	72
Use of police vehicles	Use of police vehicles	412	82	90	18	502
Discriminatory behaviour	Age	25	74	9	26	34
	Disability	300	64	169	36	469
	Gender reassignment	16	73	6	27	22
	Marriage and civil partnership	3	100	0	0	3
	Pregnancy and maternity	3	100	0	0	3
	Race	1,266	64	708	36	1,974
	Religion or belief	35	51	34	49	69
	Sex	214	67	104	33	318
	Sexual orientation	51	73	19	27	70
Other	175	72	69	28	244	
Abuse of position/corruption	Abuse of position for financial purpose	31	62	19	38	50
	Abuse of position for sexual purpose	16	38	26	62	42
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	8	42	11	58	19
	Abuse of position for other purpose	254	59	178	41	432
	Obstruction of justice	517	74	177	26	694
	Organisational corruption	109	76	35	24	144
Individual behaviours	Unprofessional attitude and disrespect	2,310	72	903	28	3,213
	Lack of fairness and impartiality	1,440	76	451	24	1,891
	Overbearing or harassing behaviours	1,704	73	617	27	2,321
	Impolite language / tone	2,034	84	391	16	2,425
	Impolite and intolerant actions	1,075	74	375	26	1,450
Sexual conduct	Sexual assault	66	48	72	52	138
	Sexual harassment	11	65	6	35	17
	Other sexual conduct	20	47	23	53	43
Discreditable conduct	Discreditable conduct	204	44	257	56	461
Other	Other	705	74	254	26	959
<b>Total allegations</b>		<b>56,076</b>	<b>76</b>	<b>18,169</b>	<b>24</b>	<b>74,245</b>

**Table 19: Decisions on allegations by how they were handled in 2021/22**

Allegation decision	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)	
	N	%	N	%	N	%	N	%
Not resolved	2,672	6						
Resolved	40,449	94						
Service provided - acceptable			37,733	67	11,912	71	224	16
Service provided - not acceptable			6,916	12	1,724	10	58	4
Service provided - unable to determine			2,872	5	788	5	23	2
No further action			6,063	11	1,746	10	20	1
Withdrawal			2,306	4	525	3	36	3
Regulation 41 applies			185	0	114	1	0	0
No case to answer							704	52
Case to answer							294	22
<b>Total</b>	<b>43,121</b>	<b>100</b>	<b>56,075</b>	<b>100</b>	<b>16,809</b>	<b>100</b>	<b>1,359</b>	<b>100</b>

The number of allegations presented in this table may not match the totals in Table 14. This is due to a small number of finalised allegations which had recorded decisions incompatible with the way they were handled. These have been excluded from the totals.

**Table 20: Number of complaint cases finalised in 2021/22**

Police force	Outside of	Under	Total number of
	Schedule 3	Schedule 3	complaint cases
	N	N	N
Avon and Somerset	839	1,099	1,938
Bedfordshire	796	331	1,127
British Transport	568	174	742
Cambridgeshire	918	377	1,295
Cheshire	1,197	708	1,905
City of London	428	111	539
Cleveland	1,214	312	1,526
Cumbria	528	219	747
Derbyshire	714	464	1,178
Devon and Cornwall	815	545	1,360
Dorset	310	561	871
Durham	605	348	953
Dyfed-Powys	481	367	848
Essex	633	1,200	1,833
Gloucestershire	613	469	1,082
Greater Manchester	644	1,866	2,510
Gwent	397	239	636
Hampshire	3,091	830	3,921
Hertfordshire	745	498	1,243
Humberside	134	1,151	1,285
Kent	360	1,388	1,748
Lancashire	731	520	1,251
Leicestershire	191	705	896
Lincolnshire	390	686	1,076
Merseyside	2,149	286	2,435
Metropolitan	1,362	5,152	6,514
Norfolk	113	308	421
North Wales	246	255	501
North Yorkshire	10	227	237
Northamptonshire	436	387	823
Northumbria	2,214	1,196	3,410
Nottinghamshire	513	609	1,122
South Wales	879	1,414	2,293
South Yorkshire	285	1,082	1,367
Staffordshire	870	377	1,247
Suffolk	87	244	331
Surrey	1,755	698	2,453
Sussex	1,018	1,171	2,189
Thames Valley	1,581	1,921	3,502
Warwickshire	452	184	636
West Mercia	984	379	1,363
West Midlands	3,602	664	4,266
West Yorkshire	1,960	1,175	3,135
Wiltshire	507	705	1,212
<b>Total</b>	<b>38,365</b>	<b>33,602</b>	<b>71,967</b>



**Table 21: Time taken to finalise complaint cases in 2021/22**

Police force	Number of valid complaint cases finalised outside of Schedule 3*	Average number of days to finalise outside of Schedule 3	Number of valid complaint cases finalised under Schedule 3*	Average number of days to finalise under Schedule 3 (inc suspension)	Average number of days to finalise under Schedule 3 (exc suspension)
Avon and Somerset	839	10	1,099	85	83
Bedfordshire	796	32	331	123	120
British Transport	568	19	174	87	83
Cambridgeshire	918	18	377	105	100
Cheshire	1,194	13	708	66	61
City of London	428	10	111	54	47
Cleveland	1,214	40	312	144	121
Cumbria	528	14	219	69	66
Derbyshire	714	8	464	104	104
Devon and Cornwall	815	56	545	151	144
Dorset	310	35	561	85	73
Durham	605	14	348	75	69
Dyfed-Powys	481	9	367	94	90
Essex	633	40	1,200	120	115
Gloucestershire	613	16	469	103	87
Greater Manchester	644	10	1,866	96	94
Gwent	397	16	239	132	129
Hampshire	3,091	9	830	82	80
Hertfordshire	745	13	498	118	114
Humberside	134	10	1,151	54	49
Kent	360	64	1,388	87	84
Lancashire	731	16	520	123	117
Leicestershire	191	18	705	79	74
Lincolnshire	390	12	686	98	96
Merseyside	2,149	16	286	156	138
Metropolitan	1,359	29	5,152	158	157
Norfolk	113	51	308	124	106
North Wales	246	13	255	72	70
North Yorkshire	10	20	227	191	190
Northamptonshire	436	14	387	136	127
Northumbria	2,207	4	1,196	105	102
Nottinghamshire	513	13	609	68	58
South Wales	879	4	1,414	79	77
South Yorkshire	285	18	1,082	67	66
Staffordshire	870	24	377	92	88
Suffolk	87	51	244	118	100
Surrey	1,755	17	698	85	82
Sussex	1,018	38	1,171	87	81
Thames Valley	1,581	13	1,921	108	102
Warwickshire	452	57	184	121	114
West Mercia	984	50	379	141	135
West Midlands	3,602	65	664	150	148
West Yorkshire	1,960	7	1,175	133	125
Wiltshire	507	37	705	103	102
<b>Total</b>	<b>38,352</b>	<b>24</b>	<b>33,602</b>	<b>108</b>	<b>104</b>

\*The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise complaint cases. Therefore they may not match the actual number of complaint cases finalised presented in Table 20.

**Table 22: Actions on complaint cases handled outside of Schedule 3 in 2021/22**

Action	Number	As a % of complaint cases finalised
Organisational learning	169	0
Learning from reflection	1,136	3
Policy/procedure review	31	0
Goodwill gesture	135	0
Apology	3,312	9
Debrief of original incident	562	1
Explanation provided	18,481	48
No further action	11,157	29

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

**Table 23: Actions on complaint cases handled under Schedule 3 in 2021/22**

Action	Number	As a % of complaint cases finalised
Organisational learning	588	2
Learning from reflection	3,480	10
Policy/procedure review	41	0
Goodwill gesture	14	0
Apology	1,737	5
Debrief of original incident	259	1
Explanation provided	12,350	37
Referral to RPRP	1,003	3
Unsatisfactory Performance Procedure (UPP)	14	0
Misconduct proceedings	68	0
Other actions following a case to answer decision	20	0
Criminal proceedings	0	-
Other action	517	2
No further action	15,965	48

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

**Table 24: Applications for a review received by LPBs in 2021/22**

Police force	LPB reviews – not investigated		LPB reviews - investigation		Total LPB reviews received
	N	%	N	%	N
Avon and Somerset	45	22	162	78	207
Bedfordshire	39	100	0	0	39
British Transport	7	32	15	68	22
Cambridgeshire	40	100	0	0	40
Cheshire	82	99	1	1	83
City of London	2	67	1	33	3
Cleveland	78	99	1	1	79
Cumbria	57	100	0	0	57
Derbyshire	61	100	0	0	61
Devon and Cornwall	127	88	18	12	145
Dorset	99	97	3	3	102
Durham	67	100	0	0	67
Dyfed-Powys	59	100	0	0	59
Essex	138	100	0	0	138
Gloucestershire	47	100	0	0	47
Greater Manchester	291	100	0	0	291
Gwent	28	61	18	39	46
Hampshire	150	100	0	0	150
Hertfordshire	64	98	1	2	65
Humberside	100	100	0	0	100
Kent	229	100	0	0	229
Lancashire	99	100	0	0	99
Leicestershire	93	100	0	0	93
Lincolnshire	44	100	0	0	44
Merseyside	52	91	5	9	57
Metropolitan	591	80	152	20	743
Norfolk	53	98	1	2	54
North Wales	35	97	1	3	36
North Yorkshire	37	61	24	39	61
Northamptonshire	73	97	2	3	75
Northumbria	43	30	99	70	142
Nottinghamshire	126	99	1	1	127
South Wales	111	95	6	5	117
South Yorkshire	141	99	2	1	143
Staffordshire	55	98	1	2	56
Suffolk	29	97	1	3	30
Surrey	133	99	1	1	134
Sussex	220	97	6	3	226
Thames Valley	305	100	1	0	306
Warwickshire	10	28	26	72	36
West Mercia	82	80	20	20	102
West Midlands	85	98	2	2	87
West Yorkshire	159	98	3	2	162
Wiltshire	70	100	0	0	70
<b>Total</b>	<b>4,456</b>	<b>89</b>	<b>574</b>	<b>11</b>	<b>5,030</b>

**Table 25: Outcome of reviews completed by LPBs in 2021/22**

Police force	LPB reviews – not investigated			LPB reviews - investigation		
	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate
	N	N	%	N	N	%
Avon and Somerset	38	4	11	167	45	27
Bedfordshire	31	0	0	0	-	-
British Transport	5	2	40	13	2	15
Cambridgeshire	33	2	6	0	-	-
Cheshire	95	6	6	1	0	0
City of London	4	1	25	0	-	-
Cleveland	83	12	14	0	-	-
Cumbria	58	4	7	2	1	50
Derbyshire	45	9	20	0	-	-
Devon and Cornwall	111	25	23	16	5	31
Dorset	98	10	10	4	0	0
Durham	68	4	6	1	0	0
Dyfed-Powys	31	7	23	0	-	-
Essex	148	24	16	1	0	0
Gloucestershire	47	13	28	0	-	-
Greater Manchester	221	41	19	0	-	-
Gwent	31	2	6	21	3	14
Hampshire	146	16	11	0	-	-
Hertfordshire	57	2	4	1	0	0
Humberside	95	14	15	0	-	-
Kent	173	24	14	0	-	-
Lancashire	100	1	1	0	-	-
Leicestershire	86	6	7	0	-	-
Lincolnshire	42	14	33	0	-	-
Merseyside	51	13	25	4	2	50
Metropolitan	331	50	15	270	64	24
Norfolk	42	5	12	0	-	-
North Wales	31	5	16	4	0	0
North Yorkshire	13	7	54	28	17	61
Northamptonshire	74	9	12	2	1	50
Northumbria	41	10	24	103	31	30
Nottinghamshire	132	30	23	2	1	50
South Wales	116	17	15	7	1	14
South Yorkshire	124	0	0	0	-	-
Staffordshire	74	6	8	1	0	0
Suffolk	24	2	8	0	-	-
Surrey	110	11	10	0	-	-
Sussex	204	22	11	3	1	33
Thames Valley	304	70	23	2	1	50
Warwickshire	11	8	73	19	5	26
West Mercia	68	6	9	10	1	10
West Midlands	85	19	22	3	0	0
West Yorkshire	153	29	19	4	3	75
Wiltshire	60	15	25	0	-	-
<b>Total</b>	<b>3894</b>	<b>577</b>	<b>15</b>	<b>689</b>	<b>184</b>	<b>27</b>

Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

**Table 26: Applications for a review received by the IOPC in 2021/22**

Police force	IOPC reviews – not investigated		IOPC reviews - investigation		Total
	N	%	N	%	N
Avon and Somerset	14	52	13	48	27
Bedfordshire	2	5	36	95	38
British Transport	0	0	2	100	2
Cambridgeshire	2	8	24	92	26
Cheshire	30	79	8	21	38
City of London	1	33	2	67	3
Cleveland	0	0	2	100	2
Cumbria	3	60	2	40	5
Derbyshire	2	20	8	80	10
Devon and Cornwall	11	61	7	39	18
Dorset	3	43	4	57	7
Durham	2	11	16	89	18
Dyfed-Powys	15	65	8	35	23
Essex	26	32	55	68	81
Gloucestershire	4	50	4	50	8
Greater Manchester	26	51	25	49	51
Gwent	0	0	4	100	4
Hampshire	37	76	12	24	49
Hertfordshire	4	8	47	92	51
Humberside	34	74	12	26	46
Kent	33	51	32	49	65
Lancashire	34	83	7	17	41
Leicestershire	21	58	15	42	36
Lincolnshire	13	62	8	38	21
Merseyside	22	71	9	29	31
Metropolitan	136	42	189	58	325
Norfolk	17	61	11	39	28
North Wales	35	92	3	8	38
North Yorkshire	1	25	3	75	4
Northamptonshire	10	67	5	33	15
Northumbria	27	25	83	75	110
Nottinghamshire	3	14	18	86	21
South Wales	66	73	24	27	90
South Yorkshire	8	50	8	50	16
Staffordshire	11	48	12	52	23
Suffolk	13	59	9	41	22
Surrey	14	67	7	33	21
Sussex	0	0	5	100	5
Thames Valley	1	14	6	86	7
Warwickshire	0	0	3	100	3
West Mercia	0	0	1	100	1
West Midlands	34	87	5	13	39
West Yorkshire	80	73	30	27	110
Wiltshire	22	85	4	15	26
<b>Total</b>	<b>817</b>	<b>51</b>	<b>788</b>	<b>49</b>	<b>1605</b>

**Table 27: Outcome of reviews completed by the IOPC in 2021/22**

Police force	IOPC reviews – not investigated			IOPC reviews - investigation			
	Valid completed	Outcome not reasonable and proportionate		Valid completed	Outcome not reasonable and proportionate		Outcome not reasonable and proportionate
		N	N		%	N	
Avon and Somerset	9	1	11	11	1	9	
Bedfordshire	1	0	0	37	5	14	
British Transport	0	-	-	0	-	-	
Cambridgeshire	2	0	0	18	7	39	
Cheshire	19	5	26	12	3	25	
City of London	1	0	0	1	1	100	
Cleveland	0	-	-	0	-	-	
Cumbria	0	-	-	1	0	0	
Derbyshire	1	0	0	8	1	13	
Devon and Cornwall	4	3	75	2	0	0	
Dorset	4	4	100	3	0	0	
Durham	2	0	0	15	4	27	
Dyfed-Powys	11	5	45	3	2	67	
Essex	14	8	57	32	11	34	
Gloucestershire	3	2	67	2	1	50	
Greater Manchester	16	12	75	21	9	43	
Gwent	0	-	-	2	1	50	
Hampshire	35	19	54	8	2	25	
Hertfordshire	3	0	0	32	6	19	
Humberside	21	10	48	11	2	18	
Kent	18	5	28	22	5	23	
Lancashire	28	14	50	6	4	67	
Leicestershire	13	3	23	7	3	43	
Lincolnshire	7	2	29	6	2	33	
Merseyside	7	1	14	5	2	40	
Metropolitan	75	23	31	152	64	42	
Norfolk	10	4	40	7	1	14	
North Wales	28	9	32	2	1	50	
North Yorkshire	1	0	0	3	1	33	
Northamptonshire	9	2	22	4	2	50	
Northumbria	17	5	29	61	14	23	
Nottinghamshire	1	0	0	12	2	17	
South Wales	43	13	30	10	3	30	
South Yorkshire	3	3	100	9	2	22	
Staffordshire	5	0	0	5	1	20	
Suffolk	11	4	36	9	3	33	
Surrey	13	4	31	8	4	50	
Sussex	0	-	-	5	0	0	
Thames Valley	0	-	-	2	0	0	
Warwickshire	0	-	-	1	0	0	
West Mercia	0	-	-	1	0	0	
West Midlands	3	2	67	1	0	0	
West Yorkshire	53	19	36	33	11	33	
Wiltshire	13	5	38	2	1	50	
<b>Total</b>	<b>504</b>	<b>187</b>	<b>37</b>	<b>592</b>	<b>182</b>	<b>31</b>	

Some reviews may be deemed 'invalid' and these have been excluded from the number of "valid completed" and the calculation for "% outcome not reasonable and proportionate".

Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

# Glossary

## Allegation

This describes what is being complained about. An allegation is made by someone defined as a complainant under the [Police Reform Act 2002](#) (see 'complainant'). An allegation may be made by one or more complainants about the service they received from a police force. For example, about force-wide crime initiatives, organisation of policing resources, or general policing standards. However, it can also be about the conduct of any person serving with the police. A complaint case may involve more than one allegation. For example, a person may allege that an officer pushed them and was rude to them. This would be logged as two separate allegations forming one complaint case. Each allegation is logged against a specific category (a full list of the allegation categories and their definitions can be found in the IOPC's [guidance on capturing data about police complaints](#)).

## Appropriate authority

[\(Section 29, Police Reform Act 2002\)](#)

The organisation responsible for assessing how to deal with a complaint. For example, whether it can be handled locally or reaches the criteria for referral to the IOPC. The appropriate authority may be the chief officer of the police force or the police and crime commissioner for the force. If a complaint investigation finds someone has a case to answer for misconduct, the appropriate authority is responsible for arranging any misconduct proceedings. If you make a complaint, the appropriate authority for your case will contact you.

## Complainant

A person who makes a complaint about the conduct of someone serving with the police or about a police force. The law sets out the

circumstances that need to exist for someone to make a complaint (see section 5.6 of the [IOPC Statutory guidance on the police complaints system](#)).

## Complaint

A complaint is any expression of dissatisfaction raised by or on behalf of a member of the public to a police force. A complaint does not have to be made in writing and does not have to state explicitly that it is a complaint.

## Complaint case

A complaint may involve more than one allegation. The allegation/s may be made by one or more complainants, against one or more persons serving with the police. 'Complaint case' refers to all the allegations and complainants connected with a complaint.

## Directed investigation

An investigation conducted by the appropriate authority under the direction and control of the IOPC. The IOPC directs the investigation by appointing an investigator and setting out its scope and investigative strategy. The IOPC controls the investigation by reviewing the policy books, confirming the investigation has met the terms of reference and making the decisions at the end of the case.

## Independent investigation

An investigation carried out by IOPC staff ([Paragraph 19, Schedule 3, Police Reform Act 2002](#)).

An independent investigation is often used for the most serious incidents and/or those with the greatest public interest. For example, incidents that cause the greatest level of public concern,

have a high potential to impact on communities, or have serious implications for the reputation of the police service.

## Local investigation

An investigation carried out by the appropriate authority on its own behalf ([Paragraph 16, Schedule 3, Police Reform Act 2002](#)).

## Local policing body

The body responsible for all policing in their area. It holds the chief constable and the force to account. This is a collective term for:

- Police and Crime Commissioners
- the Mayor's Office for Policing and Crime (for the Metropolitan Police Service district)
- the Common Council (for the City of London police area) ([Section 101, Police Act 1996](#))

## Reflective practice review process (RPRP)

This focuses on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn from them. It is not a disciplinary process or a disciplinary outcome.

## Review

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 of the outcome of the complaint. The review will consider whether the outcome of the handling of the complaint is reasonable and proportionate. It will uphold the review where the relevant review body finds that the outcome of the complaint is not reasonable and proportionate. This applies whether the complaint has been investigated or handled in another way.

## Special procedures

Special procedures only apply to investigations of complaints about a member of a police force or a special constable. In the case of any other person, the investigator must adhere to the relevant policies and procedures for investigating allegations of any form of misconduct.

Investigators must apply special procedures:

- in a complaint investigation, when there is an indication a person being investigated may have committed a criminal offence or behaved in a manner that would justify disciplinary proceedings
- in all investigations into recordable conduct matters ([Paragraph 19A, Schedule 3, Police Reform Act 2002](#))

## Unsatisfactory performance procedure (UPP)

A series of steps used to improve someone's performance. It is used when a person was unable or failed to perform their role to a satisfactory level but did not breach the Standards of Professional Behaviour.



To find out more about our work or to request this report in an alternative format, you can contact us in a number of ways:

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