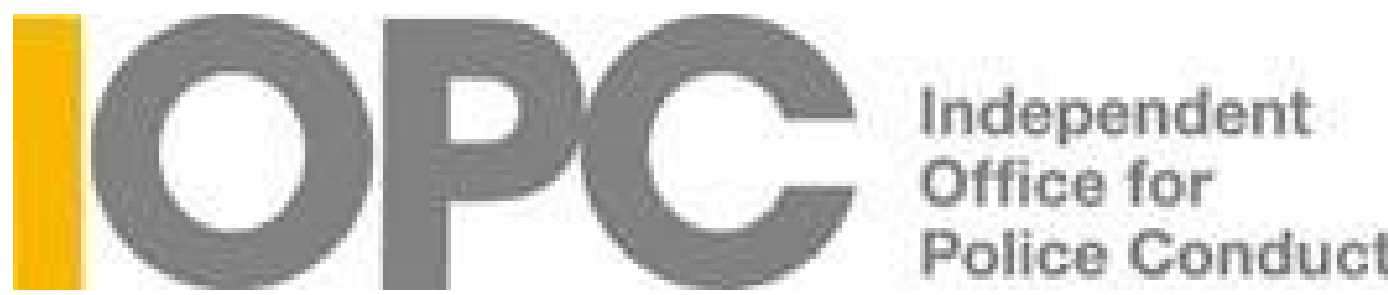


Interim Police Complaints Information Bulletin: South Wales



Reporting Period: 01 April 2025 - 30 September 2025 (Q2 2025/26)

Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable)

Please note: Data for one force was not available in time to be published in this bulletin. This should be considered when using national figures for comparison.

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

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

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

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

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

Page 6 Section A2: Allegations timeliness

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

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

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

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

Page 11 Section C1: Reviews received and timeliness

Page 12 Section C2: Outcomes on reviews

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

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

Page 15 Section E: Referrals

Page 16 Notes

Acronyms used in this bulletin

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

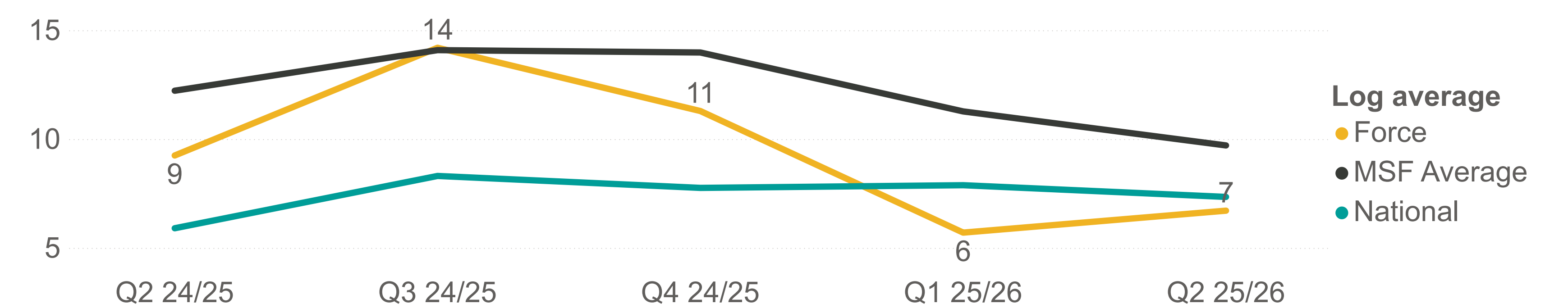
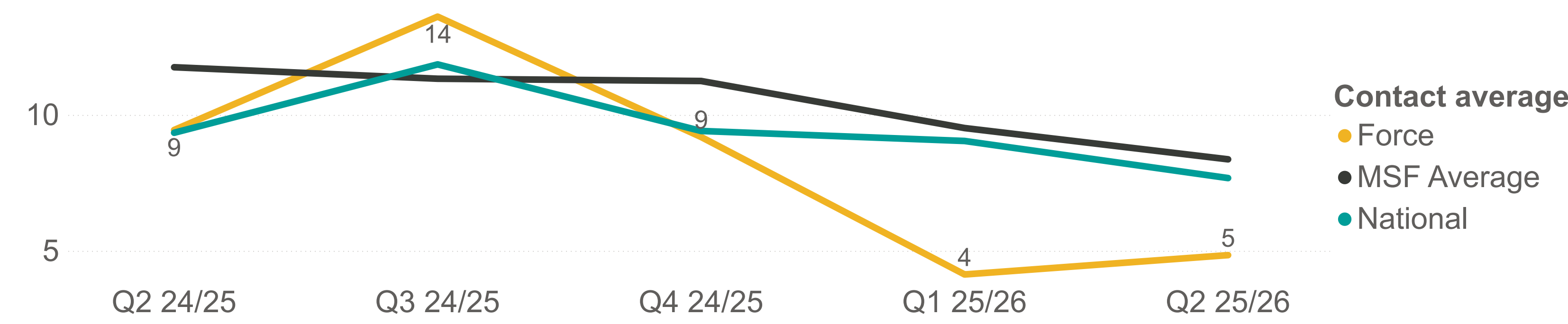
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

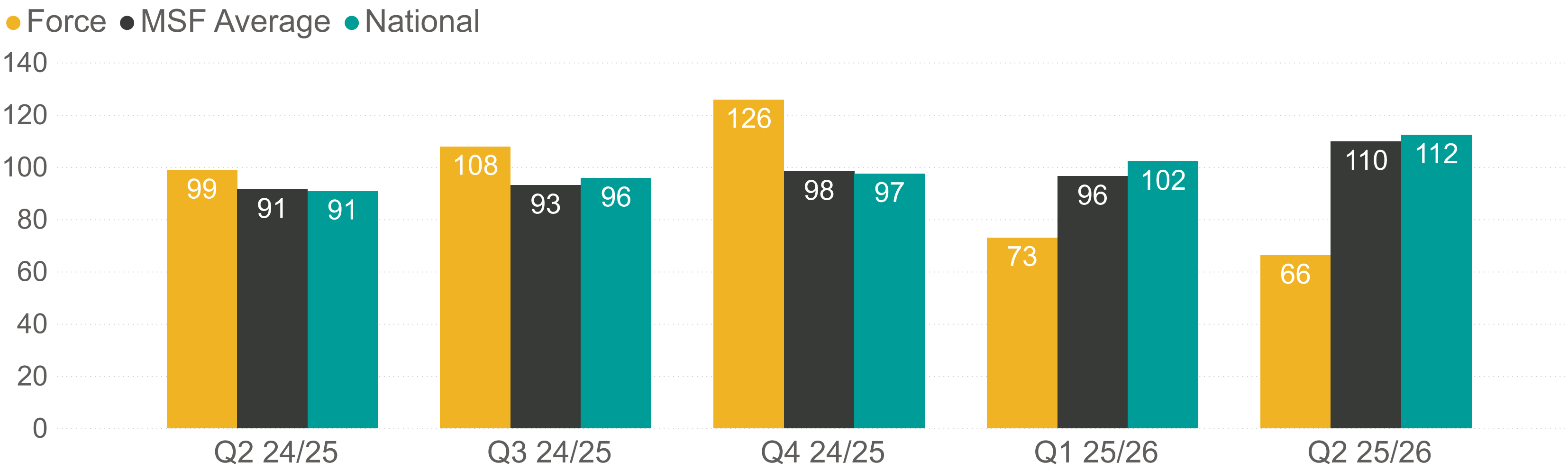
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

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

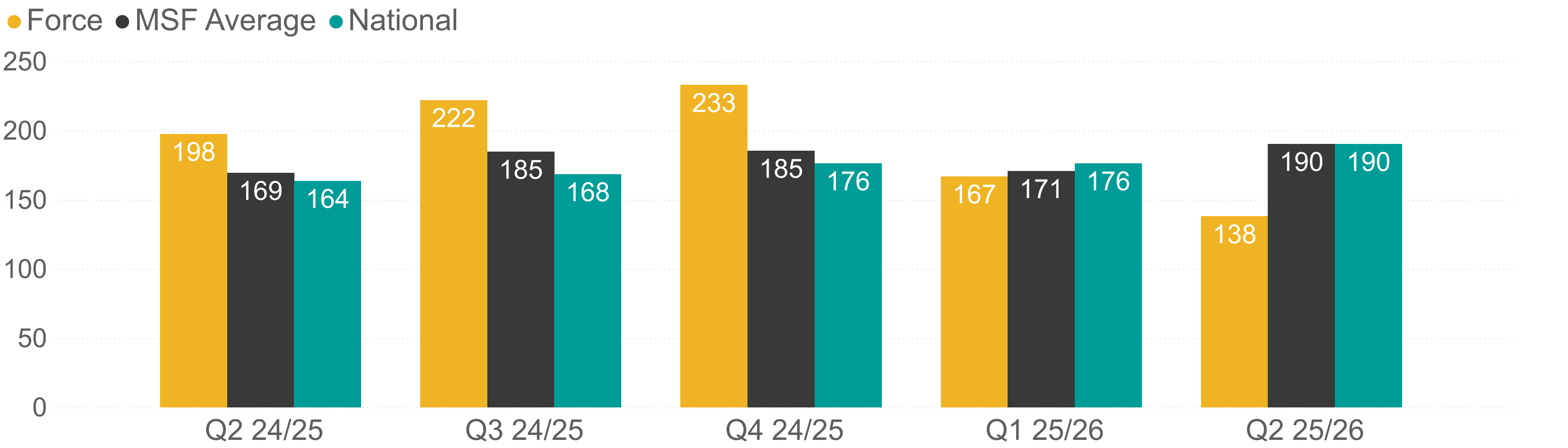
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	925	139	2,026	305	4	6
SPLY	1,361	202	2,770	411	9	6
MSF Average	1,192	206	2,048	361	9	10
National	54,025	214	92,398	367	8	8



Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



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

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

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

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

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

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

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

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	5	20	54	6,147
Complainant wishes the complaint be recorded	471	730	125	2,922
Dissatisfaction after initial handling	3	2	54	2,753
Nature of the allegation(s) in the complaint	296	291	189	5,061
Total	775	1,043	423	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	1 %	2 %	13 %	36 %
Complainant wishes the complaint be recorded	61 %	70 %	31 %	17 %
Dissatisfaction after initial handling	0 %	0 %	17 %	16 %
Nature of the allegation(s) in the complaint	38 %	28 %	39 %	30 %

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

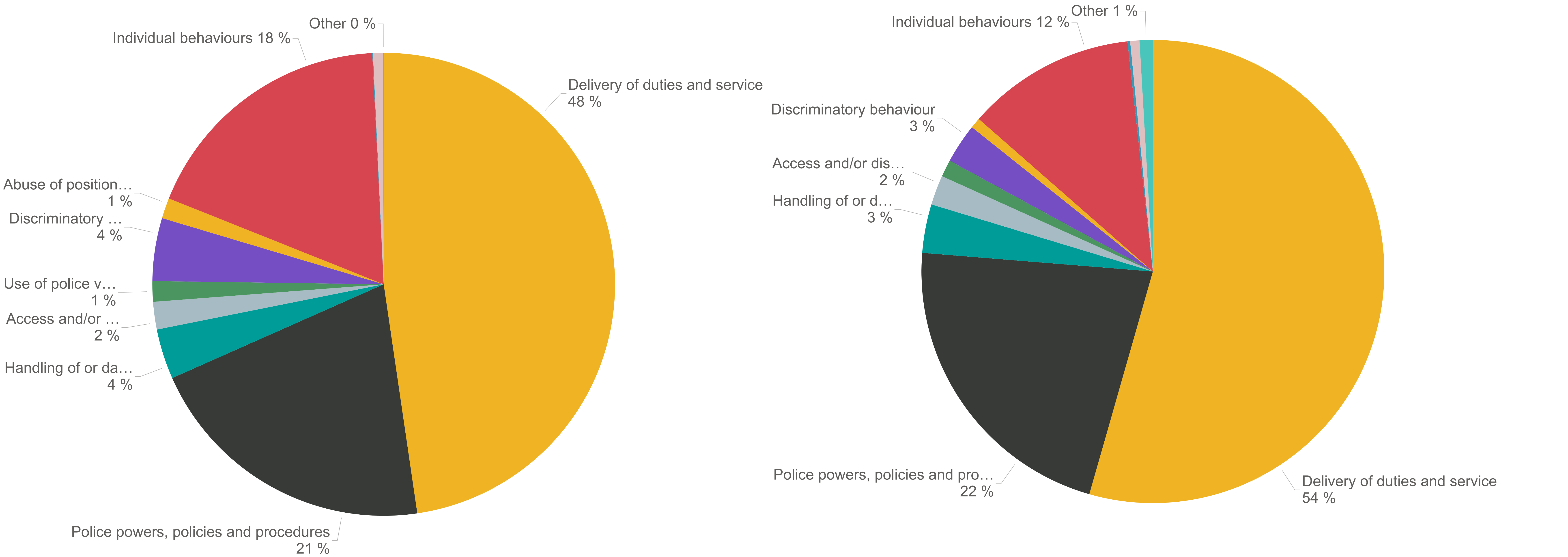
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged.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

What has been complained about (YTD)

Year to date	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	966	419	71	39	29	89	29	368	1	14	1	2,026
SPLY	1,275	507	114	56	32	142	71	536	5	22	10	2,770
MSF Average	1,083	455	65	50	26	56	17	258	5	11	23	2,048
National	50,290	20,195	3,136	1,917	1,099	2,555	679	10,906	170	598	852	92,397

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

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



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

Category	Year to date Subcategory	Force		SPLY		MSF Average		National	
		No.	%	No.	%	No.	%	No.	%
Delivery of duties and service	Total	966	48 %	1,275	46 %	1,083	55 %	50,289	54 %
	Police action following contact	633	66 %	819	64 %	398	36 %	21,478	43 %
	Decisions	207	21 %	270	21 %	219	19 %	8,005	16 %
	Information	111	11 %	170	13 %	133	12 %	5,808	12 %
	General level of service	15	2 %	16	1 %	332	33 %	14,998	30 %
Police powers, policies and procedures	Total	419	21 %	507	18 %	455	22 %	20,195	22 %
	Use of force	138	33 %	166	33 %	125	28 %	4,720	23 %
	Searches of premises and seizure of property	69	16 %	75	15 %	68	16 %	2,650	13 %
	Detention in police custody	68	16 %	90	18 %	63	14 %	2,555	13 %
	Power to arrest and detain	66	16 %	84	17 %	78	17 %	3,563	18 %
	Other policies and procedures	24	6 %	18	4 %	37	7 %	2,380	12 %
	Evidential procedures	22	5 %	29	6 %	43	8 %	1,828	9 %
	Bail, identification and interview procedures	18	4 %	26	5 %	18	4 %	1,229	6 %
	Stops, and stop and search	12	3 %	17	3 %	14	4 %	936	5 %
	Out of court disposals	2	0 %	2	0 %	8	1 %	334	2 %
Individual behaviours	Total	368	18 %	536	19 %	258	12 %	10,906	12 %
	Impolite language / tone	103	28 %	148	28 %	67	29 %	2,938	27 %
	Unprofessional attitude and disrespect	96	26 %	152	28 %	78	32 %	3,042	28 %
	Impolite and intolerant actions	65	18 %	66	12 %	45	14 %	1,625	15 %
	Overbearing or harassing behaviours	56	15 %	109	20 %	35	13 %	1,688	15 %
	Lack of fairness and impartiality	48	13 %	61	11 %	32	12 %	1,613	15 %
Discriminatory behaviour	Total	89	4 %	142	5 %	56	2 %	2,555	3 %
	Race	45	51 %	38	27 %	24	36 %	1,230	48 %
	Sex	17	19 %	45	32 %	11	16 %	380	15 %
	Disability	15	17 %	33	23 %	12	30 %	540	21 %
	Gender reassignment	4	4 %	2	1 %	1	2 %	33	1 %
	Other	4	4 %	16	11 %	5	12 %	201	8 %
	Religion or belief	2	2 %	3	2 %	1	2 %	76	3 %
	Sexual orientation	2	2 %	4	3 %	2	3 %	69	3 %
	Age	0	0 %	0	0 %	0	1 %	25	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	0	0 %
	Pregnancy and maternity	0	0 %	1	1 %	0	0 %	1	0 %
Handling of or damage to property/ premises	Total	71	4 %	114	4 %	65	3 %	3,060	3 %
	Handling of or damage to property/ premises	71	100 %	114	100 %	65	100 %	3,060	98 %

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

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

Section A1.5: National complaint factors

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	1,139	56 %	1,690	61 %	802	39 %	35,875	39 %
Arrest	589	29 %	858	31 %	304	14 %	11,122	12 %
Domestic / gender abuse	384	19 %	382	14 %	123	6 %	5,308	6 %
VAWG - dissatisfaction handling	287	14 %	230	8 %	84	4 %	3,994	4 %
Neighbourhood policing	220	11 %	170	6 %	111	5 %	4,427	5 %
Custody	212	10 %	383	14 %	137	6 %	5,234	6 %
Roads/traffic	164	8 %	203	7 %	133	6 %	5,674	6 %
Mental health	160	8 %	267	10 %	70	3 %	2,452	3 %
Drugs / alcohol	146	7 %	195	7 %	34	2 %	1,000	1 %
Child protection / CSA / CSE	99	5 %	75	3 %	46	2 %	1,763	2 %
None	79	4 %	128	5 %	321	16 %	17,926	19 %
Premises search	75	4 %	105	4 %	57	3 %	2,313	3 %
Call Handling	61	3 %	142	5 %	88	4 %	3,994	4 %
Restraint equipment	61	3 %	71	3 %	16	1 %	867	1 %
Social media	57	3 %	72	3 %	15	1 %	479	1 %
Hate Crime	52	3 %	49	2 %	14	1 %	415	0 %
Public order incident	41	2 %	88	3 %	14	1 %	659	1 %
Stop and/or search	40	2 %	55	2 %	25	1 %	1,871	2 %
Serious injury	35	2 %	0	0 %	7	0 %	193	0 %
Death	24	1 %	50	2 %	17	1 %	772	1 %
Firearms	21	1 %	20	1 %	10	0 %	387	0 %
Fraud	21	1 %	31	1 %	10	1 %	643	1 %
Missing persons	21	1 %	42	2 %	17	1 %	622	1 %
Taser	15	1 %	12	0 %	4	0 %	100	0 %
VAWG - police perpetrated	13	1 %	14	1 %	9	0 %	425	0 %
VAWG - police victim	4	0 %	19	1 %	2	0 %	52	0 %
Police dogs or horses	3	0 %	1	0 %	2	0 %	57	0 %
Covert policing	2	0 %	1	0 %	1	0 %	46	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus ' police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
PPDA	0	0 %	3	0 %	1	0 %	58	0 %
PPDA - Police victim	0	0 %	3	0 %	0	0 %	2	0 %
Unknown	0	0 %	1	0 %	0	0 %	6	0 %

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

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

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

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
▼					
VAWG - police victim	2	2	0	0	0
VAWG - police perpetrated	3	8	1	0	1
VAWG - dissatisfaction handling	177	42	1	7	48
Taser	3	6	0	0	6
Stop and/or search	6	17	2	5	8
Social media	33	8	0	6	6
Serious injury	11	8	2	0	9
Roads/traffic	50	28	7	5	44
Restraint equipment	6	44	3	0	7
Public order incident	9	15	4	5	7
Premises search	18	35	8	2	12
Police dogs or horses	0	0	0	0	3
None	31	4	10	1	18
Neighbourhood policing	142	19	1	7	39
Missing persons	7	4	1	1	7
Mental health	64	53	4	5	30
Investigation	657	160	34	48	189
Hate Crime	35	3	0	7	6
Fraud	9	7	1	0	3
Firearms	8	4	2	0	5
Drugs / alcohol	46	64	4	4	26
Domestic / gender abuse	196	86	8	16	59
Death	11	0	6	0	7
Custody	38	117	13	4	29
Covert policing	1	0	0	0	0
Child protection / CSA / CSE	55	27	2	1	7
Call Handling	31	4	0	3	23
Arrest	196	253	26	14	75
Total	944	404	70	81	362

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

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

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
▼				
Q2 24/25	128	10	9	144
Q3 24/25	288	29	2	311
Q4 24/25	202	11	5	215
Q1 25/26	187	3	0	190
Q2 25/26	100	10	4	114
Total	905	63	20	974

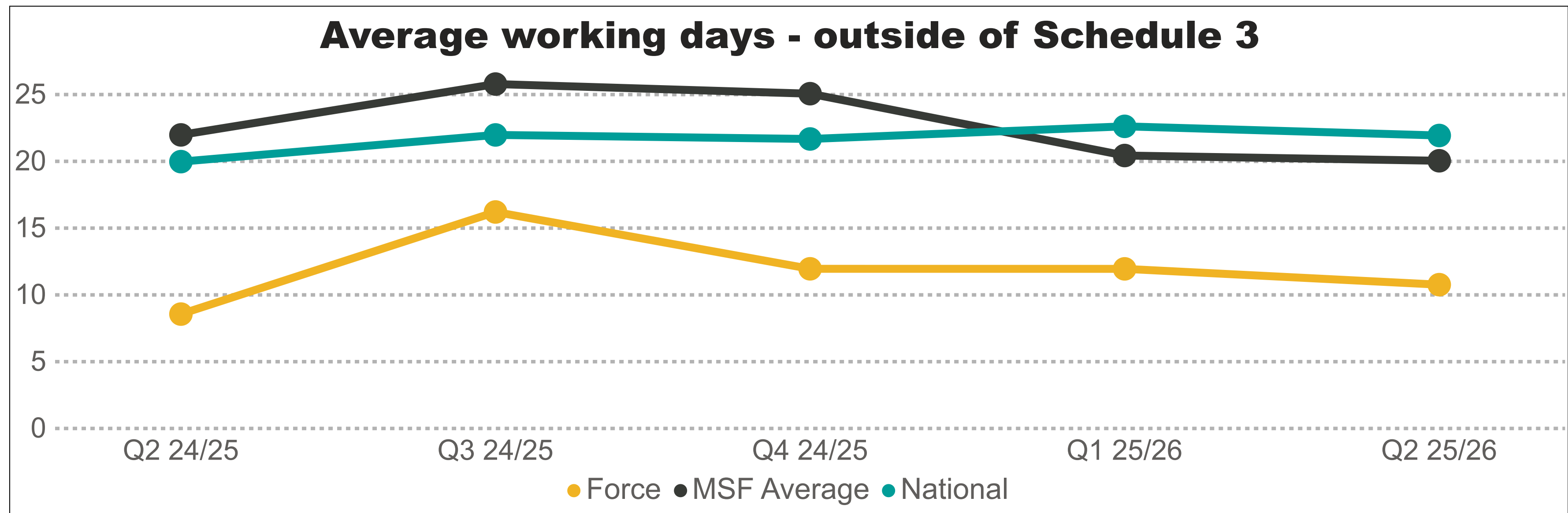
Section A2: Allegations timeliness

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

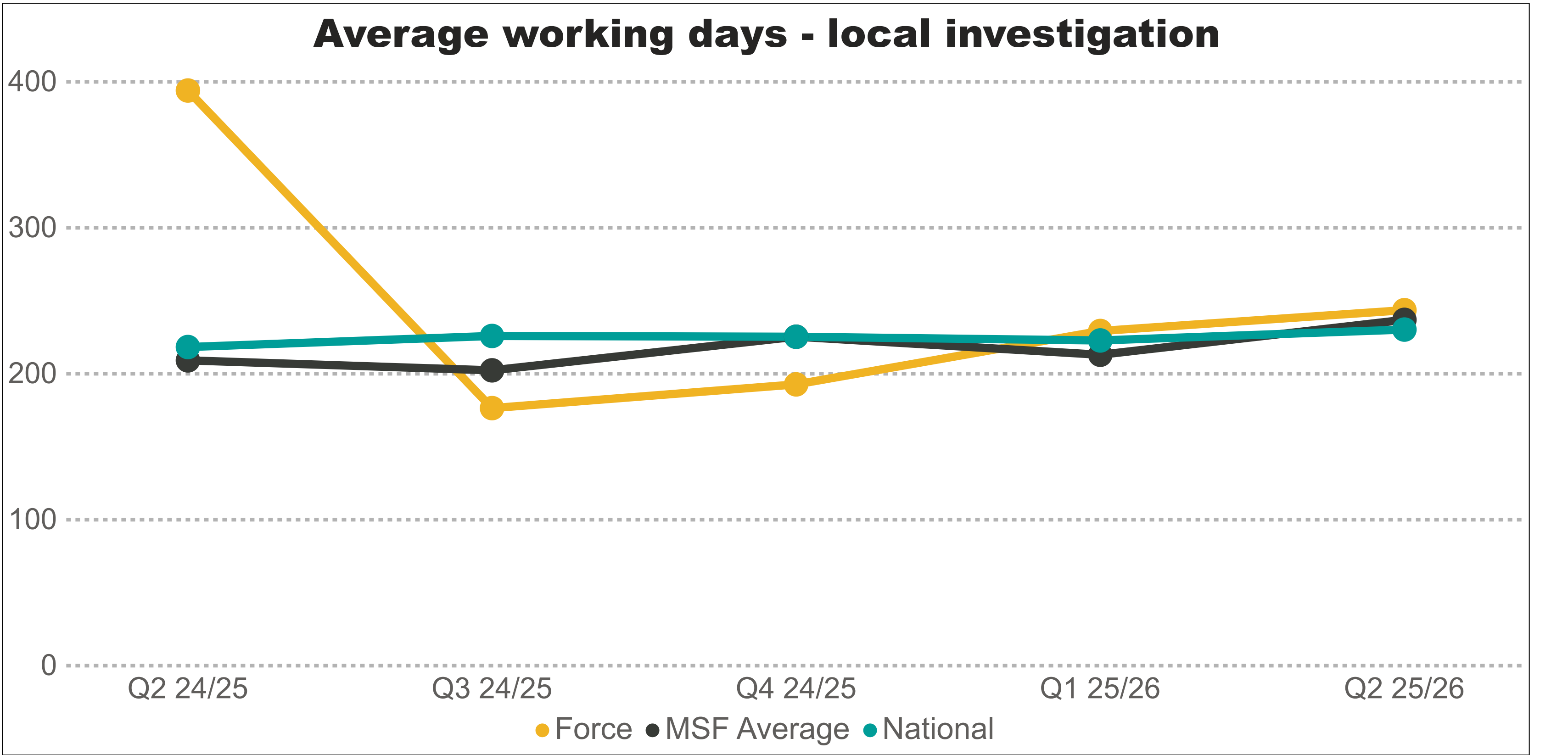
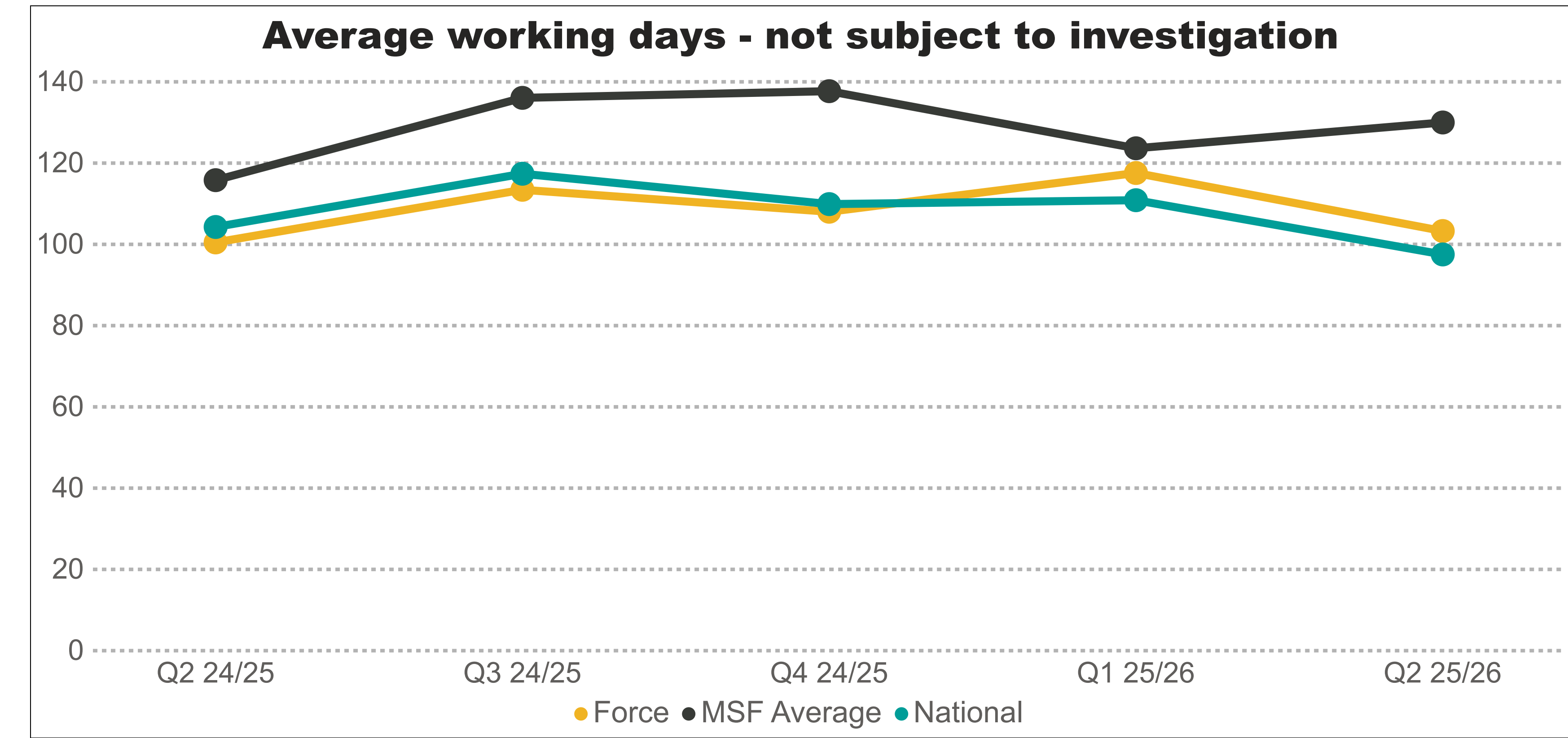
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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

Year to date	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
Allegations	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	156	11	2,168	112	279	235	0	0
SPLY	386	9	1,858	96	365	278	6	404
MSF Average	857	20	884	126	233	234	5	147
National	40,759	22	37,787	104	7,711	226	102	362



Year to date	Under Schedule 3 - by directed investigation	
Allegations	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	1	49



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

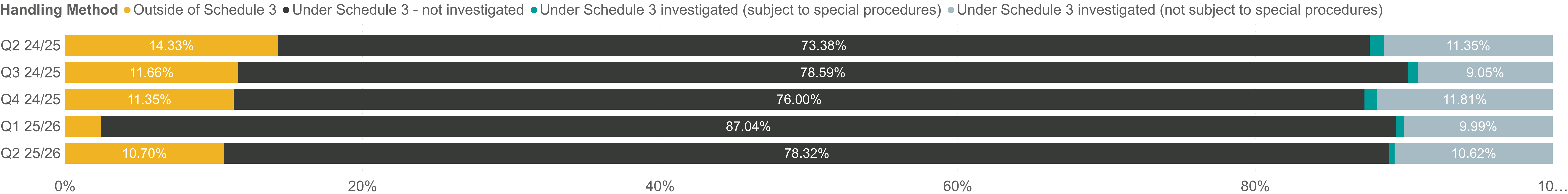
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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

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

How allegations were handled (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National	National %
Under Schedule 3 investigated (not subject to special procedures)	267	10 %	221	9 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	12	0 %	17	2 %	756	1 %
Under Schedule 3 - not investigated	2,168	83 %	884	45 %	37,787	44 %
Outside of Schedule 3	156	6 %	857	44 %	40,759	47 %
Total	2,603	100 %	1978	100 %	86,360	100 %

Force: percent of allegations finalised by handling method



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
Allegation decision	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %	Force No.	Force %	National	National %
▼																
No further action			0		110	5 %	2,670	7 %			10	1 %	7	3 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		193	9 %	3,444	9 %			18	2 %	39	15 %	712	10 %
Service provided - not acceptable			0		388	18 %	4,757	13 %			33	4 %	49	18 %	970	14 %
Service provided - acceptable			1	0 %	1432	66 %	25,819	68 %			126	17 %	170	64 %	4,785	68 %
Not Resolved	5	3 %	2,044	5 %			0				0				0	
Resolved	151	97 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		7	58 %	386	51 %			0	
Case to Answer			0				0		5	42 %	141	19 %			0	
Withdrawal			0		45	2 %	1,005	3 %			40	5 %	2	1 %	231	3 %

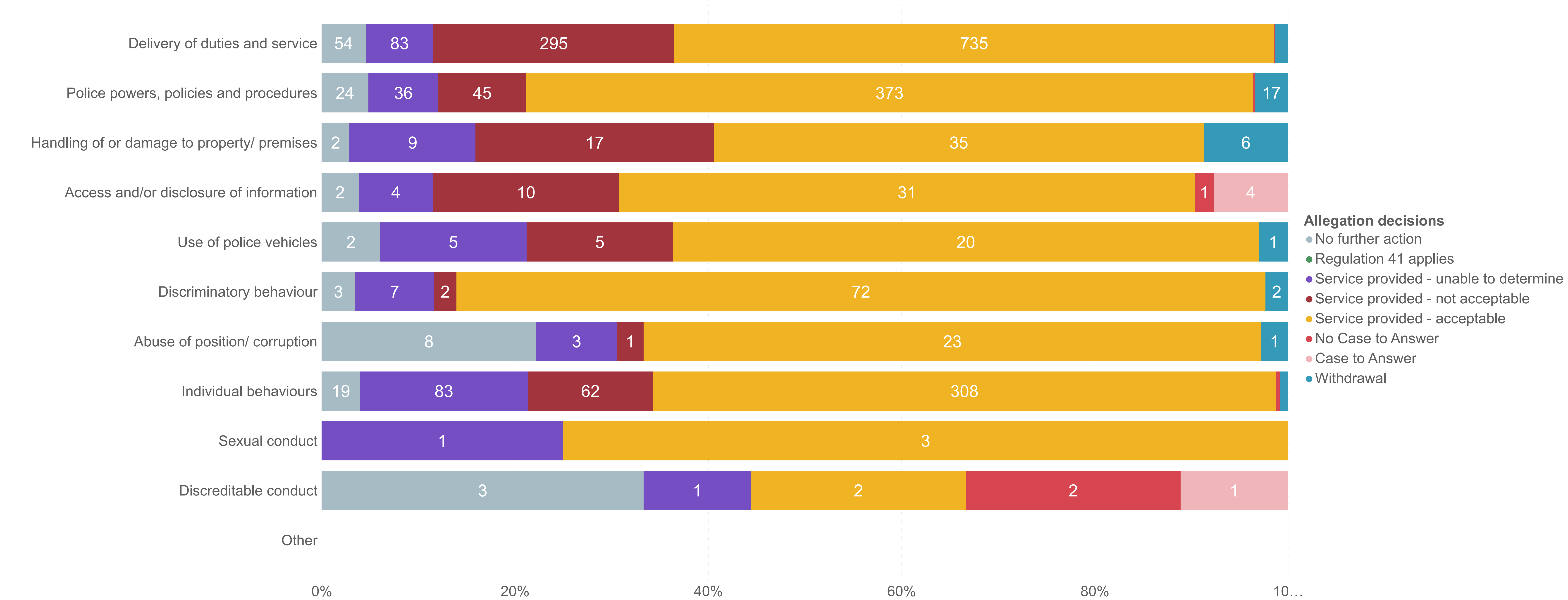
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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

Outside Schedule 3 allegation decisions

Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Resolved	88	7	9	3	7	2	1	33	0	1	0	151
Not Resolved	2	0	1	1	0	0	0	0	0	1	0	5

Schedule 3 allegation decisions



Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)

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

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

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

. Actions following outside of Schedule 3 complaint cases ▲	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	0	0 %	3	1 %	176	0 %
Learning from reflection	1	1 %	7	2 %	32	3 %	1,043	3 %
Policy review	0	0 %	0	0 %	0	0 %	29	0 %
Goodwill gesture	1	1 %	0	0 %	1	0 %	92	0 %
Apology	27	17 %	137	35 %	67	11 %	3,141	8 %
Debrief	1	1 %	36	9 %	4	1 %	387	1 %
Explanation	94	60 %	174	45 %	515	57 %	26,358	65 %
No further action	29	19 %	6	2 %	122	14 %	5,286	13 %
Other action	3	2 %	26	7 %	105	13 %	4,052	10 %

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

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

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

All complaint cases handled under Schedule 3

. Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	13	1 %	29	1 %	6	1 %	346	1 %
Apology	85	3 %	150	7 %	41	4 %	1,647	4 %
Debrief	16	1 %	66	3 %	2	0 %	1,823	4 %
Explanation	1,521	62 %	1,311	59 %	730	64 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	520	21 %	470	21 %	228	21 %	8,724	19 %
Other action	0	0 %	0	0 %	8	1 %	379	1 %
Learning from reflection	276	11 %	179	8 %	83	7 %	2,446	5 %
Referral to RPRP	2	0 %	2	0 %	15	1 %	602	1 %

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

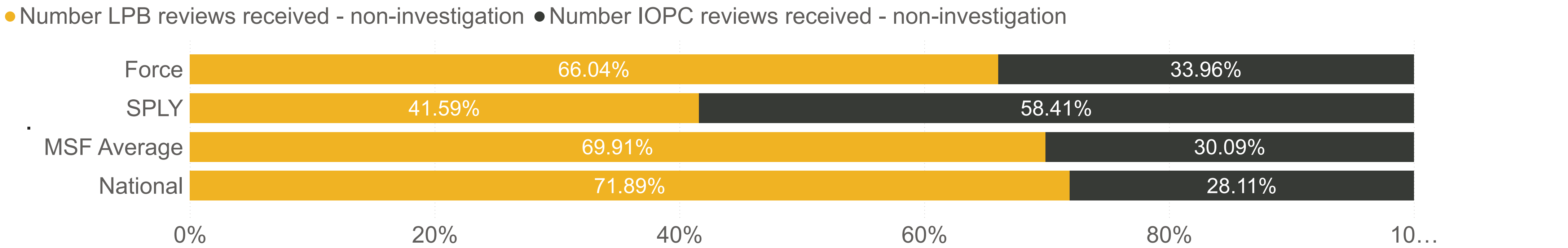
Complaint cases handled under Schedule 3 that are investigated **and** subject to Special Procedures can result in misconduct proceedings

. Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	0	0 %	8	31 %	1	11 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	1	8 %	0	0 %	2	6 %	45	6 %
Referral to RPRP	2	17 %	0	0 %	1	10 %	92	12 %

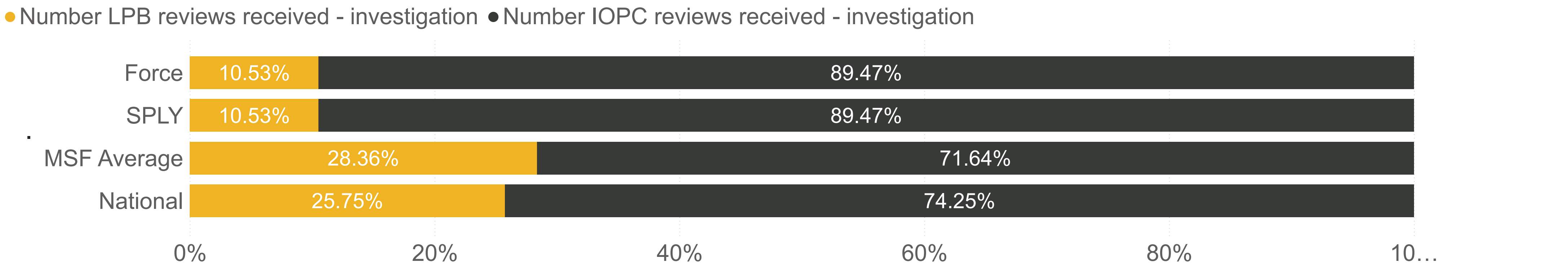
Section C1: Reviews received and timeliness (Year to date)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	70	36
SPLY	47	66
MSF Average	49	21
National	2,222	869

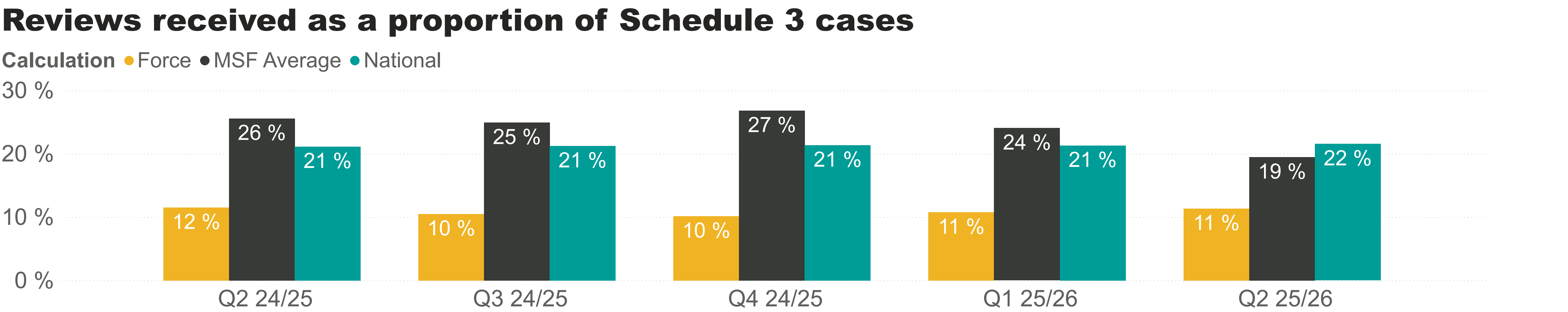


Investigation reviews received	LPB	IOPC
Force	2	17
SPLY	2	17
MSF Average	5	12
National	145	418



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	125	1,136
SPLY	132	995
MSF Average	87	444
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	92	33	38	46
Average number of working days to complete IOPC reviews	143	109	153	139

Section C2: Outcomes on reviews

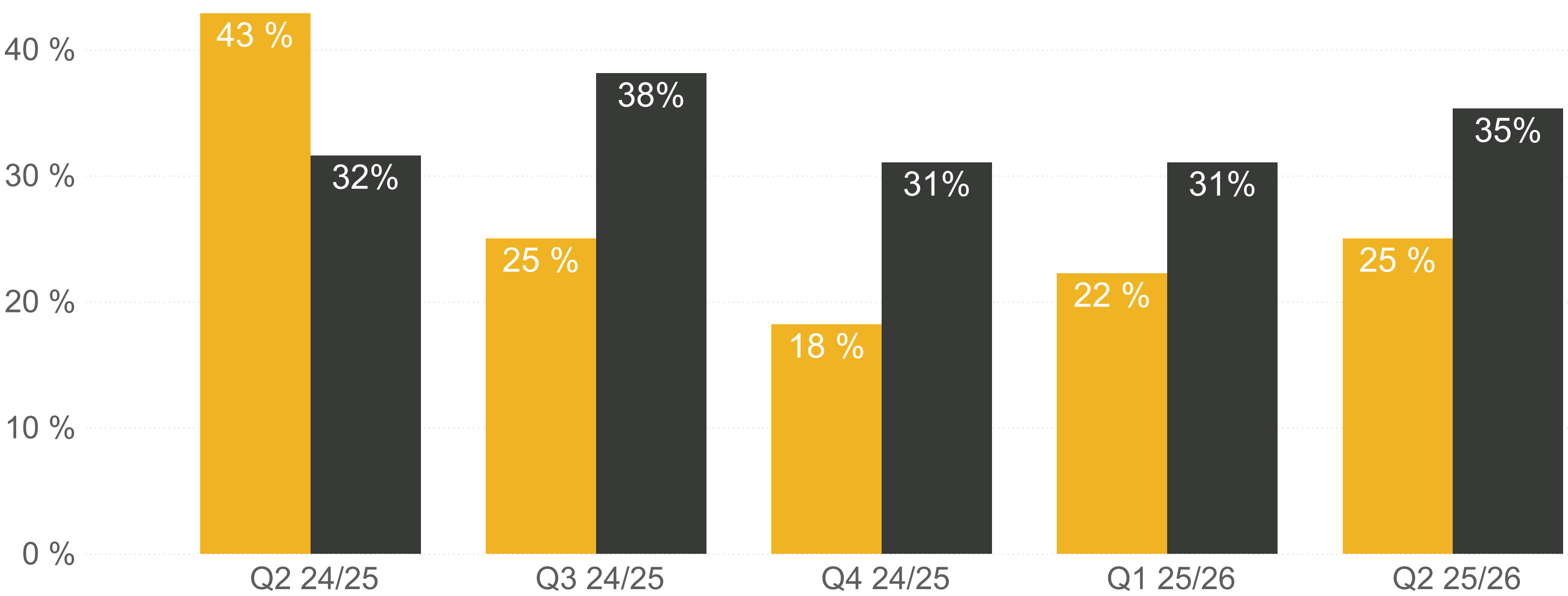
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	25	6	1	
SPLY	15	5	1	
MSF Average	15	4	4	9
National	595	160	147	47

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	63	21	59	2
SPLY	36	11	41	4
MSF Average	23	7	47	9
National	949	244	1,971	392

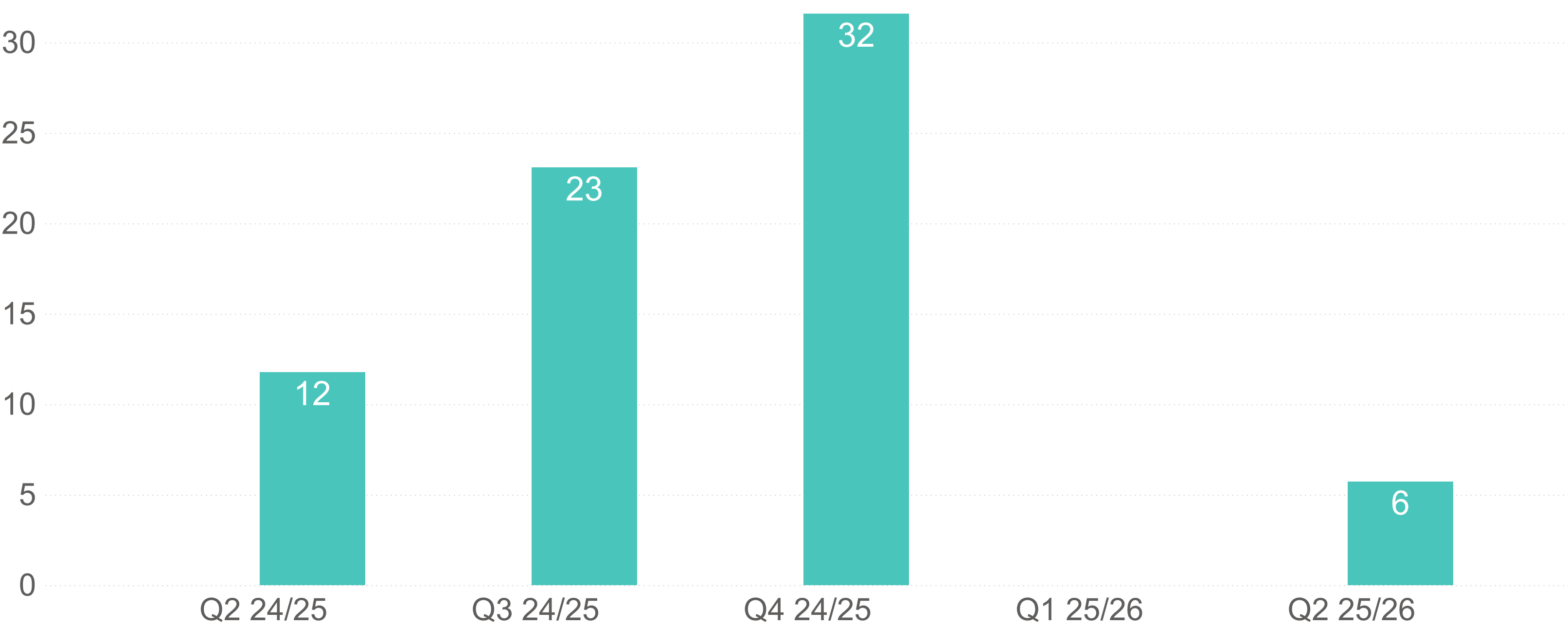
% IOPC reviews upheld - Force

Investigation Non-investigation



% LPB Reviews upheld - Force

Investigation Non-investigation



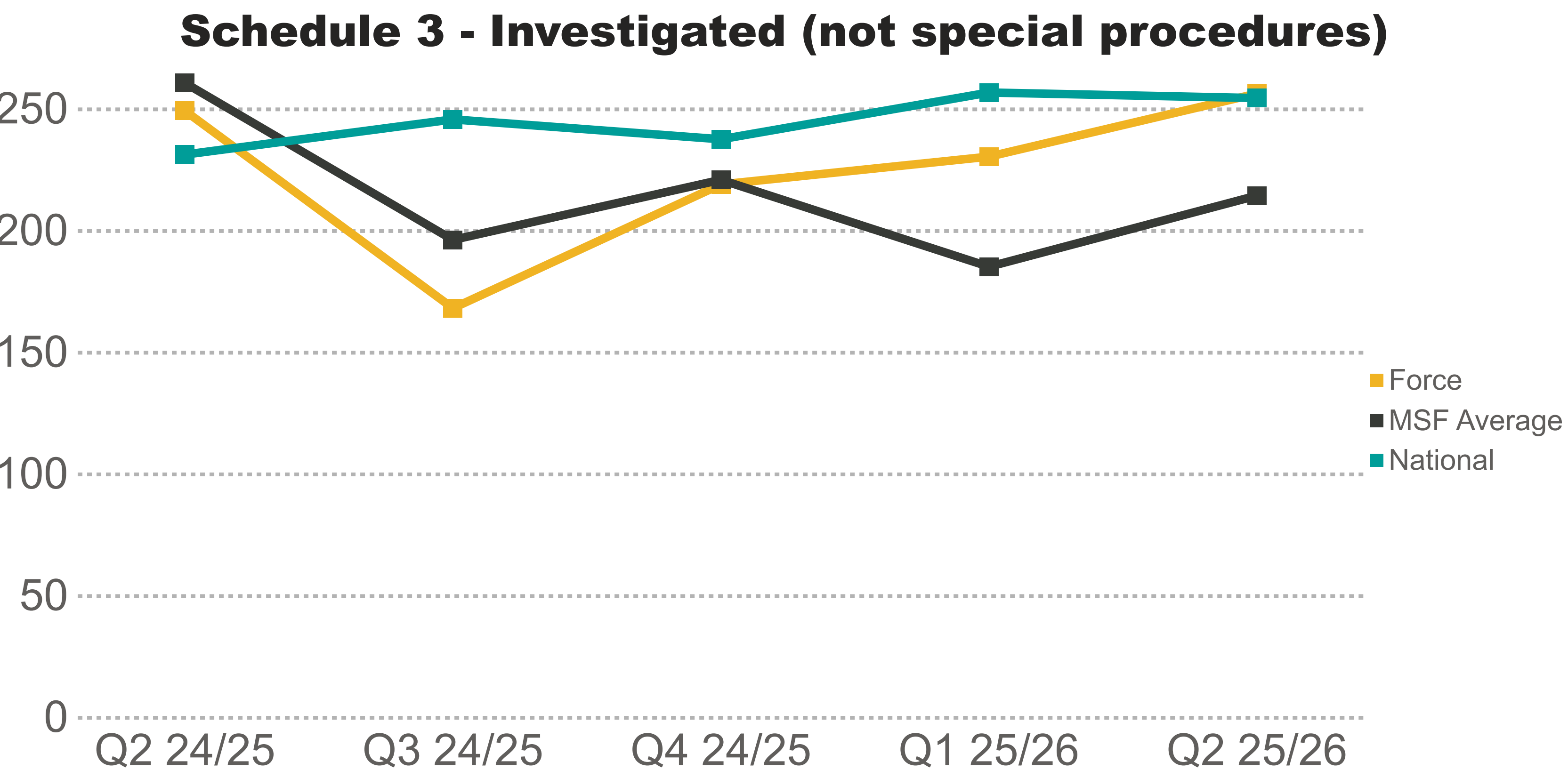
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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

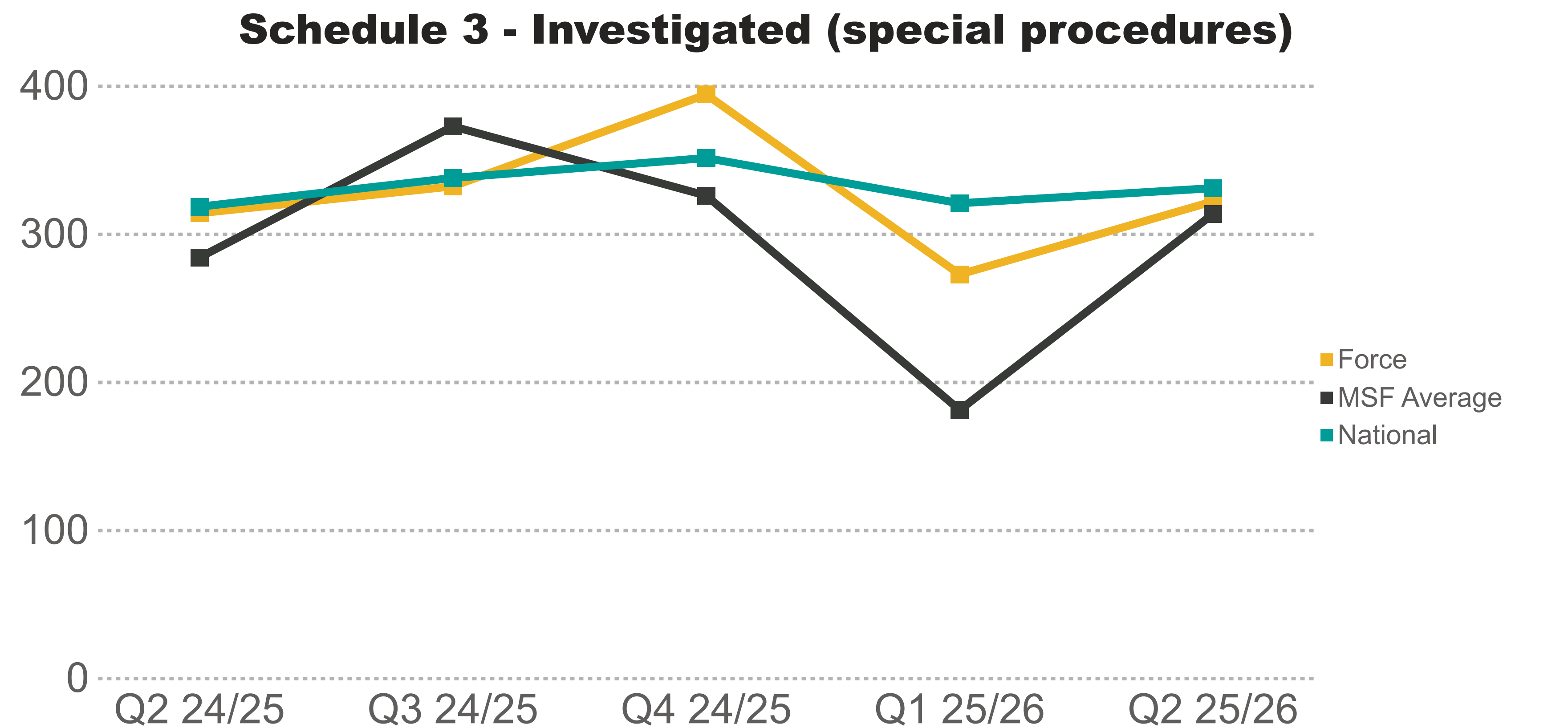
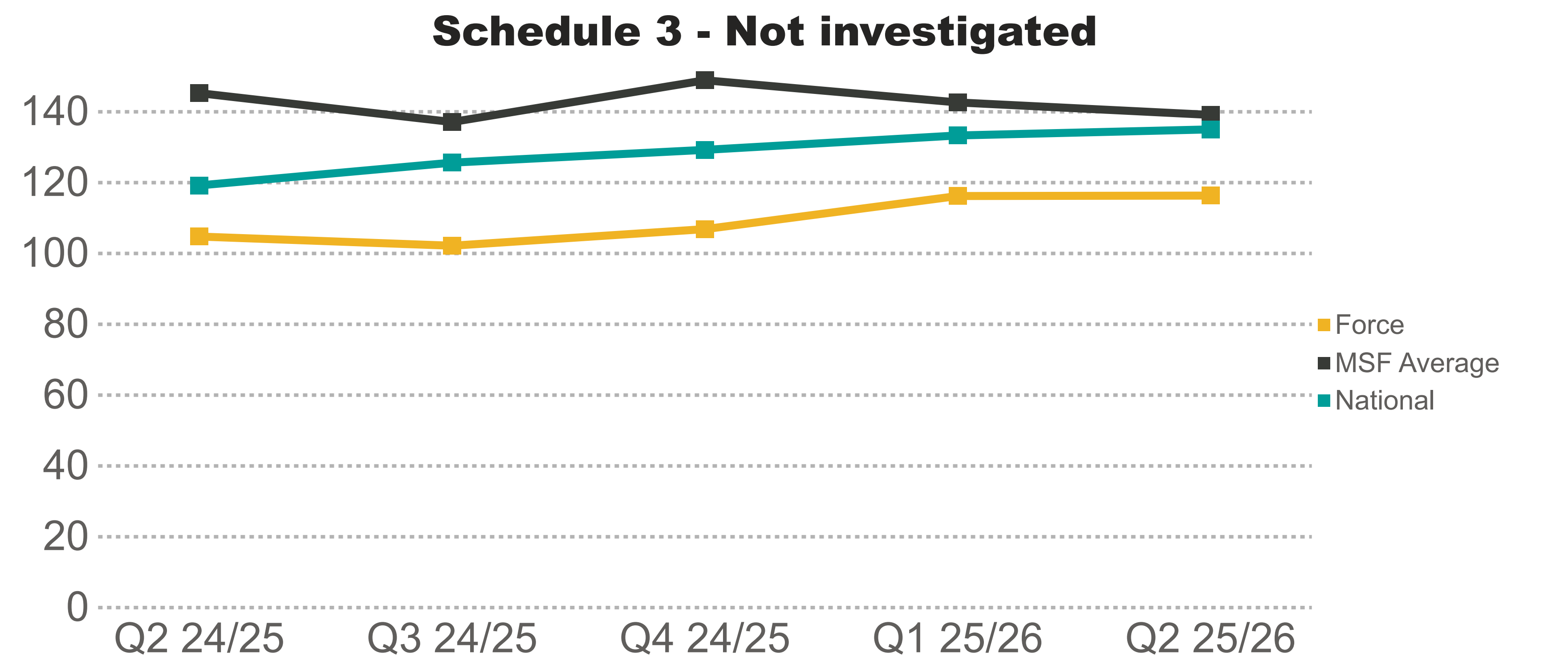
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates. For more information on the proportion of complaints handled under each method (along with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

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	297	228	336	326
Under Schedule 3 investigated (not subject to special procedures)	244	236	209	256
Under Schedule 3 - not investigated	116	102	140	134
Total	126	116	159	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	1,048	894	365	14,328
Under Schedule 3 investigated (not subject to special procedures)	82	93	73	2,409
Under Schedule 3 investigated (subject to special procedures)	6	8	6	321
Total	1,136	995	444	17,058



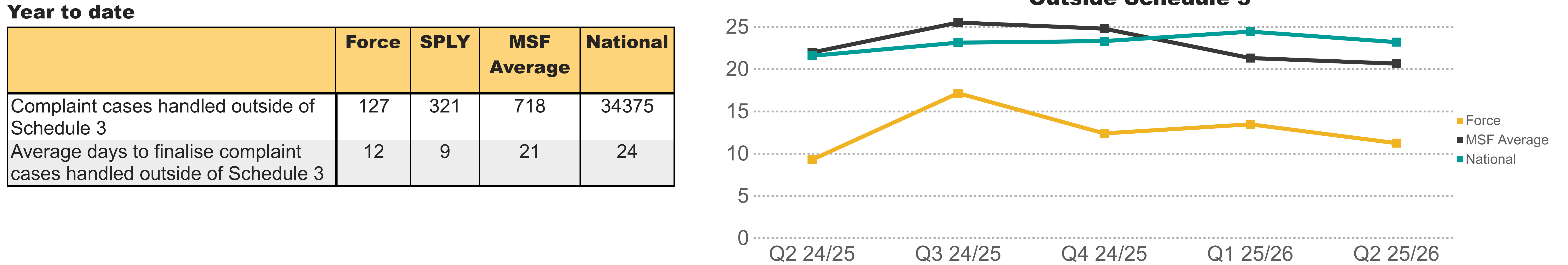
Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire



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

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

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

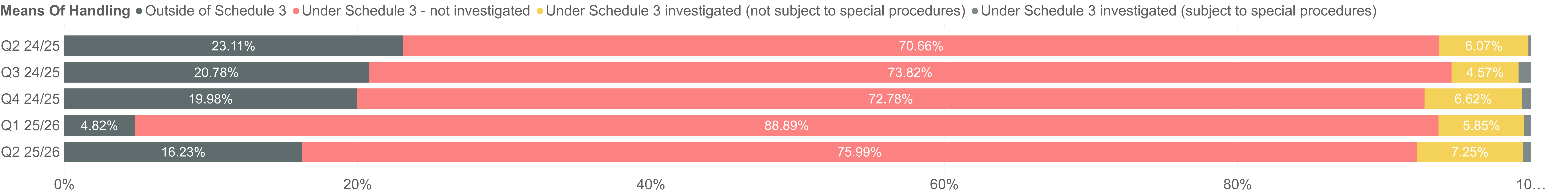


Section D3: How complaint cases handled

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

Means Of Handling (YTD)	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	127	10%	321	24%	718	62%	34,375	67%
Under Schedule 3 - not investigated	1,048	83%	894	68%	365	31%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	82	6%	93	7%	73	6%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	6	0%	8	1%	6	0%	321	1%
Total	1,263	100%	1,316	100%	1,162	100%	51,435	100%

Force: percent of complaint cases finalised by handling method



Section E: Referrals

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

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

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

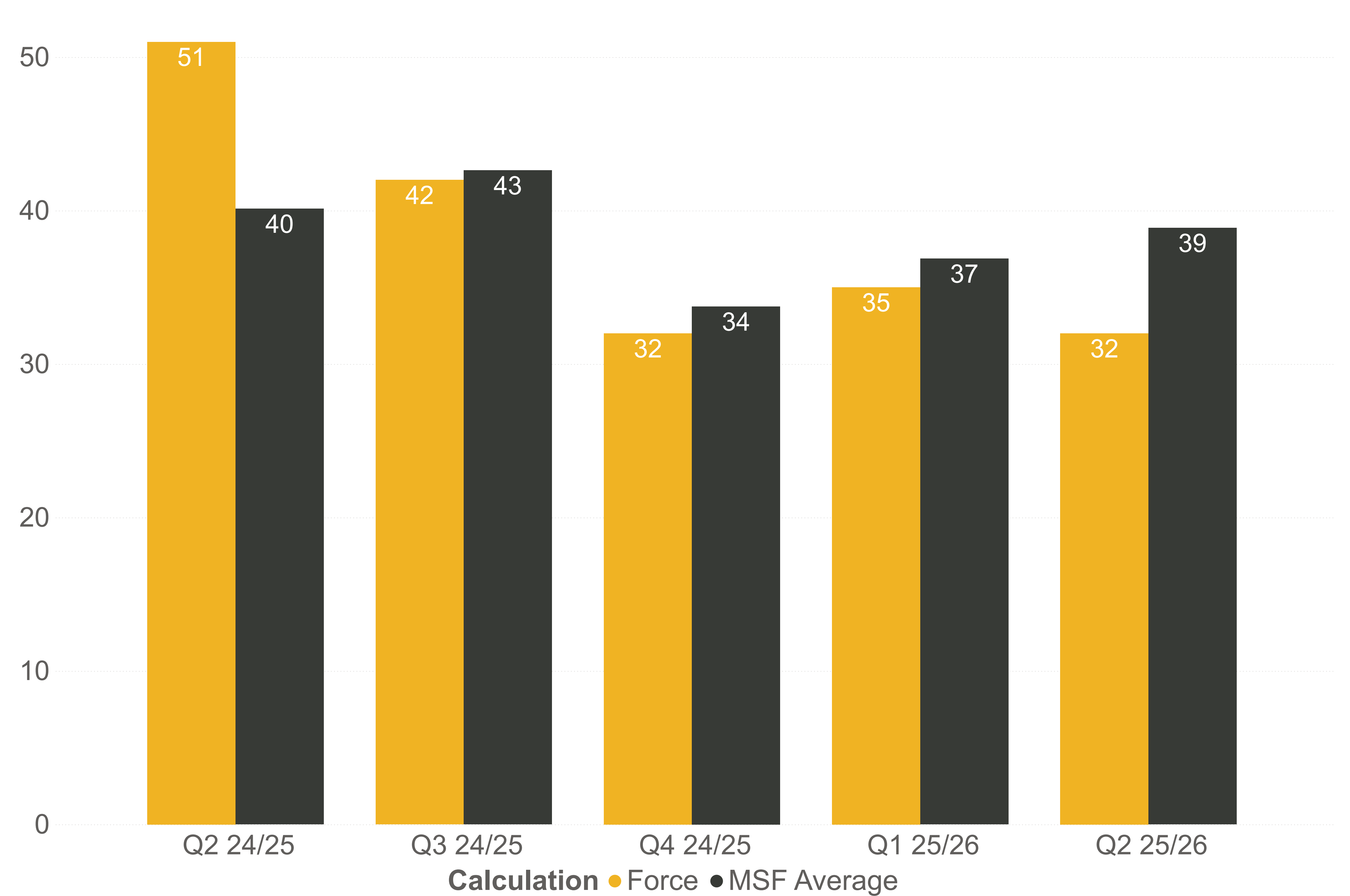
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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

Year to date

	Force	SPLY	MSF Average	National
Number referrals received	67	108	76	3,397
Number referrals completed	68	111	74	3,401
Decision: Independent Investigation	0	3	2	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	32	64	36	1,702
Decision: Return to Force	35	39	35	1,448
Decision: Invalid	1	5	1	49

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to ‘Action Fraud’. Action Fraud is the UK’s national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC’s [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC’s [Statutory Guidance on the police complaints system \(February 2020\)](#).