

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)

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

Contents

Page 1 Summary of complaints and allegations logged

Page 2 How complaints are being handled and what has been complained about

Page 3 Subcategories of the most frequently applied allegation categories

Page 4 Factors applied to allegations logged

Page 5 Factors on frequently applied allegation categories (force figures only)

Page 6 How allegations have been handled and allegation timeliness

Page 7 Complaint case timeliness

Page 8 Findings and actions on Outside Schedule 3 allegations

Page 9 Findings on Schedule 3 allegations

Page 10 Actions on Schedule 3 allegations

Page 11 Reviews received

Page 12 Reviews outcomes and timeliness

Page 13 Referrals to the IOPC

Page 14 Notes and links

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

Complaints and allegations logged

A **complaint case** is formed of one or more **allegations**.

This bulletin contains data on complaints, allegations, referrals and reviews broken down in the following ways:

.**Force** - The police force and date range covered by the bulletin title

.**SPLY** - Data as above in the same period of the previous financial year

.**MSF Average** - Most Similar Force group* average for the period

.**National** - Total or average of all forces in this period

*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

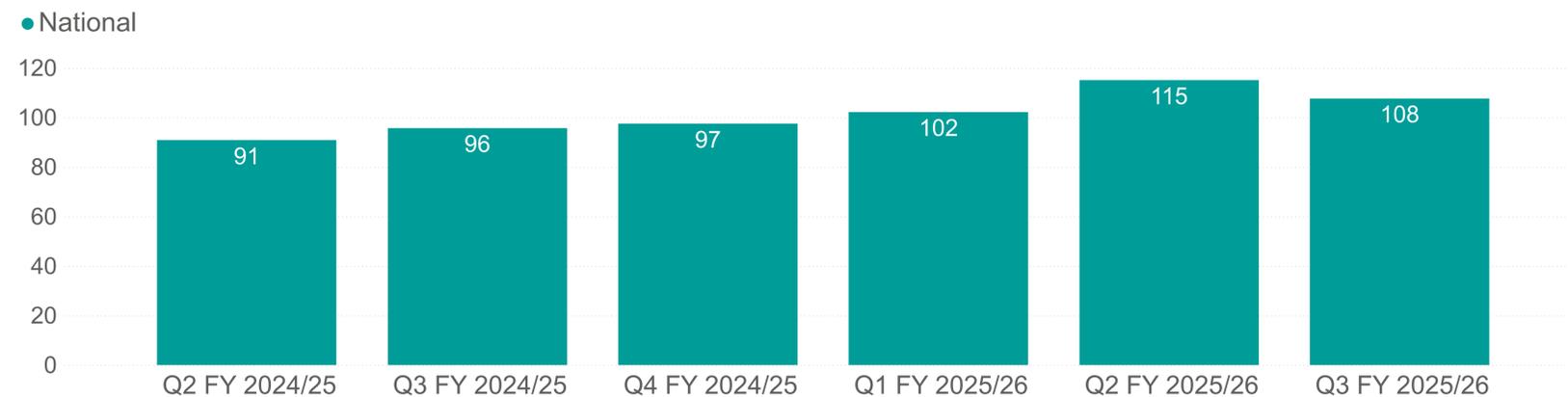
Measure	Complaints logged	Per 1,000 employees	Allegations logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	314		359		2	4
SPLY	313		321		9	7
National	81,889	325	141,831	563	8	7

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. As the chart for allegations would look similar to the chart for complaints, for clarity only complaints are shown

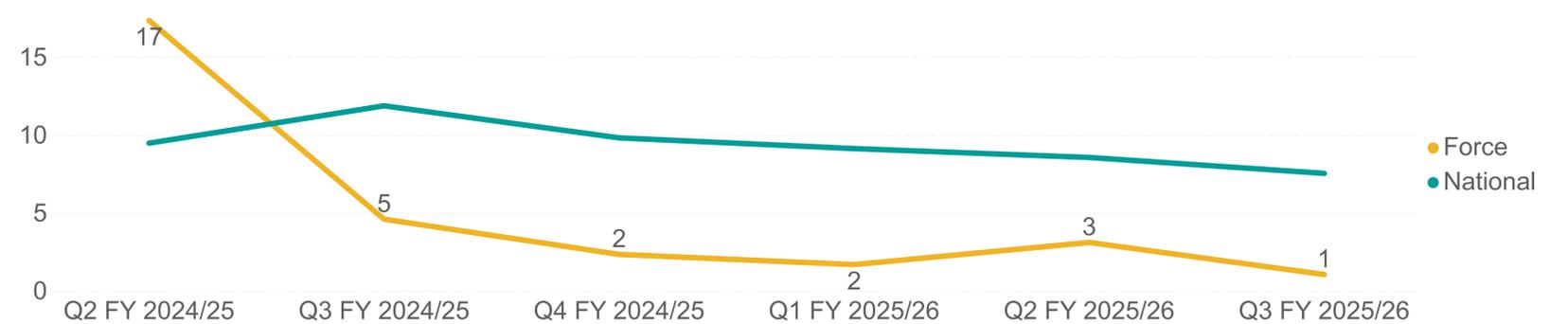
Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Employee figures for Report Fraud are not available

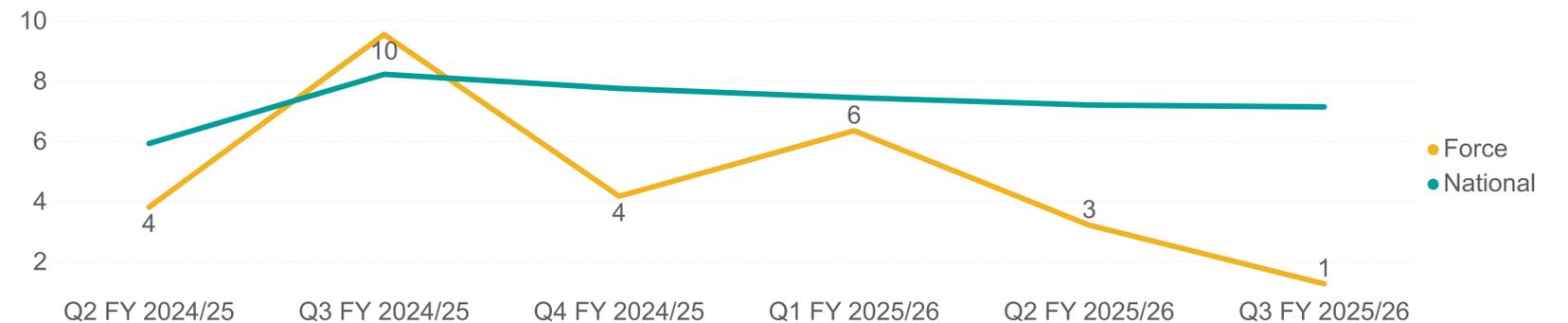
Complaints logged per 1,000 employees



Average working days to contact complainants



Average working days to log complaints



The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

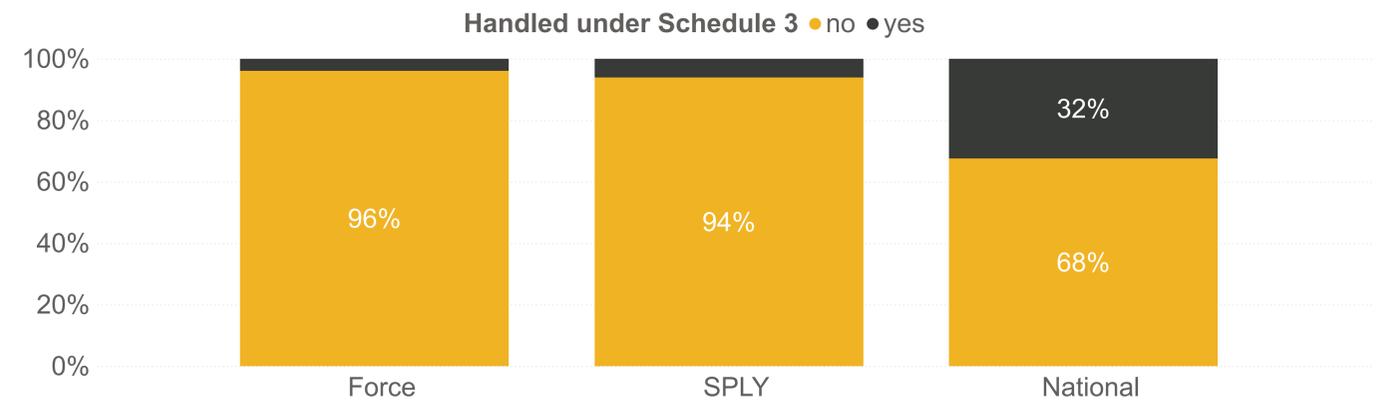
For information on what has been complained about, see pages 2 to 5

For information on allegations and complaints timeliness, see pages 6 and 7

How complaints are being handled and what has been complained about

When a complaint is received by the force, the force can attempt to handle the complaint informally (outside of Schedule 3 of the Police Reform Act) or handle it formally (under Schedule 3). When deciding handle to complaint formally, the force should record the reason why

Reason complaint recorded under Schedule 3	Force	SPLY	National
AA/body responsible for initial handling decides	8	1	9,733
Complainant wishes the complaint be recorded		2	4,534
Dissatisfaction after initial handling	3	16	4,525
Nature of the allegation(s) in the complaint	1		7,664
Total	12	19	26,456

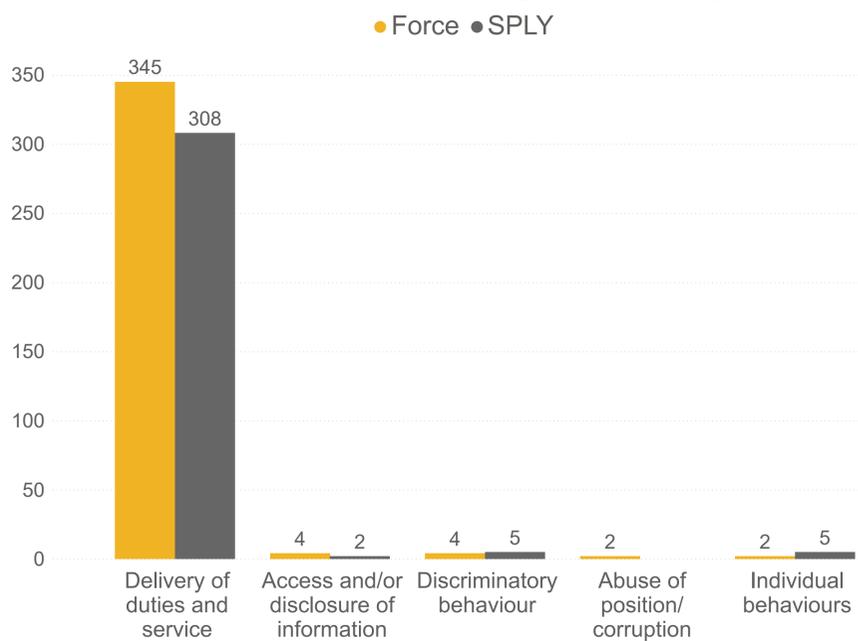


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist of numerous allegations, each with their own category

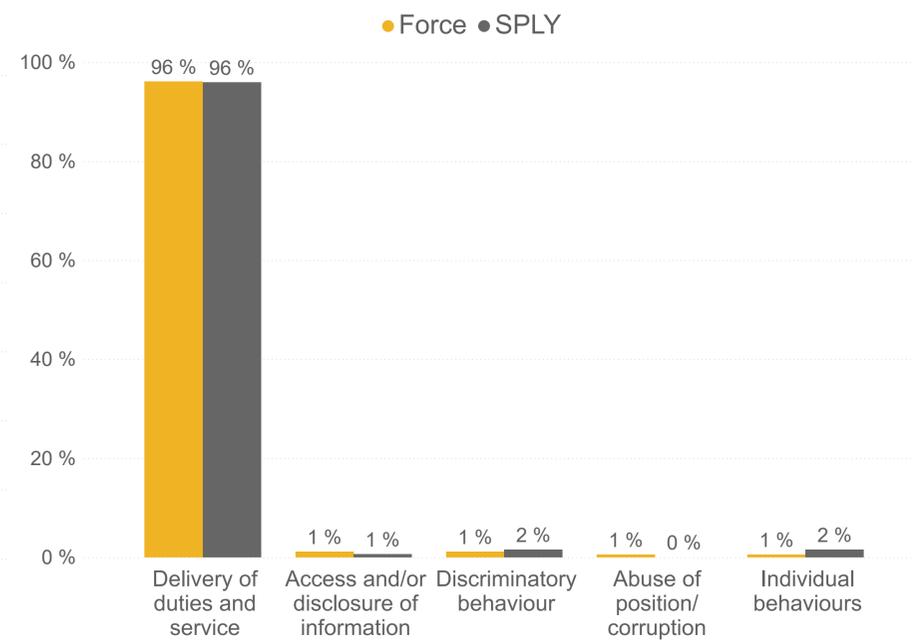
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	345	1		4		4	2	2			1	359
SPLY	308	1		2		5		5				321
National	77,009	31,296	4,913	3,035	1,556	3,915	1,107	16,488	251	873	1,387	141,830

Top five most applied allegation categories

Force (year-to-date and same period last year)

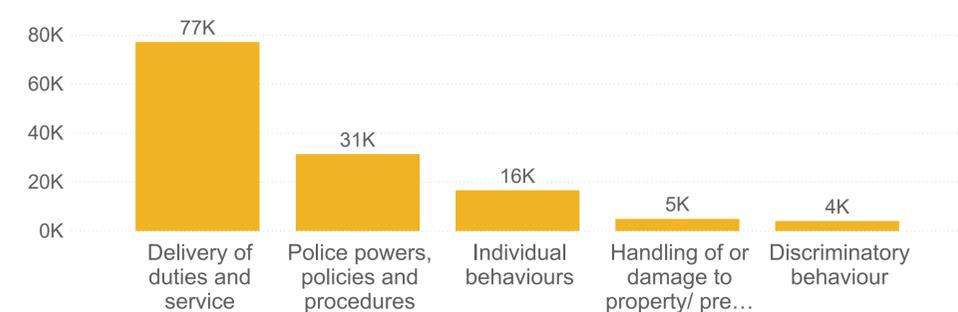


Force (% of allegations logged)



MSF group average

National



For more information on Schedule 3 of the Police Reform Act see the IOPC website and links provided on page 14

This section presents data on some of the most commonly recorded categories on allegations logged. For more information on allegation categories, see the IOPC website and links provided on page 14.

This category is about the service received from the police. Complaints in this category can be organisational or can be about individual behaviour

Delivery of duties and service Sub-category	Force		SPLY		National	
	Logged	%	Logged	%	Logged	%
Police action following contact	225	65%	243	79%	32,818	43%
General level of service	68	20%	35	11%	22,975	30%
Information	34	10%	24	8%	8,754	11%
Decisions	18	5%	6	2%	12,459	16%
Total	345	100%	308	100%	77,006	100%

This concerns individual behaviours (language, actions and behaviour) that are not an abuse of position or discriminatory in nature

Individual behaviours Sub-category	Force		SPLY		National	
	Logged	%	Logged	%	Logged	%
Impolite language / tone	2	100%	5	100%	4,354	26%
Lack of fairness and impartiality					2,408	15%
Unprofessional attitude and disrespect					4,635	28%
Impolite and intolerant actions					2,485	15%
Overbearing or harassing behaviours					2,606	16%
Total	2	100%	5	100%	16,488	100%

This category is about the use of police powers, including where an available power has not been used, and police policies and procedures. Complaints in this category can be organisational or about individual behaviour

Police powers, policies and procedures Sub-category	Force		SPLY		National	
	Logged	%	Logged	%	Logged	%
Other policies and procedures	1	100%	1	100%	3,750	12%
Detention in police custody					4,049	13%
Power to arrest and detain					5,452	17%
Searches of premises and seizure of property					4,081	13%
Stops, and stop and search					1,490	5%
Bail, identification and interview procedures					1,897	6%
Evidential procedures					2,841	9%
Out of court disposals					504	2%
Use of force					7,232	23%
Total	1	100%	1	100%	31,296	100%

This includes any issue where an element of discrimination was involved or was perceived to be involved.

It also includes any instances where the possible discriminatory behaviour is identified by the person receiving, recording, or investigating a complaint. Complaints in this category can be organisational or can be about individual behaviour.

Discriminatory behaviour Sub-category	Force		SPLY		National	
	Logged	%	Logged	%	Logged	%
Disability	2	50%	4	80%	843	22%
Race	2	50%			1,857	47%
Age					45	1%
Gender reassignment			1	20%	46	1%
Marriage and civil partnership					1	0%
Pregnancy and maternity					2	0%
Religion or belief					117	3%
Sex					568	15%
Sexual orientation					108	3%
Other					328	8%
Total	4	100%	5	100%	3,915	100%

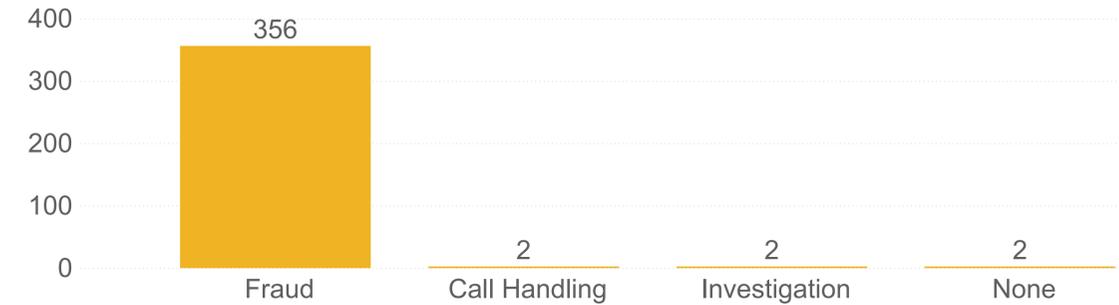
Factors applied to allegations logged

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

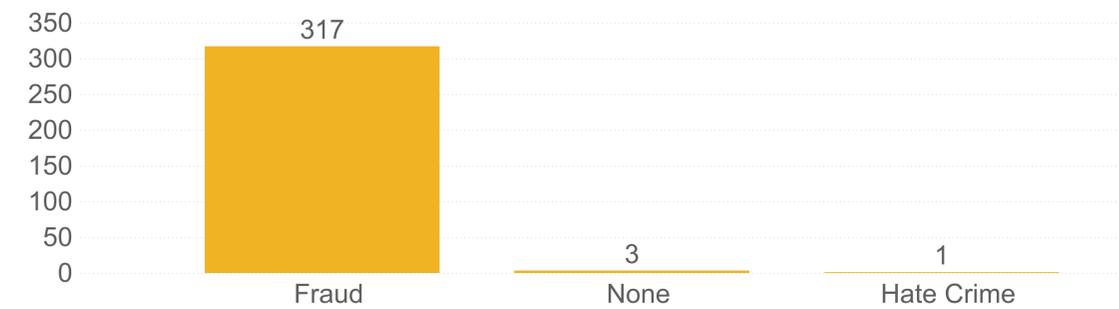
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Force MSF National YTD SPLY Factor	Force		SPLY		National	
	Logged	%	Logged	%	Logged	%
Fraud	356	99%	317	99%	994	1%
Call Handling	2	1%			6,093	4%
Investigation	2	1%			54,710	39%
None	2	1%	3	1%	28,882	20%
					1,579	1%
Arrest					16,949	12%
Child protection / CSA / CSE					2,638	2%
Covert policing					64	0%
Custody					8,161	6%
Death					1,200	1%
Domestic / gender abuse					7,796	5%
Drugs / alcohol					1,490	1%
Firearms					634	0%
Hate Crime			1	0%	621	0%
Mental health					3,894	3%
Missing persons					915	1%
Neighbourhood policing					6,425	5%
Police dogs or horses					80	0%
PPDA					116	0%
PPDA - Police victim					5	0%
Prejudicial and improper behaviour					31	0%
Premises search					3,663	3%
Public order incident					1,017	1%
Restraint equipment					1,324	1%
Roads/traffic					8,506	6%
Serious injury					291	0%
Social media					689	0%
Stop and/or search					2,997	2%
Taser					150	0%
VAWG - dissatisfaction handling					6,090	4%
VAWG - police perpetrated					622	0%
VAWG - police victim					103	0%

Force

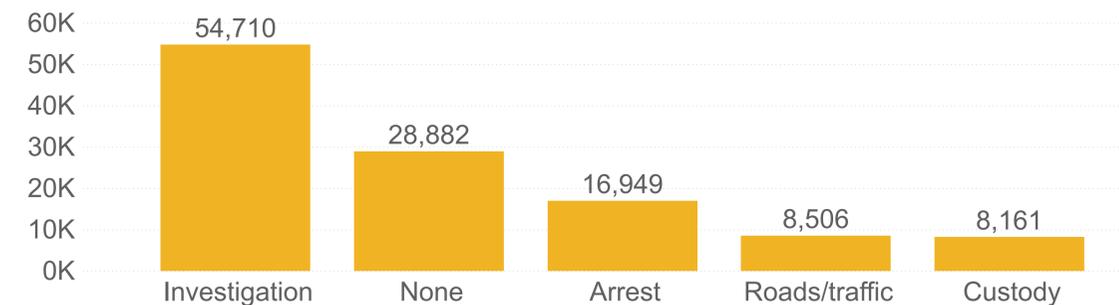


SPLY



MSF Average

National



Factors on frequently applied allegation categories (force figures only)

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.

Category Factors	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Fraud	345	100%	4	100%	2	100%	1	100%
Call Handling	1	0%			1	50%		
Investigation	1	0%						

How allegations have been handled and allegation timeliness

This section presents the time it takes the force to finalise allegations by how they were handled.

.An allegation can be handled informally (outside of Schedule 3 of the 2017 Policing and Crime Act) or formally handled under Schedule 3

.Schedule 3 allegations can handled without investigation or by investigation.

.Where handled by investigation this may be subject to 'special procedures' (meaning that a finding of a case to answer for misconduct may be found)

.If not subject to special procedures, a finding of the service provided being acceptable or unacceptable may be found.

For more information on allegation findings and actions, please see pages 8 - 10

Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

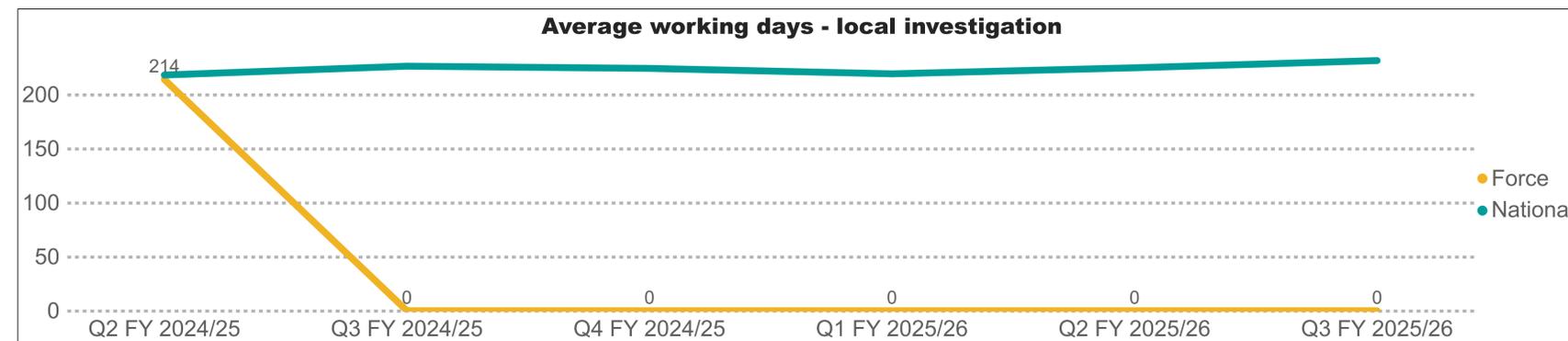
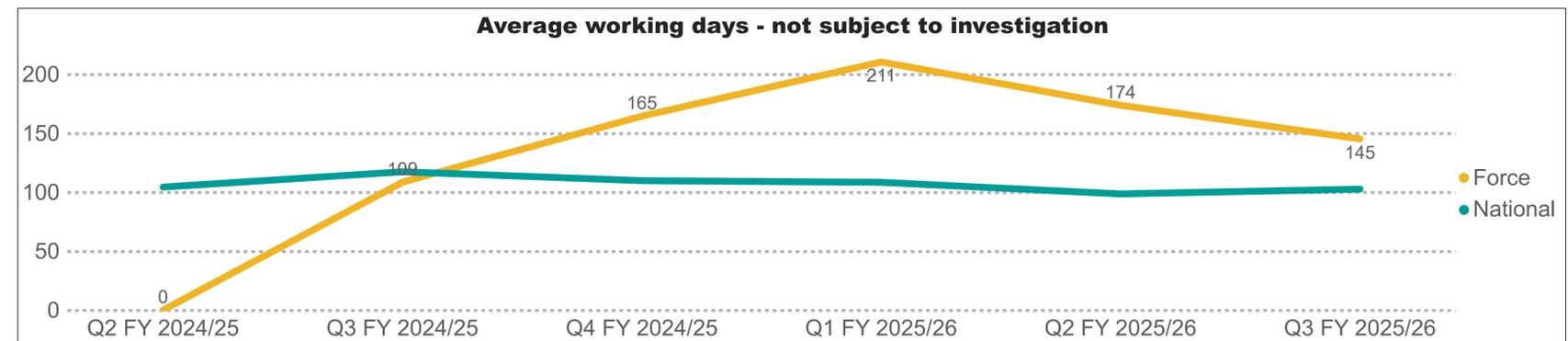
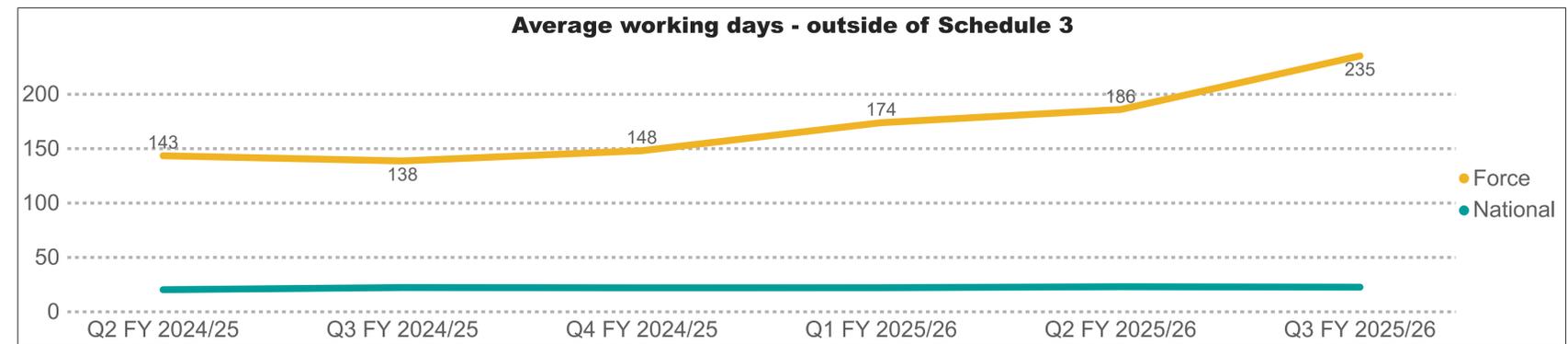
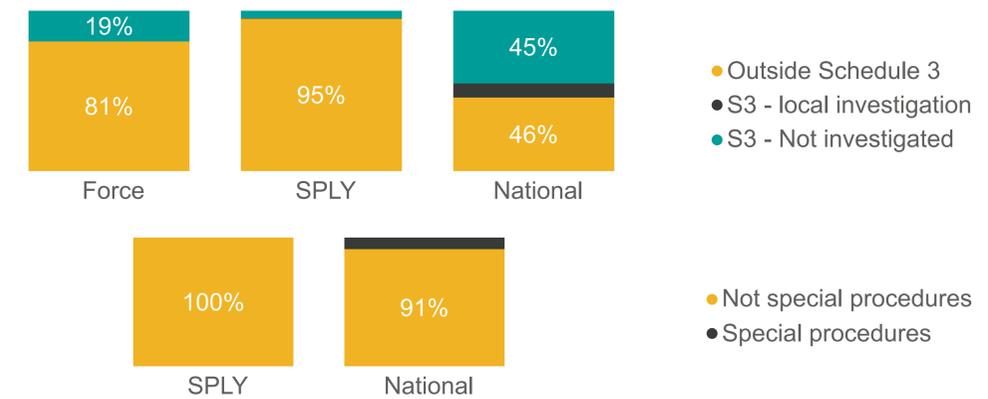
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	221	52		273
SPLY	236	11	1	248
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
SPLY	1		1
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	202
SPLY	139
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	178
SPLY	141
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	0
SPLY	214
National	225

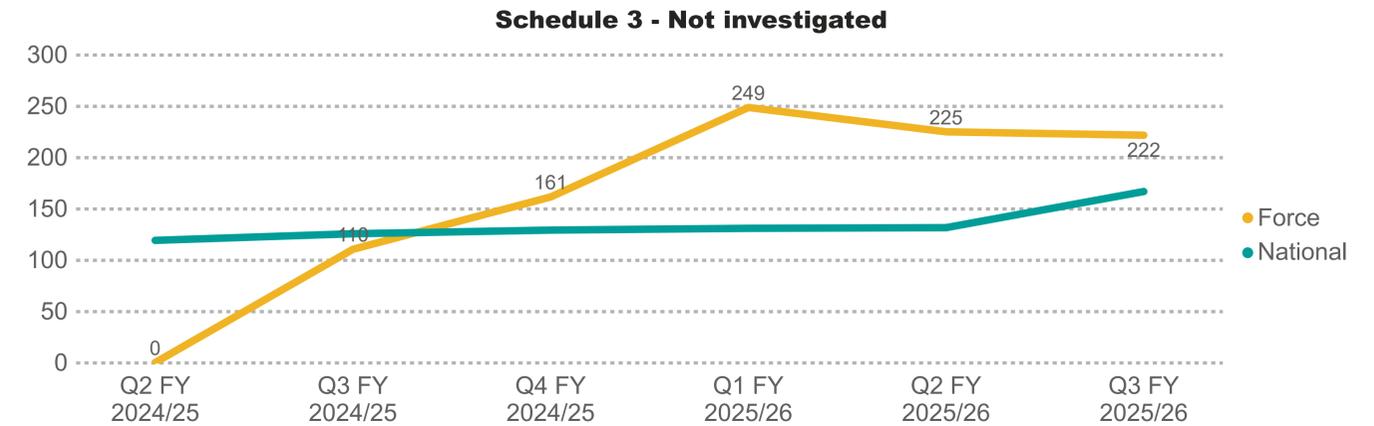


Complaint timeliness

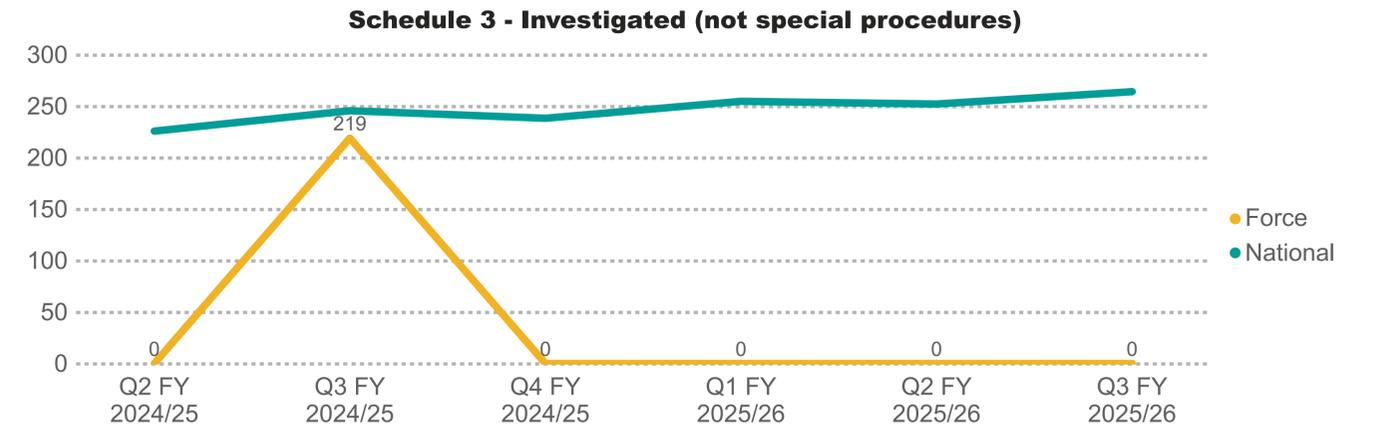
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the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

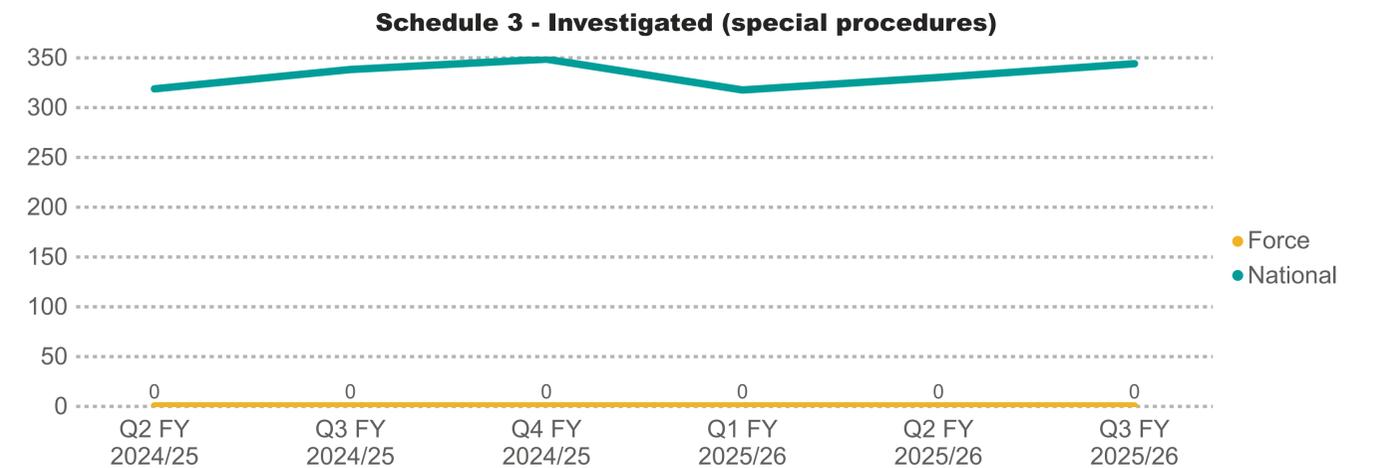
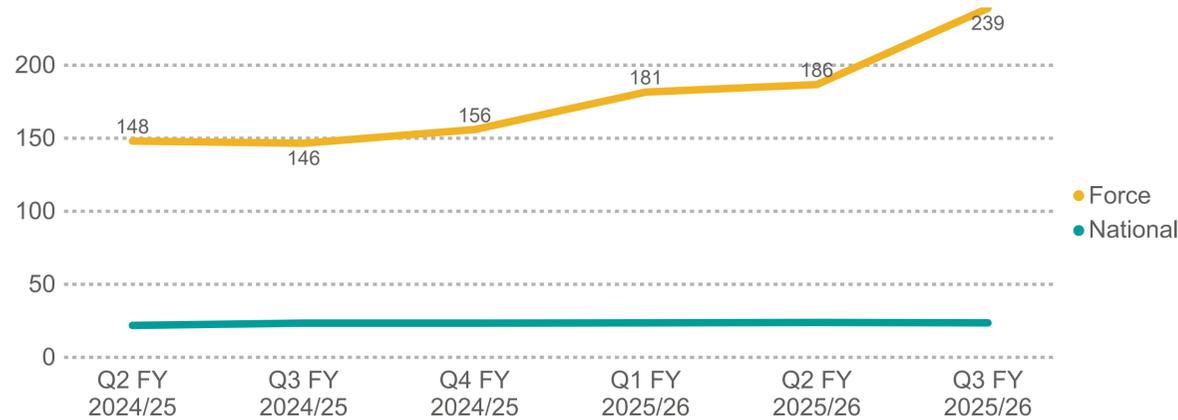
Under Schedule 3 Force MSF National YTD SPLY	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	38	230	0	0	0	0
SPLY	8	197	1	219	0	0
National	23,280	144	3,732	257	452	329



Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	205	206
SPLY	229	148
National	52,639	23



Outside Schedule 3



Findings and actions on Outside Schedule 3 allegations

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

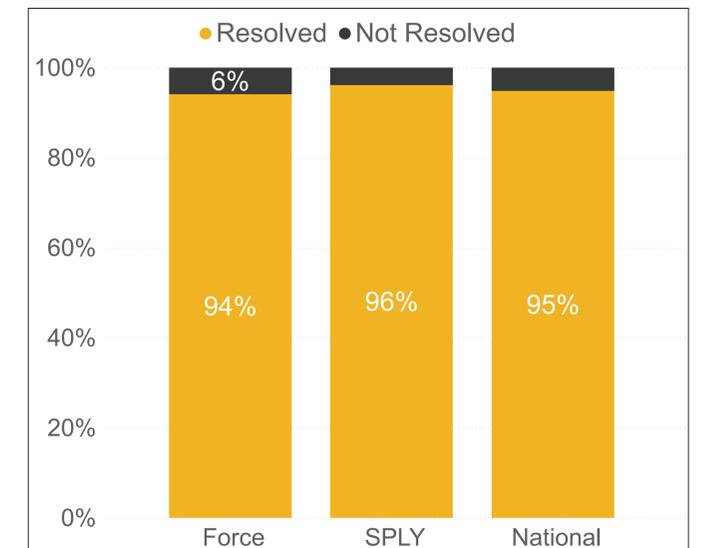
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

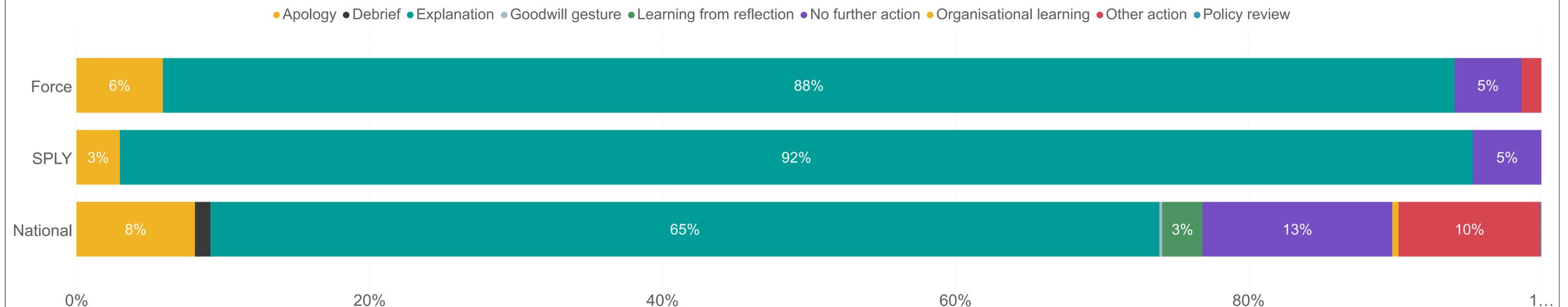
Outside Schedule 3 result	Force	SPLY	National
Resolved	208	227	58,993
Not Resolved	13	9	3,204
Total	221	236	62,197

Figures may differ in the two tables where actions have not yet been decided or not yet recorded

Measure Actions on allegations outside of Schedule 3	Force		SPLY		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	194	88%	218	92%	40,094	65%
Apology	13	6%	7	3%	5,009	8%
No further action	10	5%	11	5%	8,024	13%
Other action	3	1%			5,993	10%
Debrief					656	1%
Goodwill gesture					124	0%
Learning from reflection					1,691	3%
Organisational learning					260	0%
Policy review					39	0%
Total	220	100%	236	100%	61,890	100%



Outside Schedule 3 allegation actions



Findings on Schedule 3 allegations

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

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available.

When an allegation is handled under Schedule 3 (not investigated or investigated not subject to special procedures), it will typically result in a finding of:

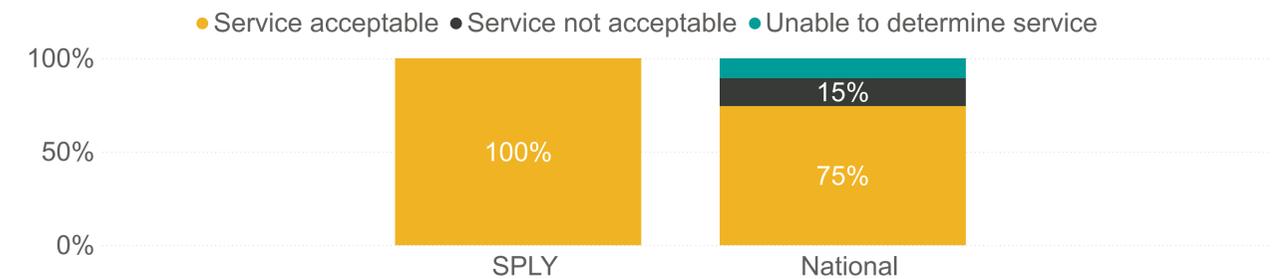
Not investigated	Force	SPLY	National
Service acceptable	45	11	41,834
Service not acceptable	1		7,727
Unable to determine service			5,525

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Investigated (not subject to special procedures)	SPLY	National
Service acceptable	1	7,659
Service not acceptable		1,531
Unable to determine service		1,083



An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

Such allegations should result in a Case to Answer or No Case to Answer for misconduct

Investigated - subject to special procedures	National
Case to Answer	229
No case to answer	601
Not able to determine if the service provided was acceptable	23
The service provided was acceptable	196
The service provided was not acceptable	53

In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to take no further action after looking into an allegation

All Schedule 3	Force	National
Withdrawal		1,947
Regulation 41 applies		347
No further action	6	4,615

Actions on Schedule 3 allegations

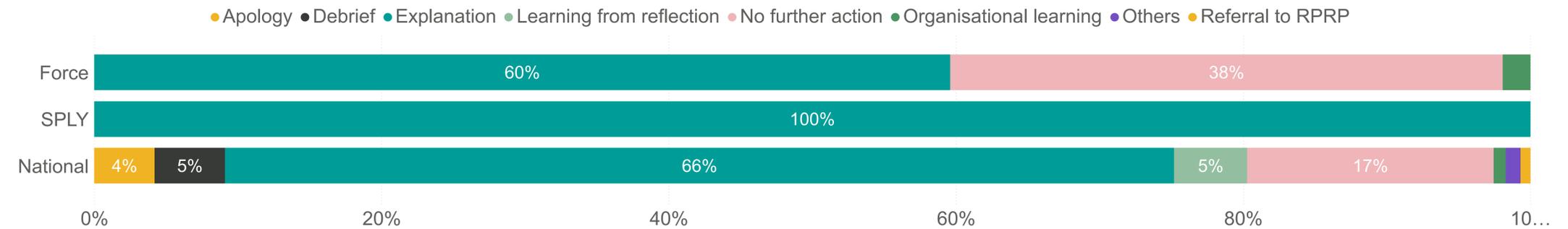
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding action.

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.

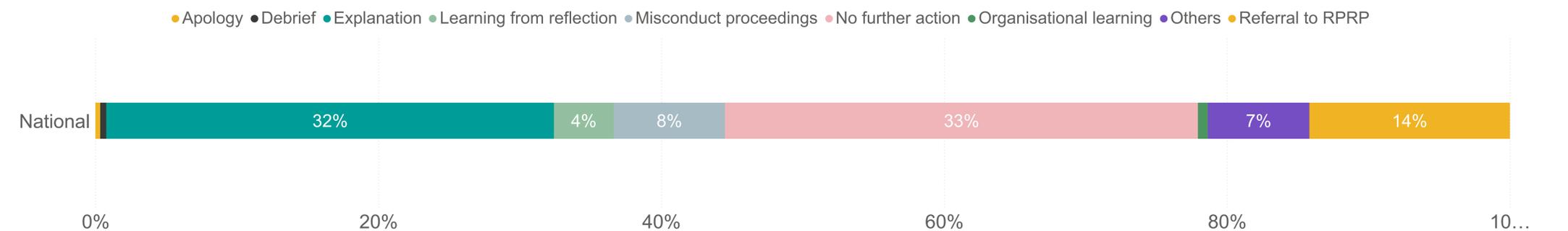
Measure Actions on Schedule 3 allegations	Force		SPLY		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	31	60%	12	100%	47,661	65%
No further action	20	38%			13,233	18%
Organisational learning	1	2%			646	1%
Apology					2,837	4%
Debrief					3,037	4%
Learning from reflection					3,925	5%
Misconduct proceedings					91	0%
Others					865	1%
Referral to RPRP					927	1%
Total	52	100%	12	100%	73,222	100%

Please note: A finding for misconduct can only be made where the allegation is investigated subject to special procedures

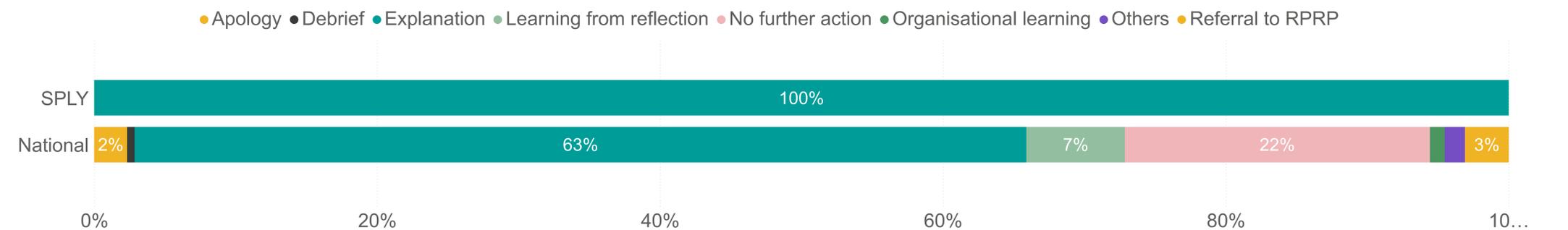
Not investigated



Investigated (subject to special procedures)



Investigated (not subject to special procedures)

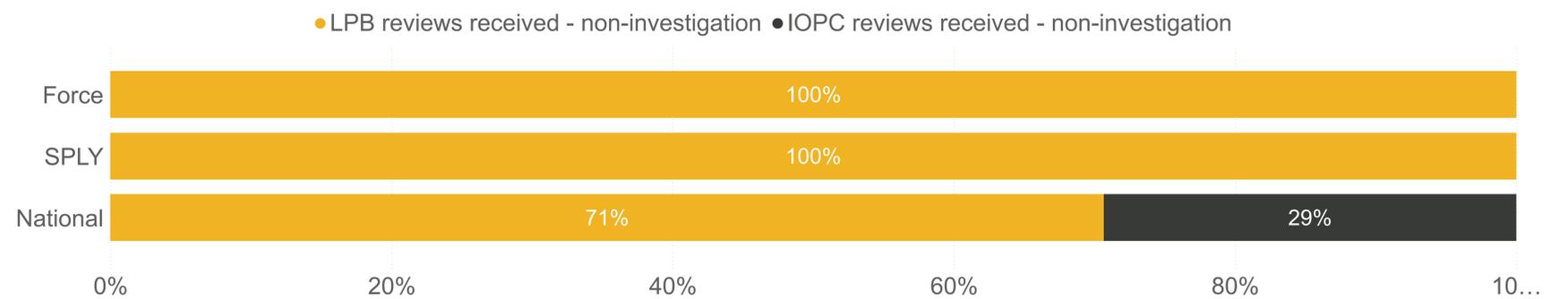
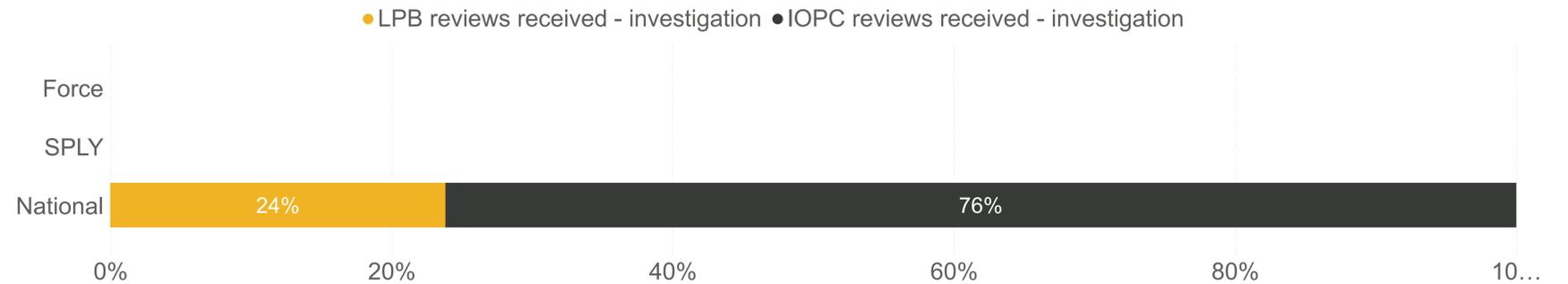


Reviews received

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. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance. Reviews to the IOPC regarding Report Fraud are not counted here as they are counted in the figures for City of London Police

LPB reviews	Investigation	Non-investigation
Force	0	4
SPLY	0	3
National	220	3,562

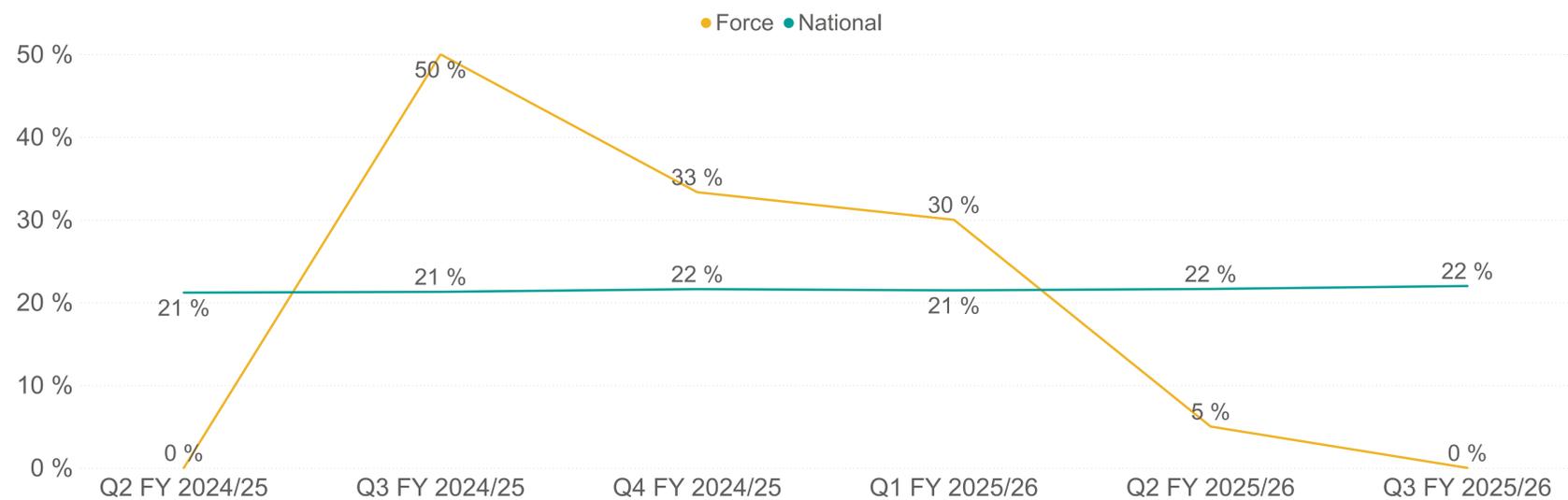
IOPC Reviews	Investigation	Non-investigation
National	703	1478



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.

Measure	Reviews Received	Complaint cases finalised under Schedule 3
Force	4	38
SPLY	3	9
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

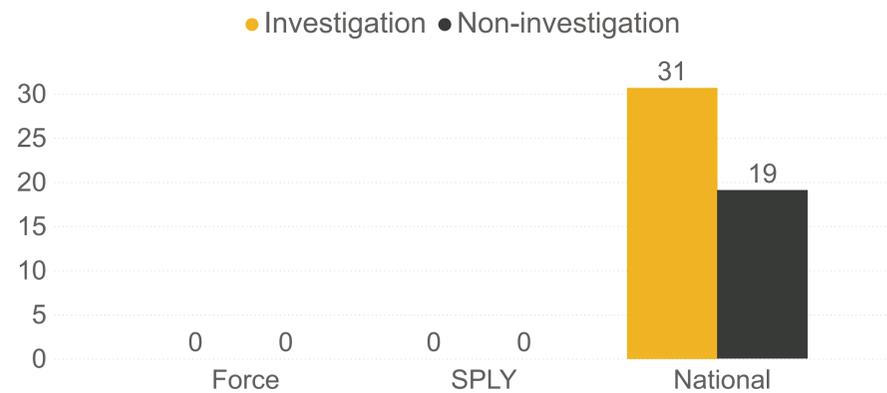
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

When a review finds that the outcome of the complaint was not reasonable and proportionate, that review is considered to be 'upheld'

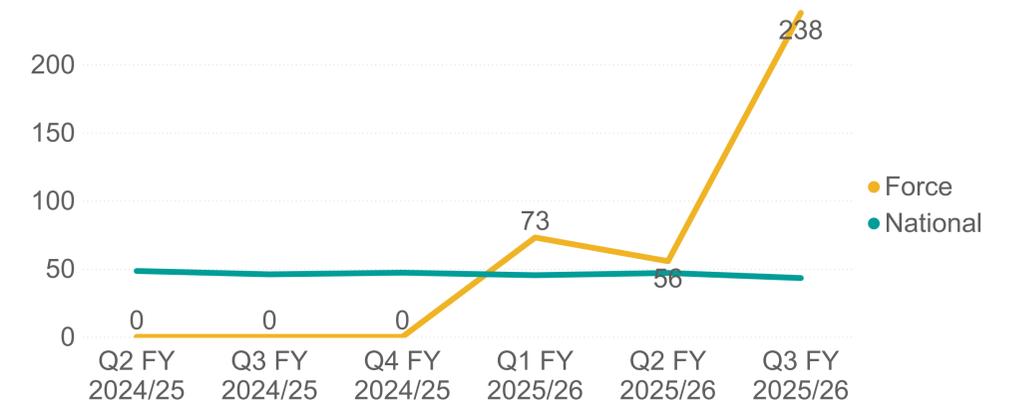
Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
National	225	69
Non-investigation		
Force	6	0
SPLY	0	0
National	3149	601

Review type	Average duration
Investigation	
Force	0
SPLY	0
National	57
Non-investigation	
Force	84
SPLY	0
National	44

% LPB reviews upheld



Average durations



IOPC Reviews

The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

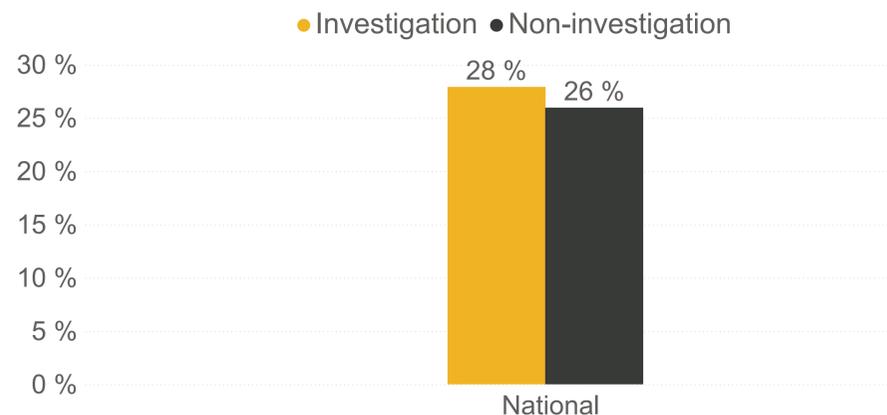
There has been a significant backlog in the number of reviews handled by the IOPC which means the average durations are typically longer than those on reviews where the relevant review body is the local policing body

Reviews to the IOPC regarding Report Fraud are not counted here as they are counted in the figures for City of London Police

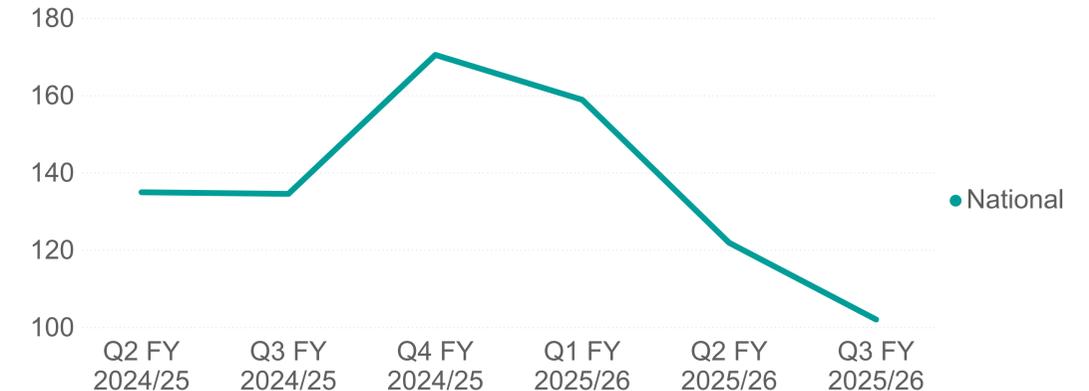
IOPC review	Investigation	Upheld	Non-investigation	Upheld
National	871	243	1,576	418

Measure	Average duration
National	125

% IOPC reviews upheld



Average durations



Referrals to the IOPC

The force should refer certain matters to the IOPC for the IOPC to decide how they should be handled. The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints. For referrals relating to Report Fraud, please see the bulletin for City of London Police

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.

A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

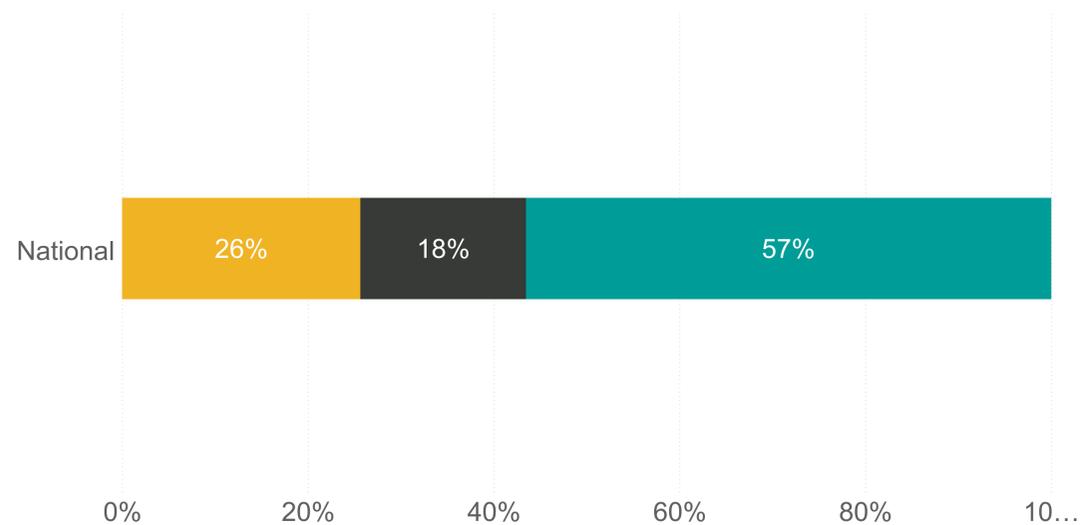
Year to date

	National
Number Referrals Received	5,244
Number referrals completed	5,262
Decision: Directed Investigation	18
Decision: Independent Investigation	328
Decision: Invalid	74
Decision: Local Investigation	2,638
Decision: Return to Force	2,202

Force and MSF Group referrals received

Referral type	National
Complaint	1,347
Conduct	933
DSI	2,964
Total	5,244

● Complaint ● Conduct ● DSI



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, Report Fraud and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).

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 and notes

- 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 \(February 2020\)](#).