

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

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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

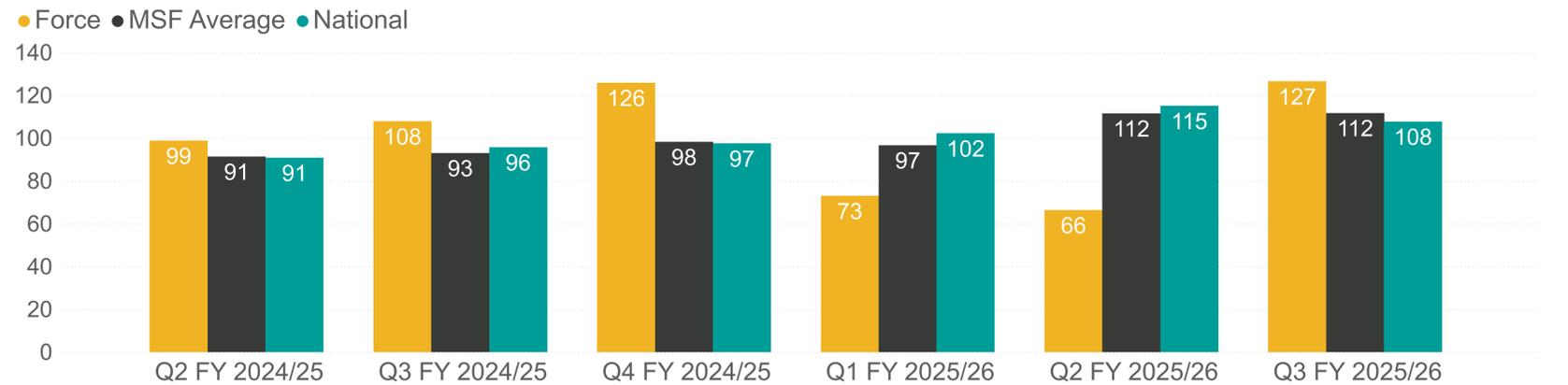
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

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	1,767	266	3,421	515	8	8
SPLY	2,087	310	4,333	644	10	9
MSF Average	1,855	320	3,222	566	9	10
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)

Complaints logged per 1,000 employees



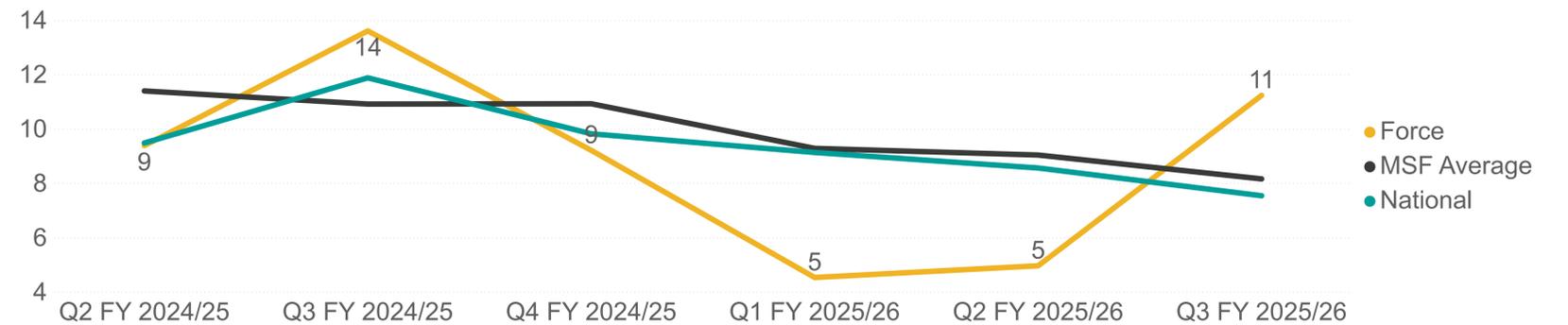
The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

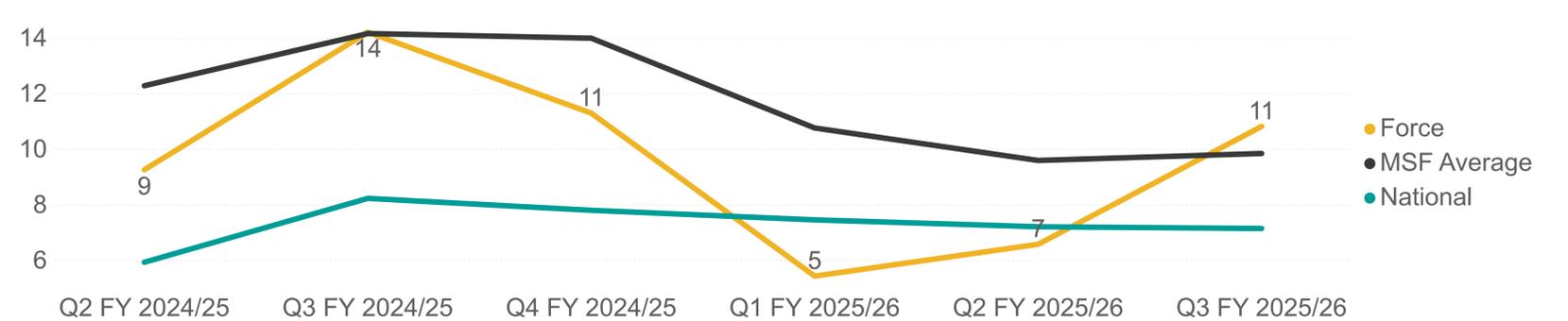
For information on what has been complained about, see pages 2 to 5

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

Average working days to contact complainants



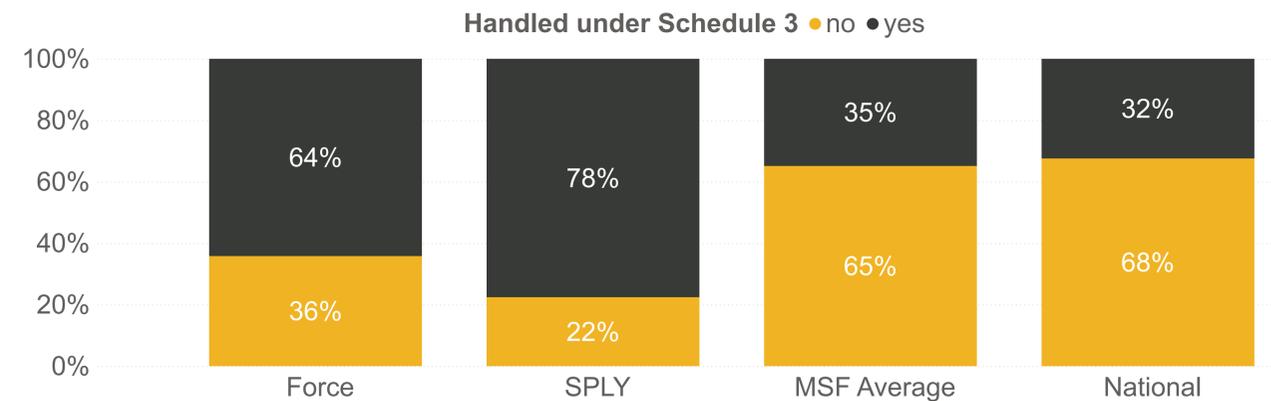
Average working days to log complaints



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	MSF Average	National
AA/body responsible for initial handling decides	5	24	75	9,733
Complainant wishes the complaint be recorded	715	1,256	194	4,534
Dissatisfaction after initial handling	3	4	86	4,525
Nature of the allegation(s) in the complaint	409	334	289	7,664
Total	1,132	1,618	644	26,456

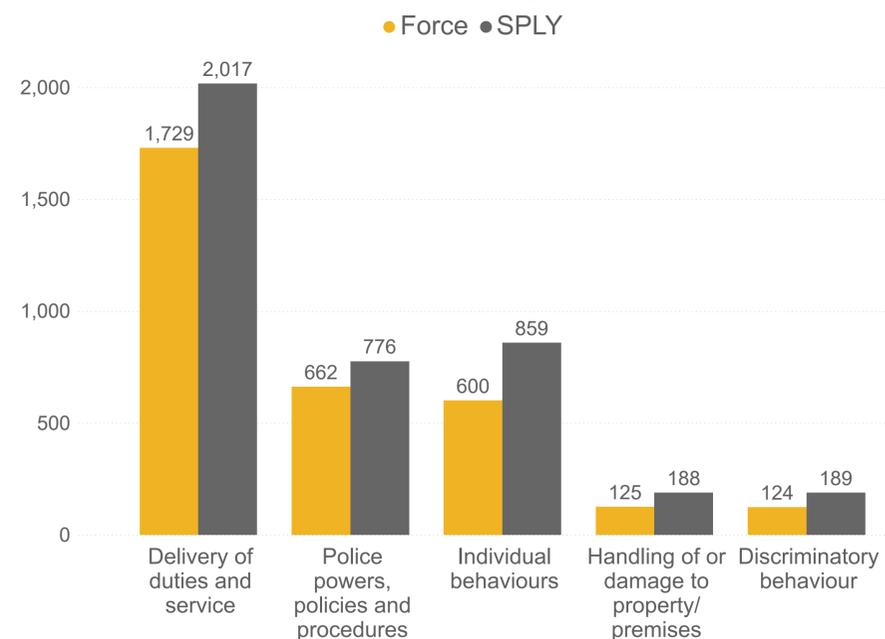


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

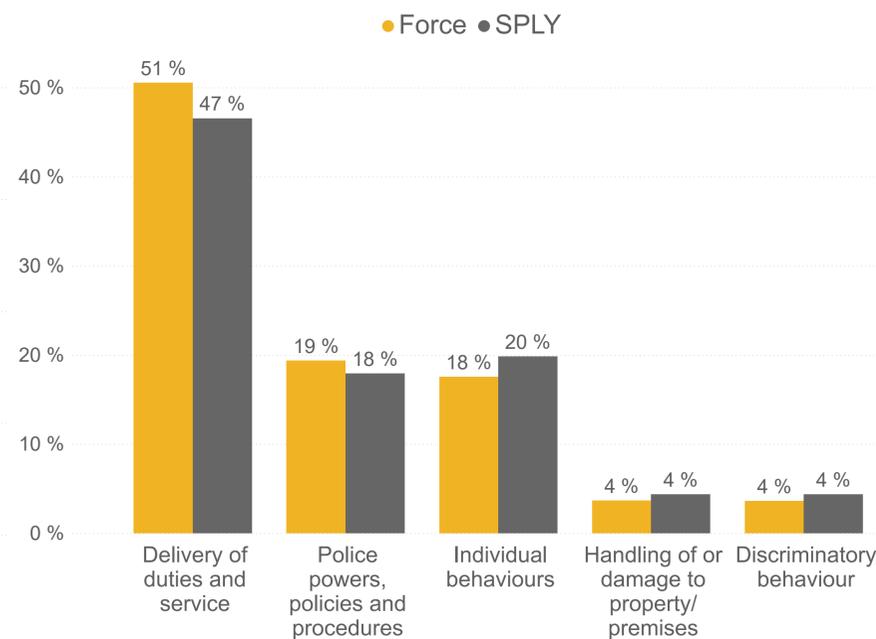
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,729	662	125	68	45	124	42	600	2	21	3	3,421
SPLY	2,017	776	188	86	56	189	107	859	6	33	16	4,333
MSF Average	1,697	717	109	82	36	89	29	399	6	14	44	3,222
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

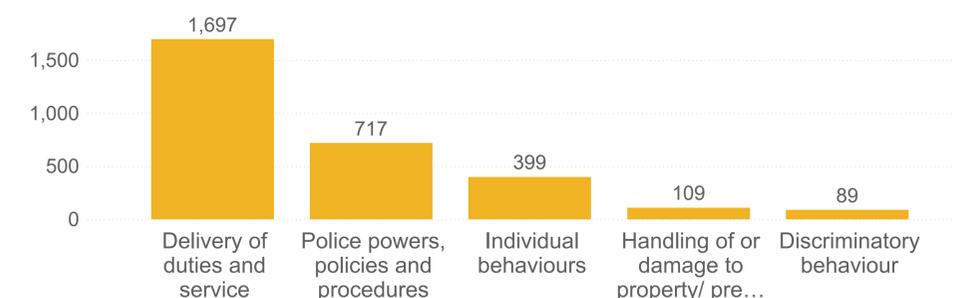
Force (year-to-date and same period last year)



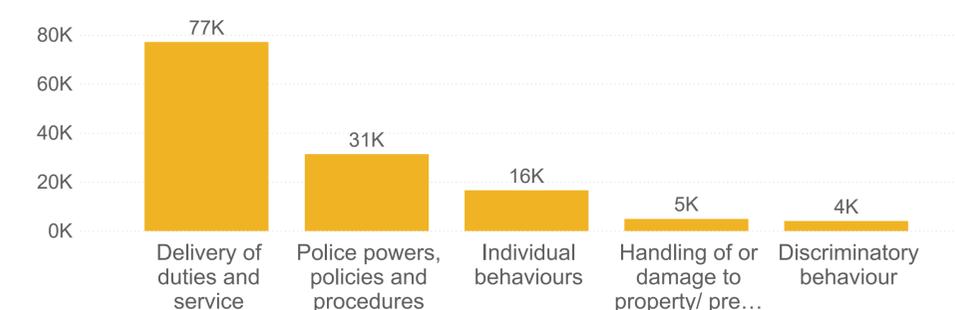
Force (% of allegations logged)



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		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Police action following contact	1,165	67%	1,315	65%	642	38%	32,818	43%
Decisions	335	19%	426	21%	334	20%	12,459	16%
Information	195	11%	250	12%	216	13%	8,754	11%
General level of service	34	2%	26	1%	504	30%	22,975	30%
Total	1,729	100%	2,017	100%	1,697	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		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Impolite language / tone	183	31%	242	28%	102	26%	4,354	26%
Unprofessional attitude and disrespect	147	25%	246	29%	116	29%	4,635	28%
Overbearing or harassing behaviours	104	17%	167	19%	60	15%	2,606	16%
Impolite and intolerant actions	98	16%	114	13%	75	19%	2,485	15%
Lack of fairness and impartiality	68	11%	90	10%	47	12%	2,408	15%
Total	600	100%	859	100%	399	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		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Use of force	208	31%	247	32%	189	26%	7,232	23%
Detention in police custody	120	18%	151	19%	103	14%	4,049	13%
Searches of premises and seizure of property	104	16%	110	14%	106	15%	4,081	13%
Power to arrest and detain	102	15%	121	16%	121	17%	5,452	17%
Other policies and procedures	39	6%	33	4%	60	8%	3,750	12%
Bail, identification and interview procedures	38	6%	42	5%	31	4%	1,897	6%
Evidential procedures	27	4%	36	5%	72	10%	2,841	9%
Stops, and stop and search	19	3%	31	4%	23	3%	1,490	5%
Out of court disposals	5	1%	5	1%	12	2%	504	2%
Total	662	100%	776	100%	717	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.

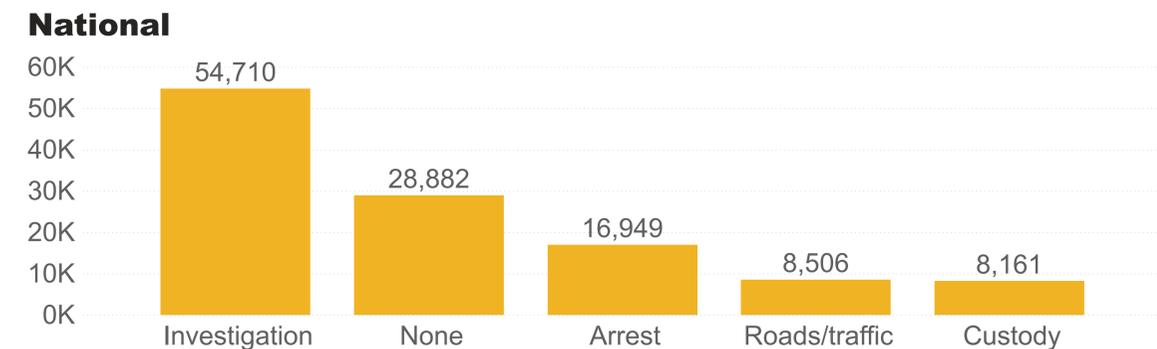
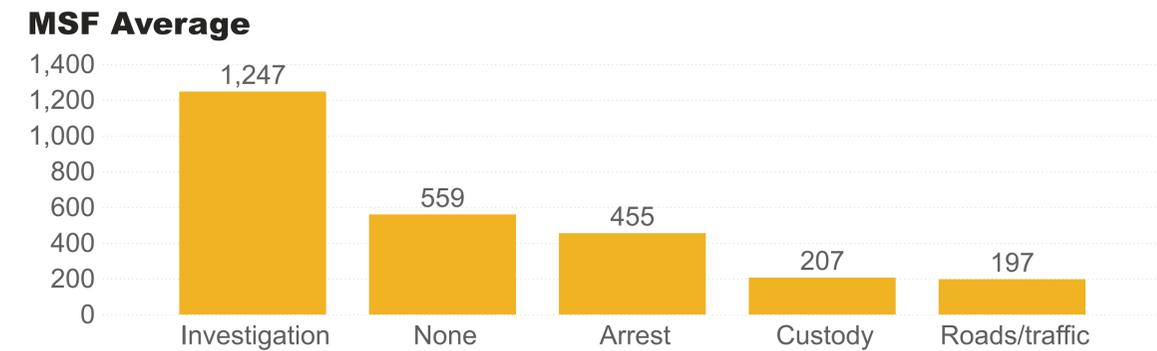
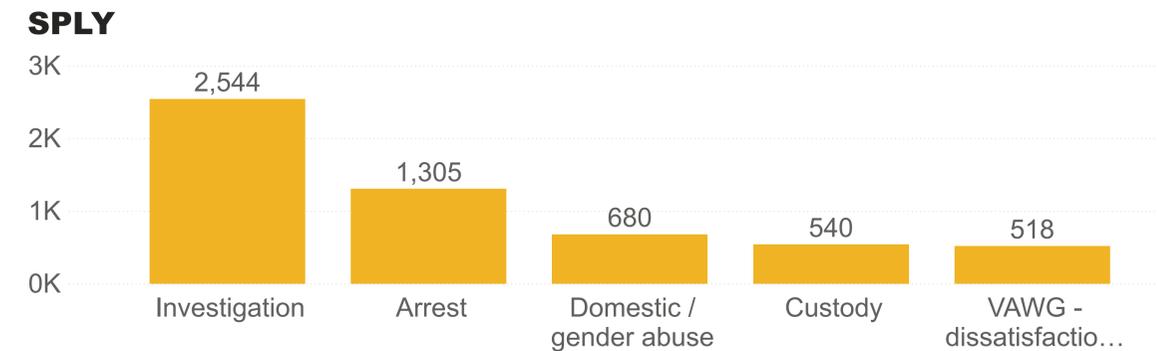
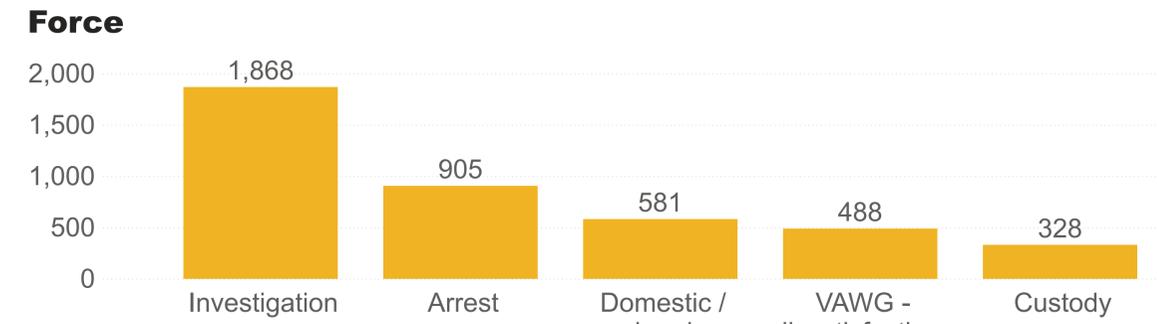
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	60	48%	60	32%	38	42%	1,857	47%
Disability	22	18%	40	21%	19	22%	843	22%
Sex	22	18%	55	29%	16	18%	568	15%
Other	9	7%	22	12%	9	10%	328	8%
Gender reassignment	5	4%	2	1%	2	2%	46	1%
Sexual orientation	4	3%	4	2%	3	3%	108	3%
Religion or belief	2	2%	4	2%	2	2%	117	3%
None					0	0%		
Age			1	1%	1	1%	45	1%
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity			1	1%	0	0%	2	0%
Total	124	100%	189	100%	89	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		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,868	55%	2,544	59%	1,247	39%	54,710	39%
Arrest	905	26%	1,305	30%	455	14%	16,949	12%
Domestic / gender abuse	581	17%	680	16%	181	6%	7,796	5%
VAWG - dissatisfaction handling	488	14%	518	12%	145	5%	6,090	4%
Custody	328	10%	540	12%	207	6%	8,161	6%
Neighbourhood policing	327	10%	279	6%	161	5%	6,425	5%
Roads/traffic	301	9%	336	8%	197	6%	8,506	6%
Mental health	280	8%	429	10%	110	3%	3,894	3%
Drugs / alcohol	216	6%	300	7%	51	2%	1,490	1%
None	196	6%	240	6%	559	17%	28,882	20%
Child protection / CSA / CSE	143	4%	158	4%	70	2%	2,638	2%
Call Handling	141	4%	210	5%	139	4%	6,093	4%
Premises search	123	4%	147	3%	89	3%	3,663	3%
Restraint equipment	106	3%	128	3%	25	1%	1,324	1%
Social media	96	3%	85	2%	23	1%	689	0%
Public order incident	73	2%	152	4%	25	1%	1,017	1%
Stop and/or search	73	2%	82	2%	40	1%	2,997	2%
	72	2%	11	0%	55	2%	1,579	1%
Hate Crime	67	2%	76	2%	21	1%	621	0%
Serious injury	49	1%	29	1%	10	0%	291	0%
Firearms	47	1%	30	1%	16	1%	634	0%
Missing persons	42	1%	51	1%	25	1%	915	1%
Death	40	1%	81	2%	29	1%	1,200	1%
Fraud	33	1%	50	1%	15	0%	994	1%
VAWG - police perpetrated	27	1%	42	1%	15	0%	622	0%
Taser	23	1%	13	0%	6	0%	150	0%
VAWG - police victim	10	0%	21	0%	4	0%	103	0%
Covert policing	5	0%	1	0%	2	0%	64	0%
Police dogs or horses	4	0%	2	0%	3	0%	80	0%
PPDA			4	0%	1	0%	116	0%
PPDA - Police victim			3	0%	0	0%	5	0%
Prejudicial and improper behaviour					4	0%	31	0%



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
Investigation	1,161	67%	67	54%	278	46%	235	35%
Arrest	296	17%	18	15%	116	19%	398	60%
Domestic / gender abuse	297	17%	21	17%	84	14%	140	21%
VAWG - dissatisfaction handling	318	18%	11	9%	74	12%	64	10%
Neighbourhood policing	221	13%	9	7%	54	9%	25	4%
Custody	57	3%	6	5%	41	7%	193	29%
Mental health	111	6%	10	8%	51	9%	93	14%
Roads/traffic	100	6%	13	10%	76	13%	51	8%
Drugs / alcohol	70	4%	7	6%	36	6%	93	14%
None	86	5%	3	2%	45	8%	13	2%
Call Handling	79	5%	5	4%	47	8%	7	1%
Child protection / CSA / CSE	94	5%	1	1%	11	2%	28	4%
Premises search	24	1%	3	2%	22	4%	62	9%
Restraint equipment	19	1%	1	1%	11	2%	68	10%
Social media	53	3%	7	6%	15	3%	13	2%
	28	2%	7	6%	13	2%	18	3%
Hate Crime	45	3%	7	6%	10	2%	4	1%
Stop and/or search	7	0%	9	7%	19	3%	30	5%
Public order incident	18	1%	5	4%	14	2%	27	4%
Serious injury	14	1%			10	2%	18	3%
Firearms	17	1%			11	2%	12	2%
Missing persons	16	1%	1	1%	14	2%	8	1%
Death	23	1%			9	2%	2	0%
Fraud	20	1%			3	1%	7	1%
VAWG - police perpetrated	4	0%			3	1%	17	3%
Taser	3	0%			8	1%	10	2%
VAWG - police victim	5	0%					5	1%
Police dogs or horses					4	1%		
Covert policing	1	0%					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.

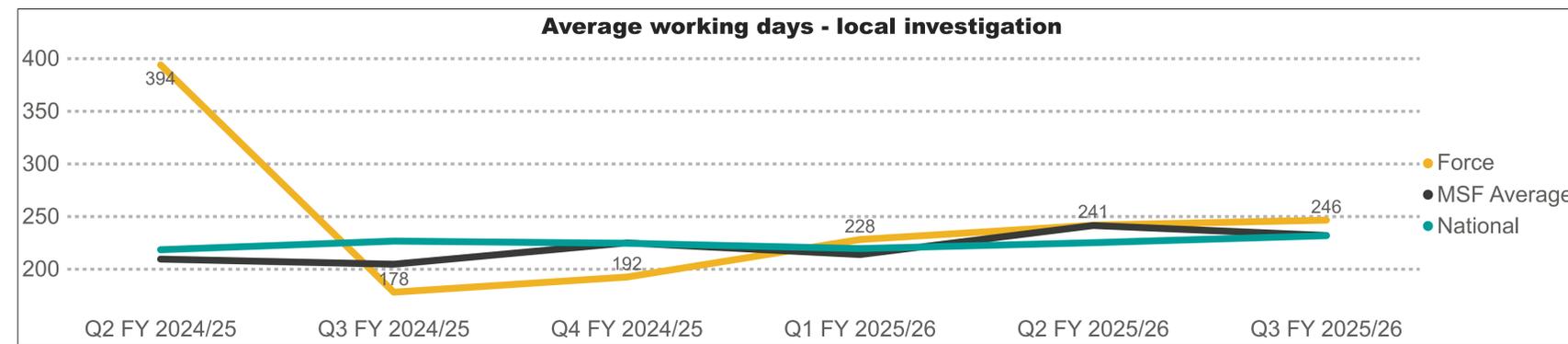
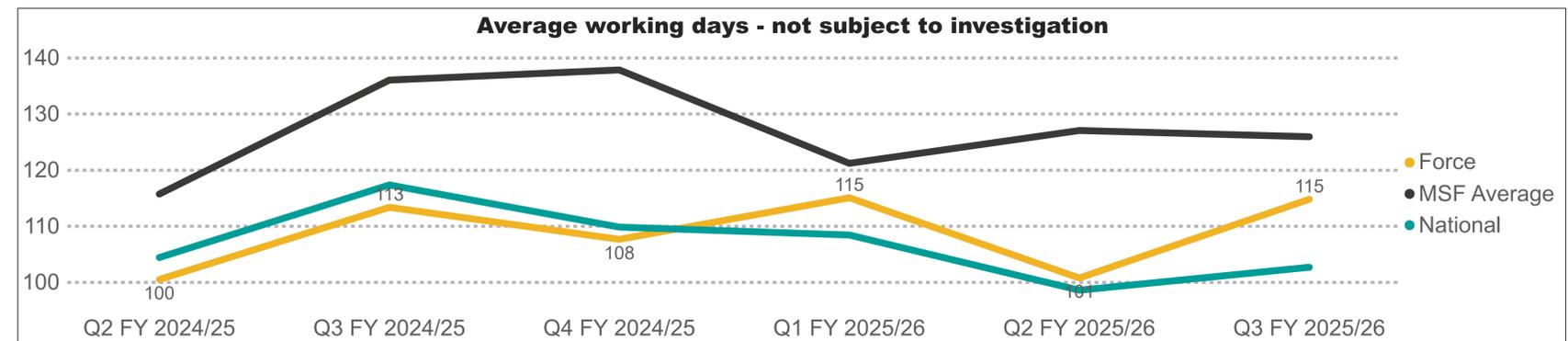
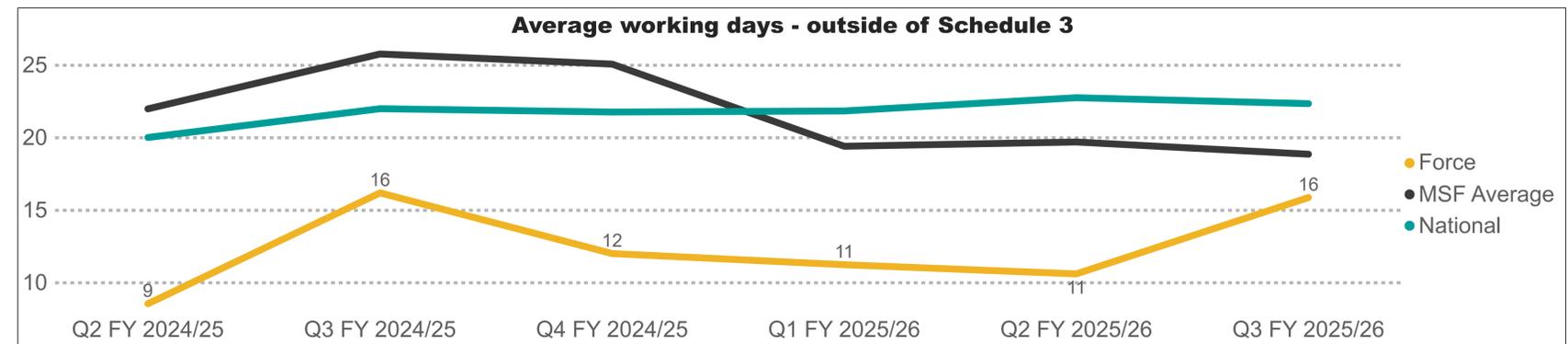
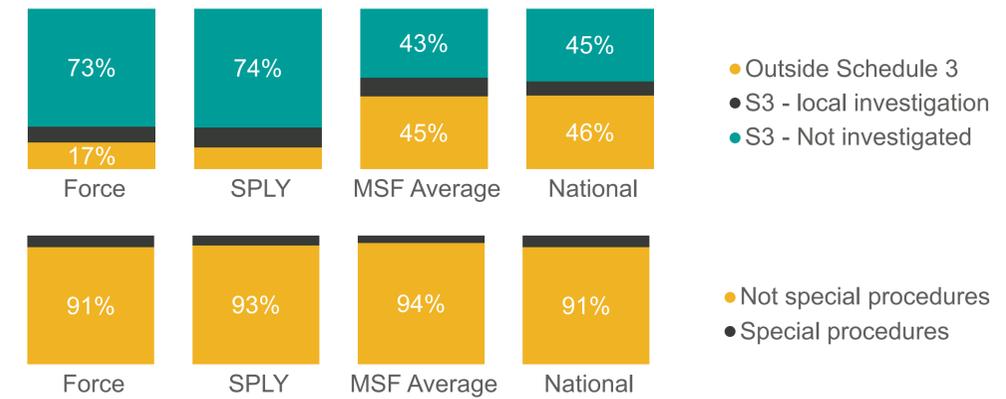
Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	666	2,954	403	4,023
SPLY	569	3,088	521	4,178
MSF Average	1,389	1,314	363	3,065
National	62,197	61,043	12,147	135,387

Local investigation	Not special procedures	Special procedures	Total
Force	367	36	403
SPLY	482	39	521
MSF Average	342	20	363
National	11,073	1,074	12,147

Average days to finalise	Outside of Schedule 3
Force	15
SPLY	11
MSF Average	20
National	22

Average days to finalise	Under Schedule 3 - not subject to investigation
Force	111
SPLY	103
MSF Average	124
National	103

Average days to finalise	Under Schedule 3 - by local investigation
Force	238
SPLY	247
MSF Average	232
National	225

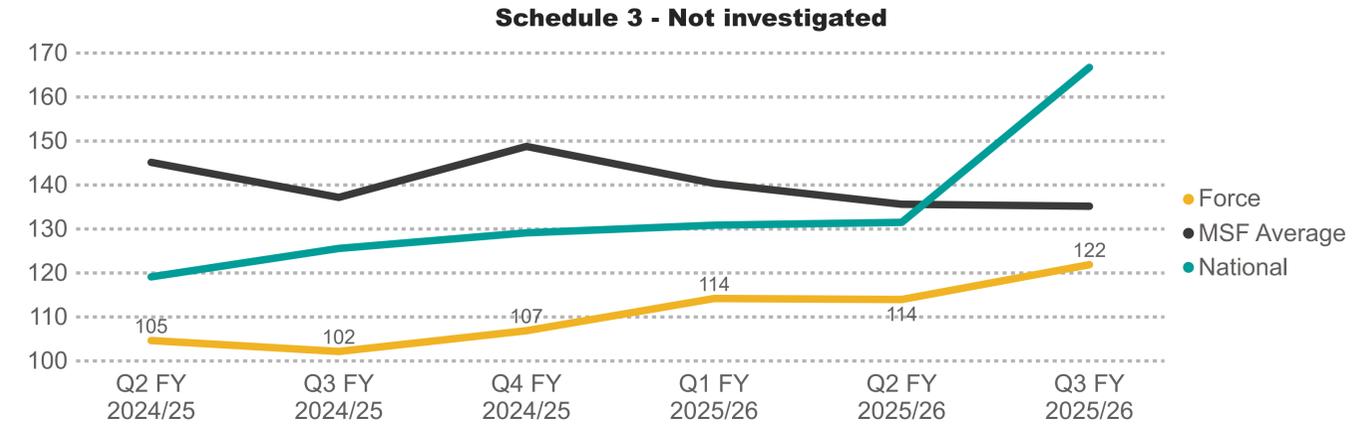


Complaint timeliness

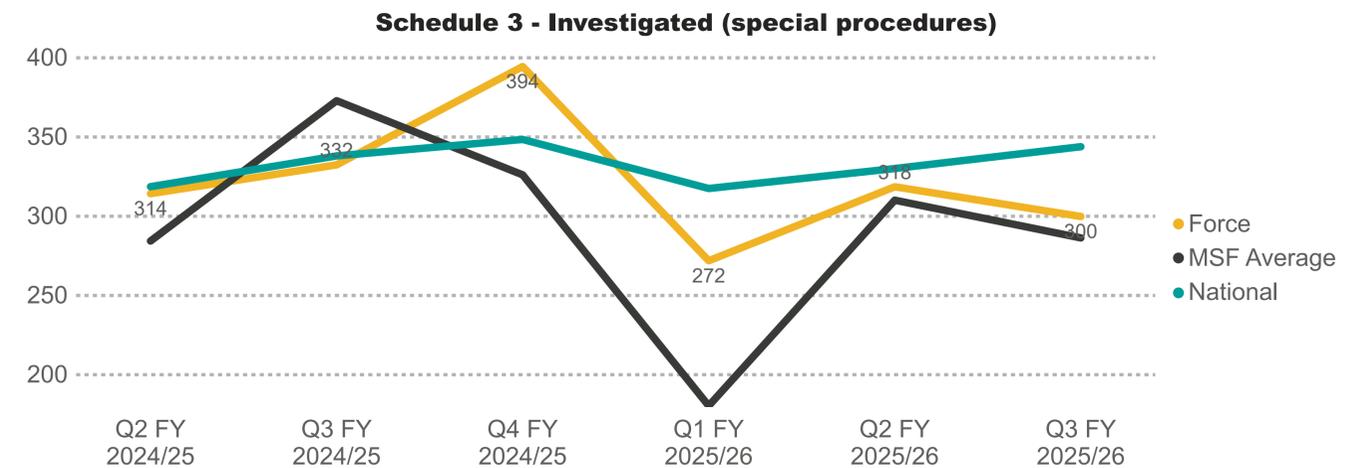
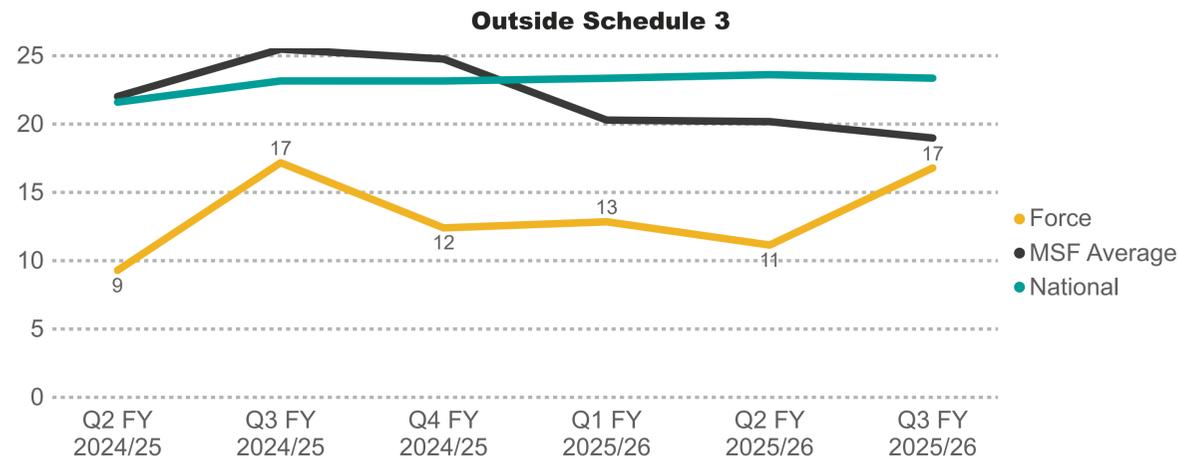
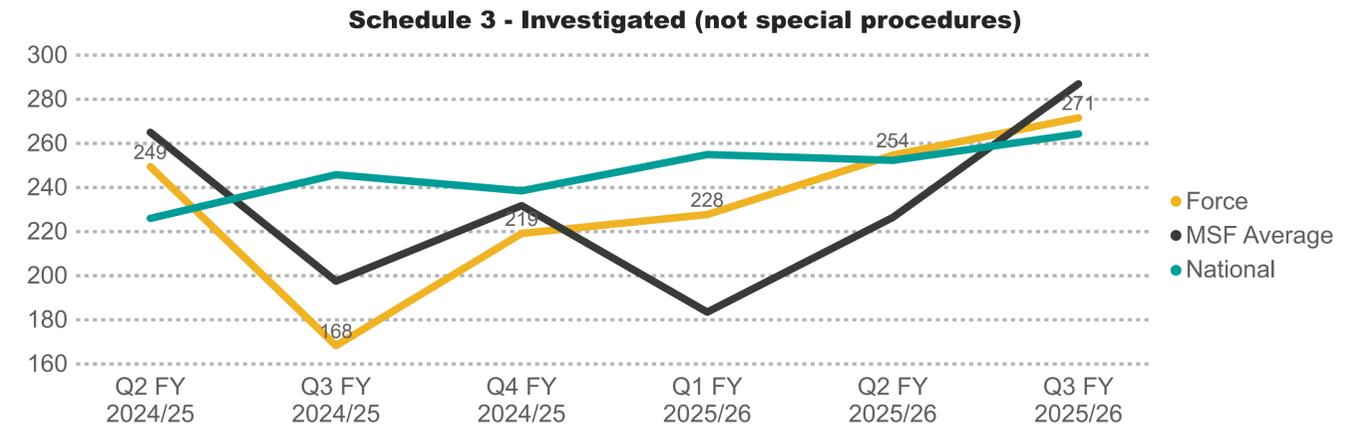
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	1,405	116	132	253	11	297
SPLY	1,428	102	126	218	14	273
MSF Average	550	136	111	254	8	351
National	23,280	144	3,732	257	452	329



Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	596	16
SPLY	471	12
MSF Average	1,150	20
National	52,639	23



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%.

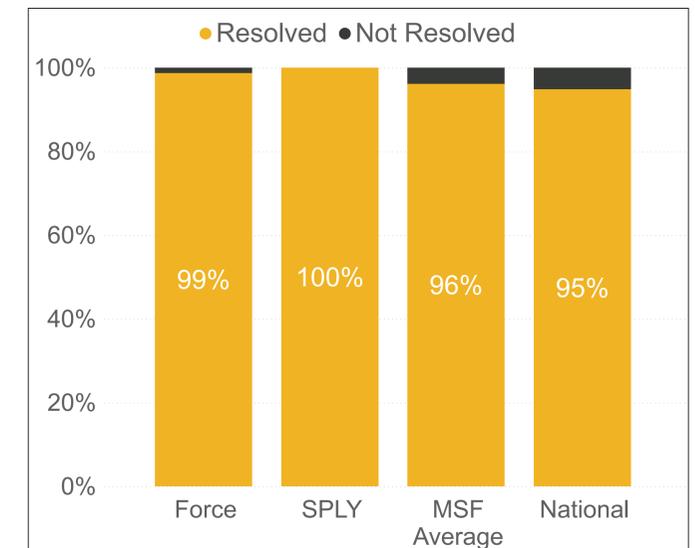
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

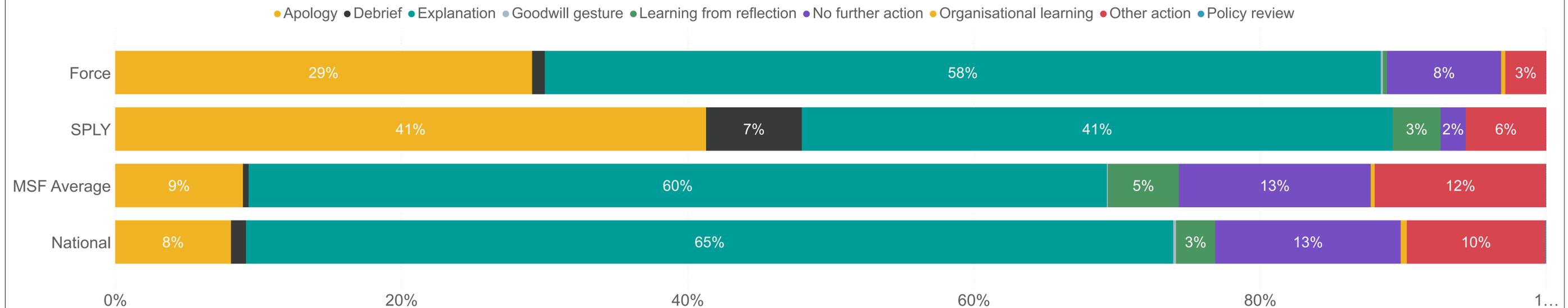
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	658	569	1,337	58,993
Not Resolved	8		53	3,204
Total	666	569	1,389	62,197

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		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	389	58%	235	41%	826	60%	40,094	65%
Apology	194	29%	235	41%	123	9%	5,009	8%
No further action	53	8%	10	2%	185	13%	8,024	13%
Other action	19	3%	32	6%	165	12%	5,993	10%
Debrief	6	1%	38	7%	5	0%	656	1%
Learning from reflection	2	0%	19	3%	68	5%	1,691	3%
Organisational learning	2	0%			4	0%	260	0%
Goodwill gesture	1	0%			1	0%	124	0%
Policy review					0	0%	39	0%
Total	666	100%	569	100%	1,378	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:

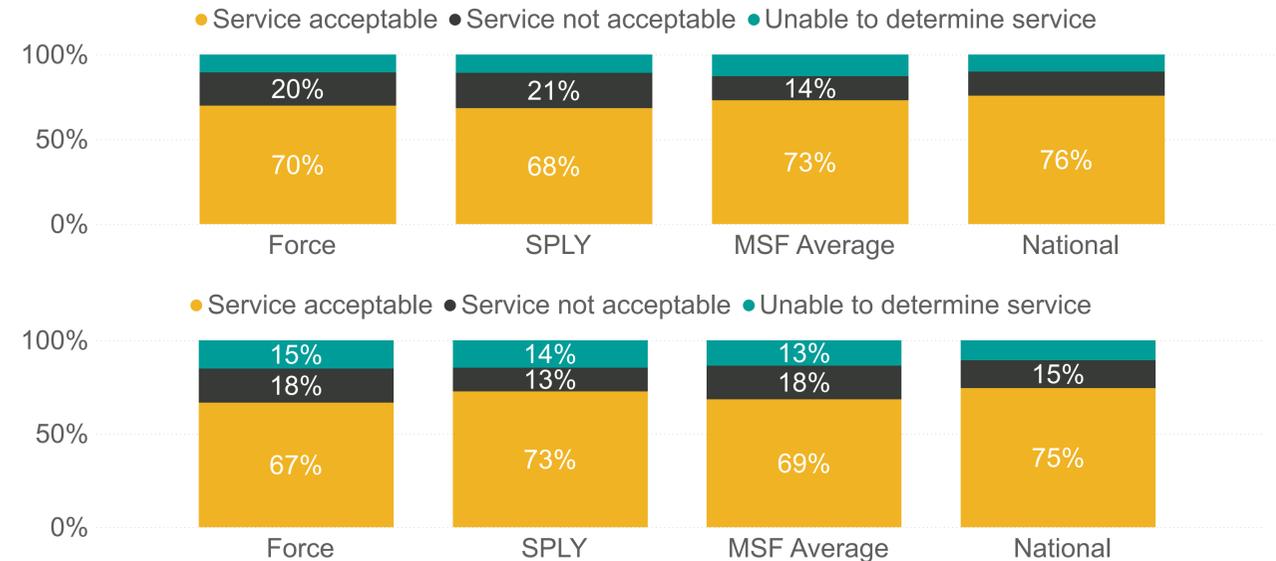
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	1,928	1,753	866	41,834
Service not acceptable	541	540	168	7,727
Unable to determine service	286	274	151	5,525

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)	Force	SPLY	MSF Average	National
Service acceptable	239	306	218	7,659
Service not acceptable	65	54	58	1,531
Unable to determine service	54	61	43	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	Force	SPLY	MSF Average	National
Case to Answer	8	14	6	229
No case to answer	27	22	10	601
Not able to determine if the service provided was acceptable	1		1	23
The service provided was acceptable		1	3	196
The service provided was not acceptable		2	2	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	SPLY	MSF Average	National
Withdrawal	76	160	53	1,947
Regulation 41 applies			20	347
No further action	132	428	83	4,615

Actions on Schedule 3 allegations

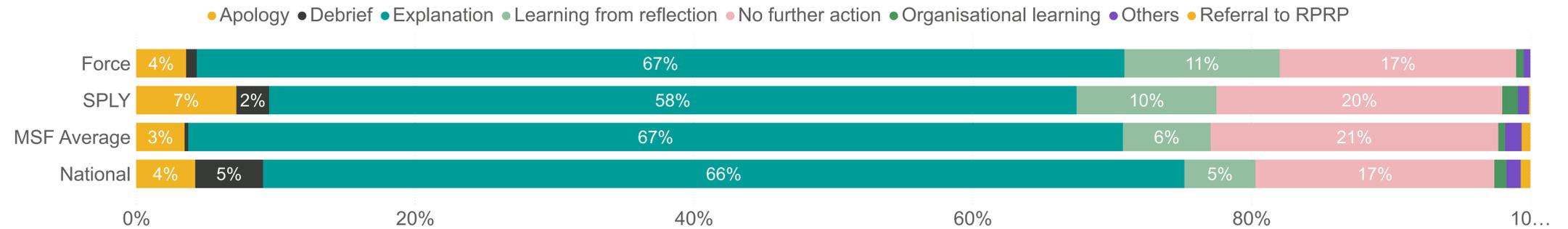
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

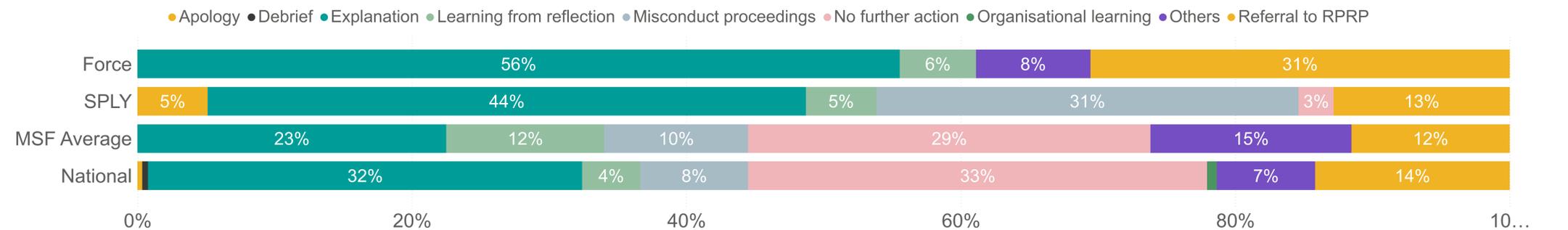
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	2,246	67%	2,177	60%	1,100	66%	47,661	65%
No further action	544	16%	689	19%	344	21%	13,233	18%
Learning from reflection	371	11%	336	9%	121	7%	3,925	5%
Apology	113	3%	244	7%	57	3%	2,837	4%
Debrief	25	1%	77	2%	4	0%	3,037	4%
Others	22	1%	25	1%	20	1%	865	1%
Organisational learning	19	1%	40	1%	10	1%	646	1%
Referral to RPRP	14	0%	12	0%	19	1%	927	1%
Misconduct proceedings			12	0%	3	0%	91	0%
Total	3,354	100%	3,612	100%	1,677	100%	73,222	100%

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

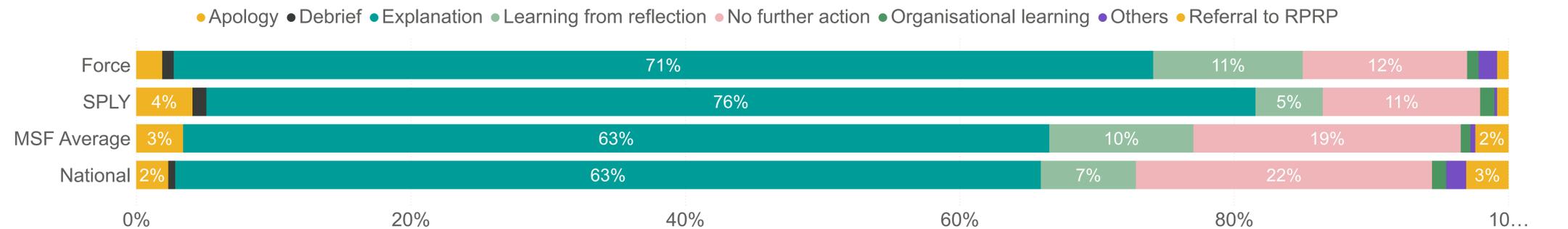
Not investigated



Investigated (subject to special procedures)



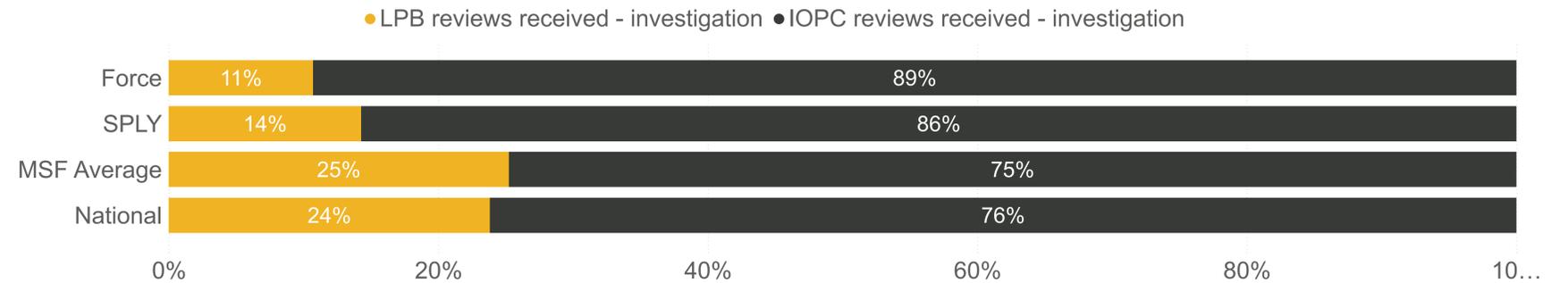
Investigated (not subject to special procedures)



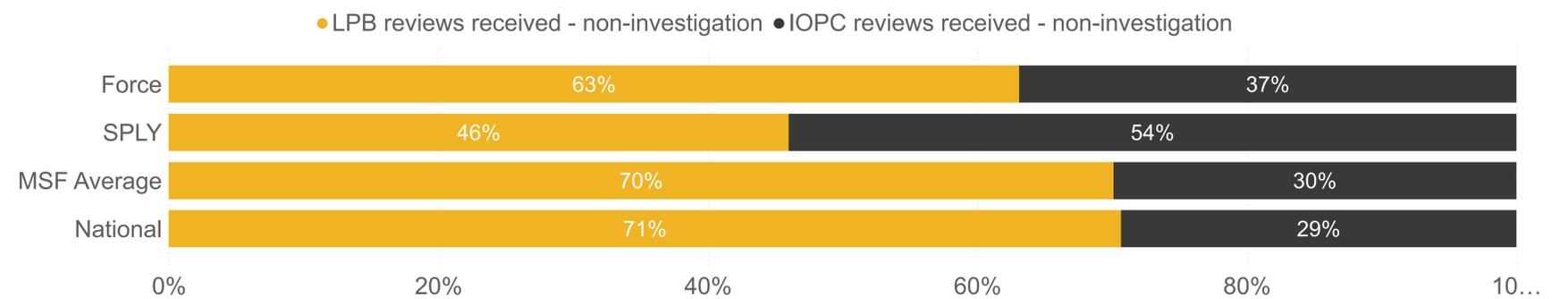
Reviews received

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

LPB reviews	Investigation	Non-investigation
Force	3	89
SPLY	4	75
MSF Average	7	74
National	220	3,562



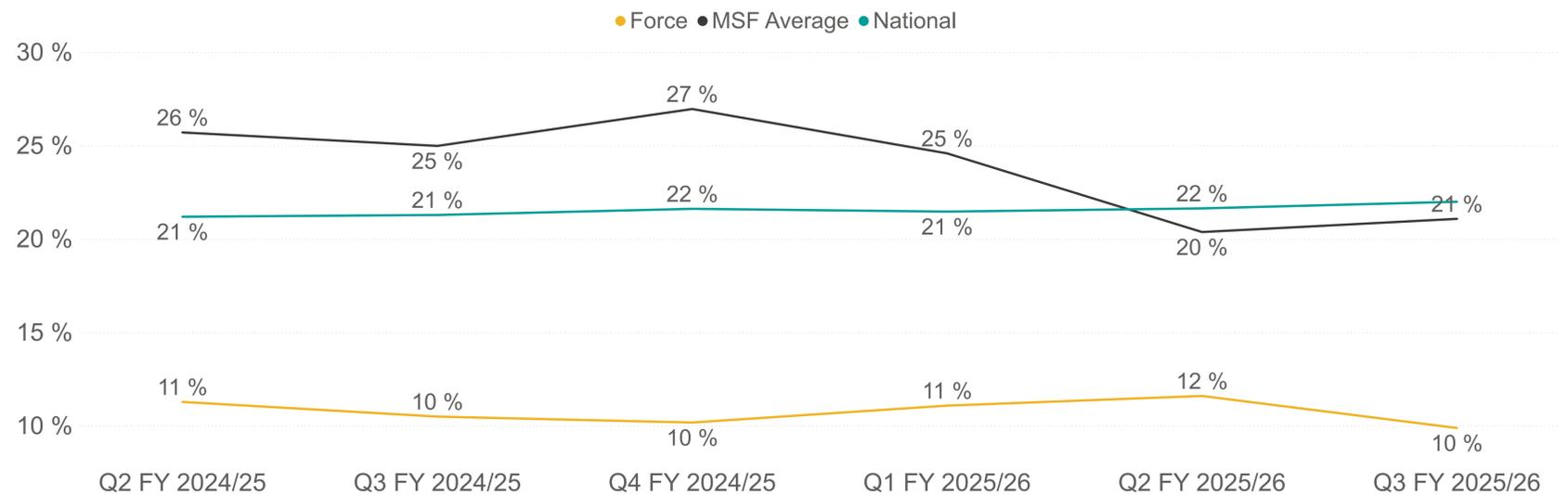
IOPC Reviews	Investigation	Non-investigation
Force	25	52
SPLY	24	88
MSF Average	20	32
National	703	1478



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	169	1,548
SPLY	191	1,568
MSF Average	132	669
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

LPB Reviews

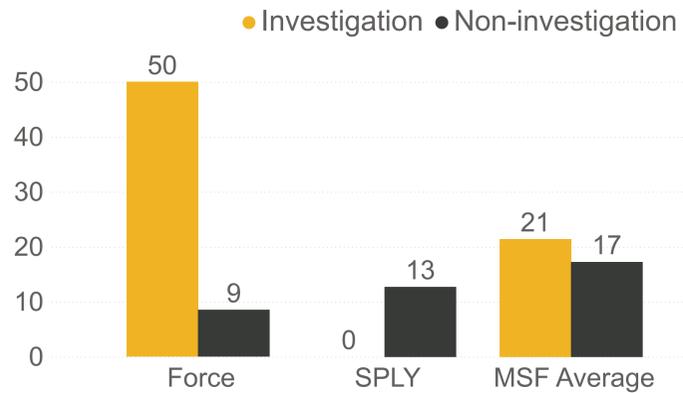
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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

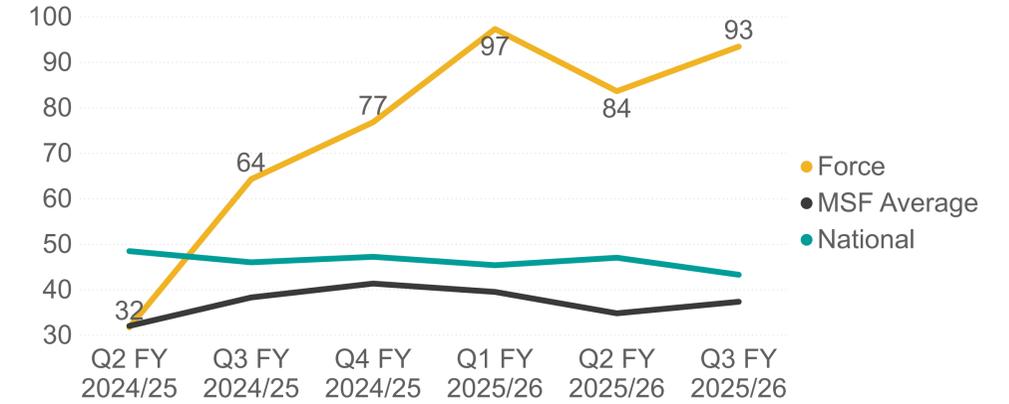
Review type	Complete with outcome	Upheld
Investigation		
Force	2	1
SPLY	1	0
MSF Average	7	2
National	225	69
Non-investigation		
Force	82	7
SPLY	55	7
MSF Average	73	13
National	3149	601

Review type	Average duration
Investigation	
Force	97
SPLY	21
MSF Average	20
National	57
Non-investigation	
Force	90
SPLY	41
MSF Average	36
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)

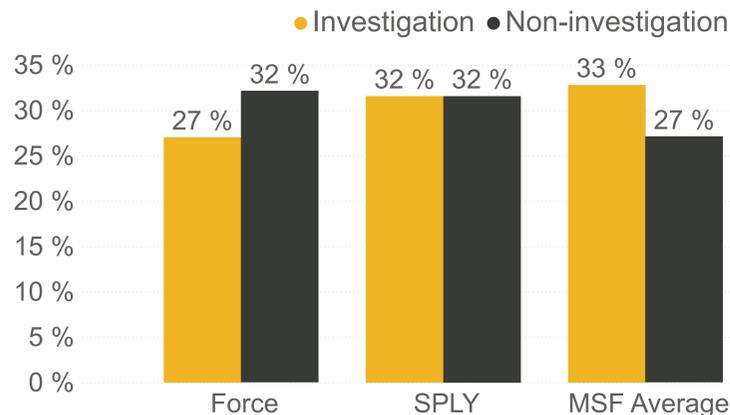
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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

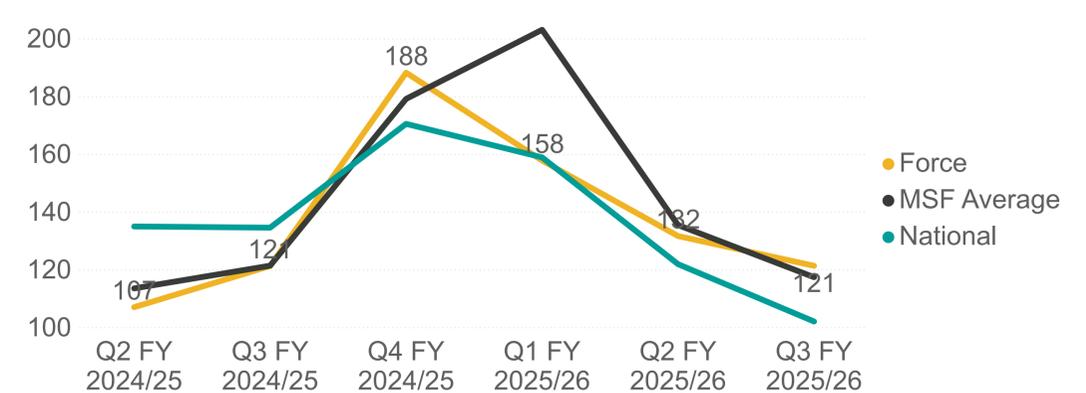
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	37	10	84	27
SPLY	19	6	57	19
MSF Average	23	6	40	13
National	871	243	1,576	418

Measure	Average duration
Force	137
SPLY	113
MSF Average	141
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.

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

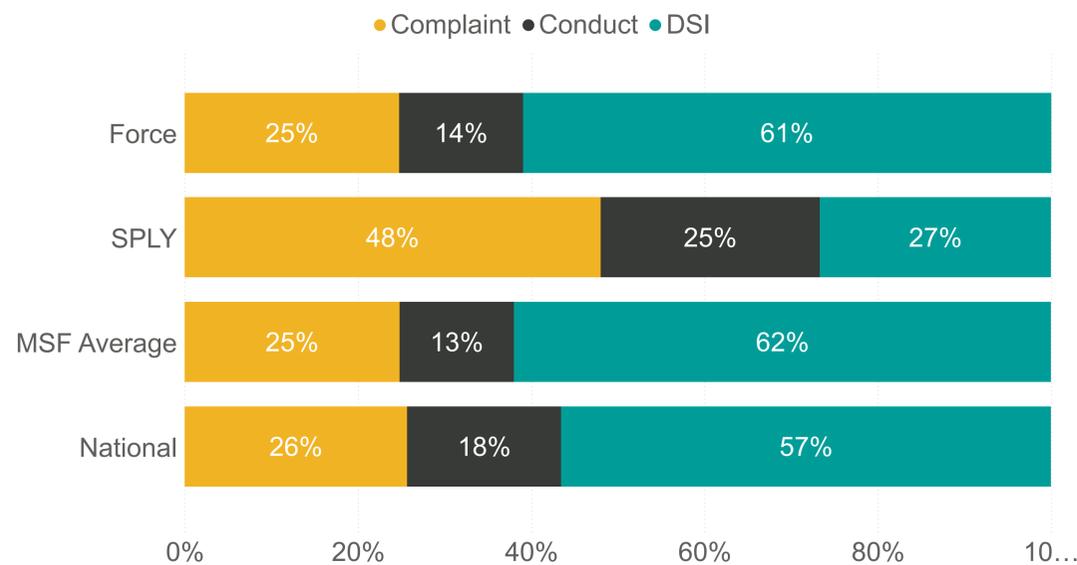
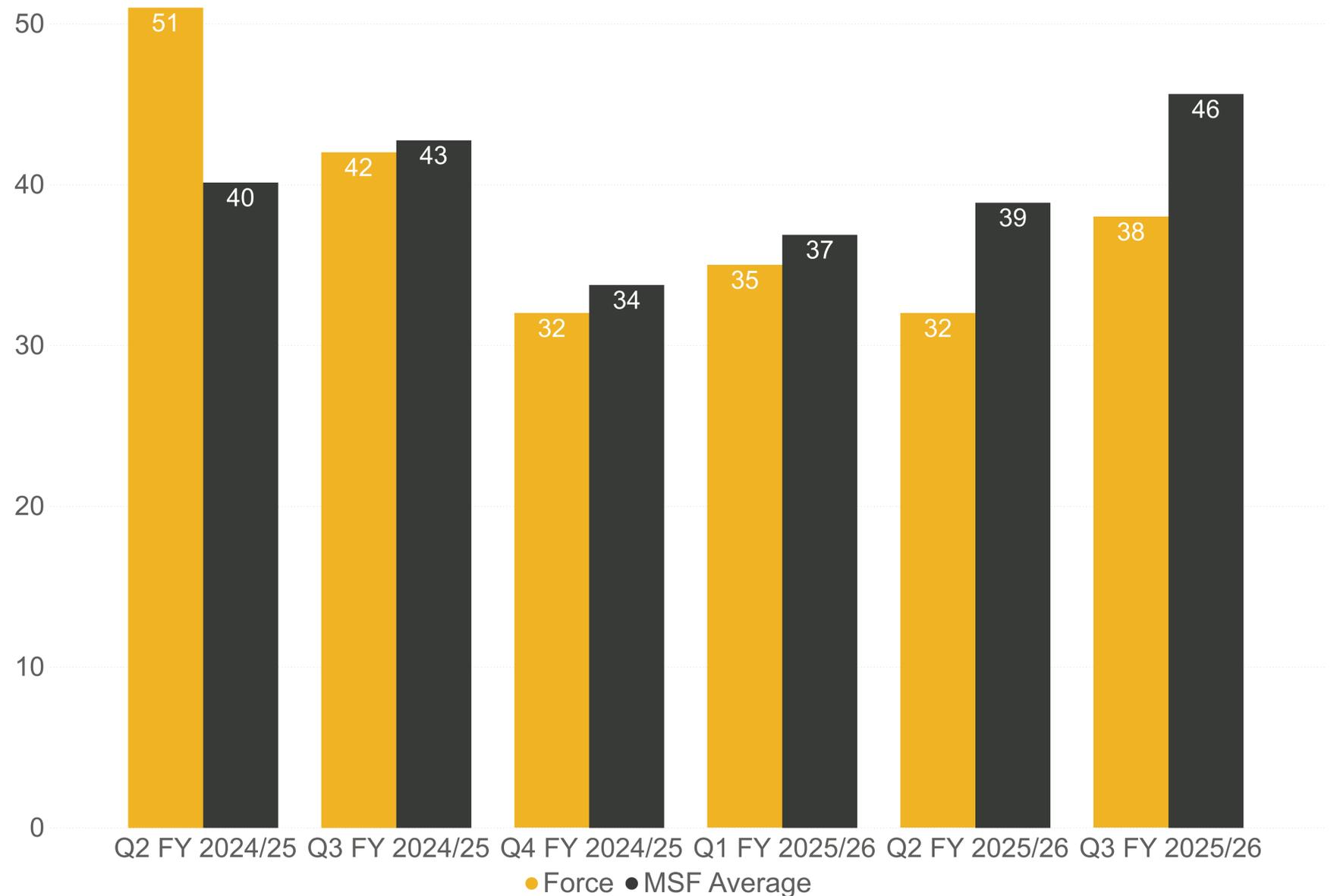
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	105	150	121	5,244
Number referrals completed	105	148	121	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation	1	4	9	328
Decision: Invalid	1	6	2	74
Decision: Local Investigation	51	84	56	2,638
Decision: Return to Force	52	54	54	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	26	72	30	1,347
Conduct	15	38	16	933
DSI	64	40	75	2,964
Total	105	150	121	5,244

Force and MSF Group referrals received



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

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