

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

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)

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.

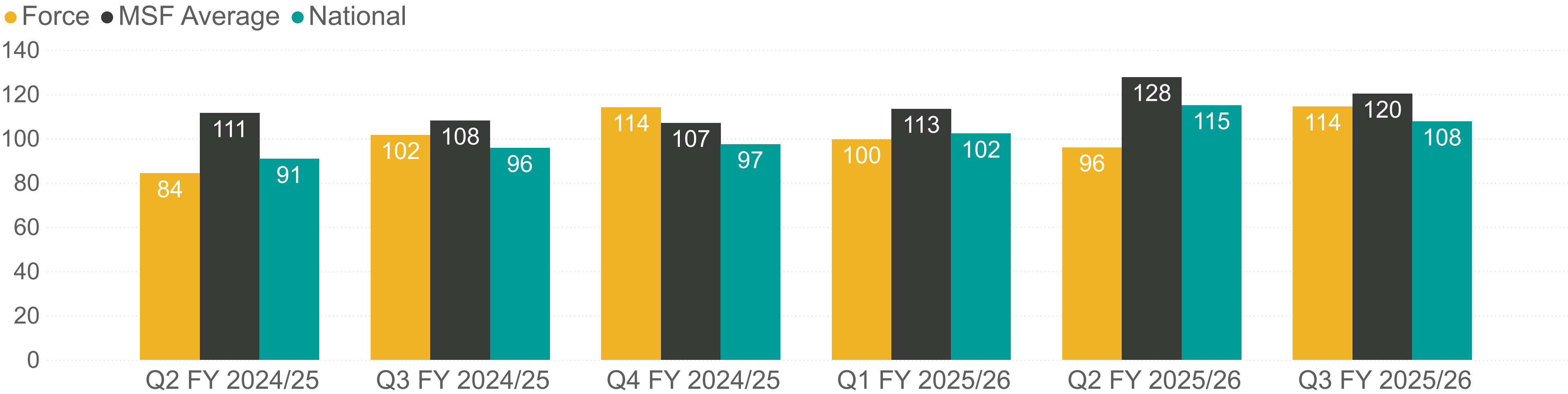
Data labels in the above charts are those of the force

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

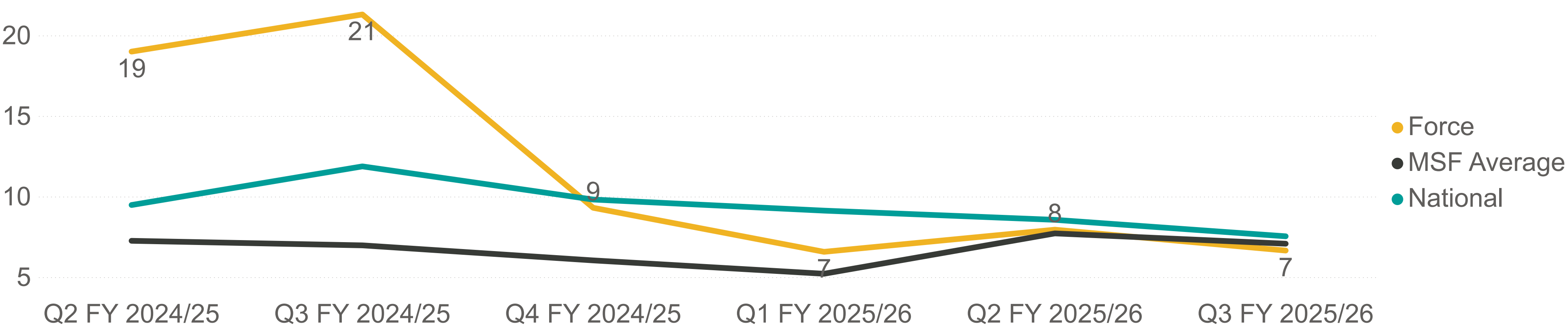
For information on allegations and complaints timeliness, see pages 6 and 7

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	1,858	310	3,472	579	7	7
SPLY	1,586	269	2,948	500	18	18
MSF Average	2,131	361	3,741	645	7	4
National	81,889	325	141,831	563	8	7

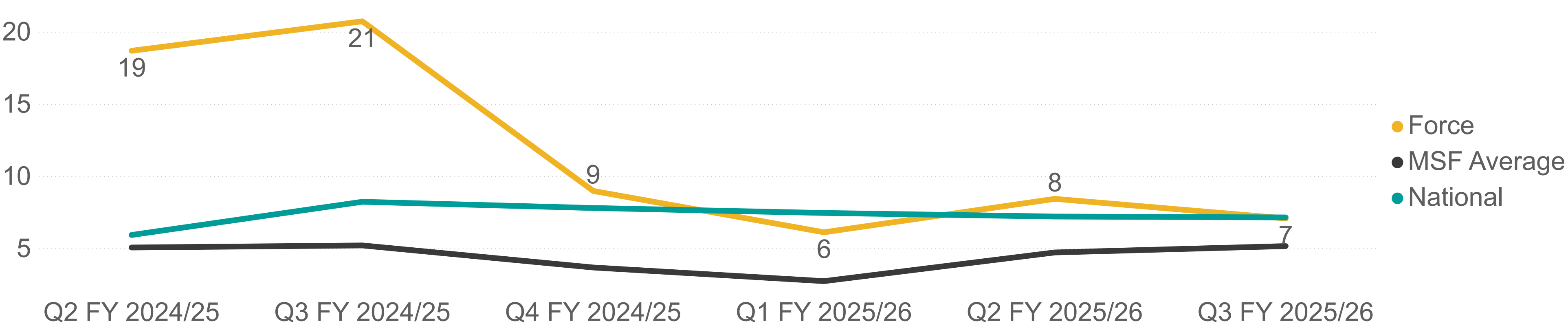
Complaints logged per 1,000 employees



Average working days to contact complainants

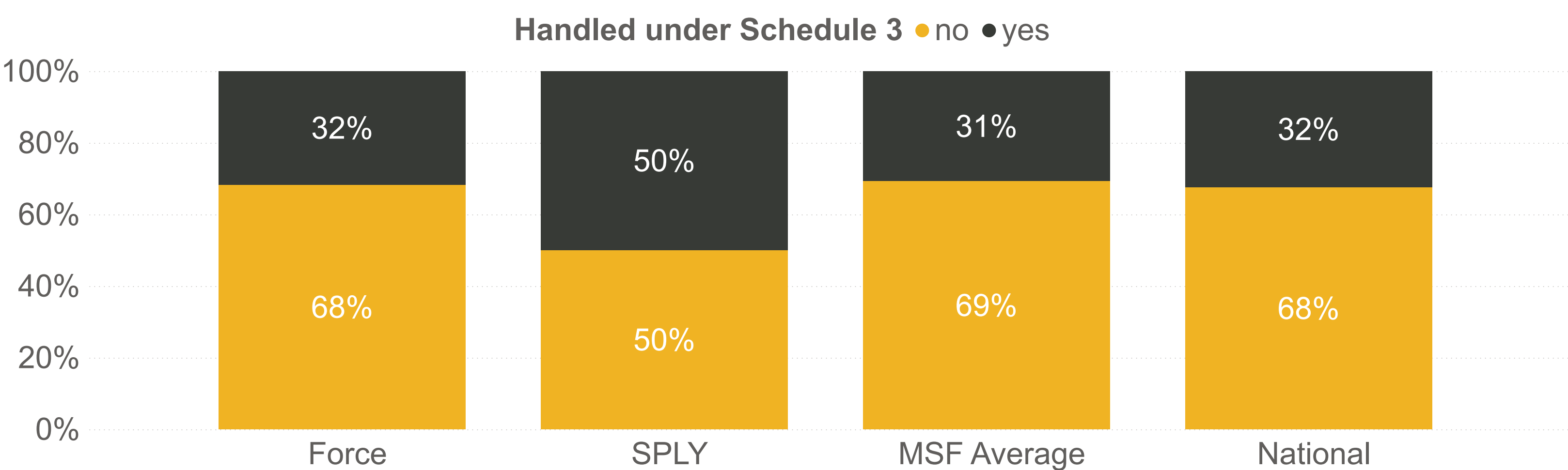


Average working days to log complaints



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	245	596	244	9,733
Complainant wishes the complaint be recorded	74	51	77	4,534
Dissatisfaction after initial handling	242	97	126	4,525
Nature of the allegation(s) in the complaint	27	47	206	7,664
Total	588	791	653	26,456

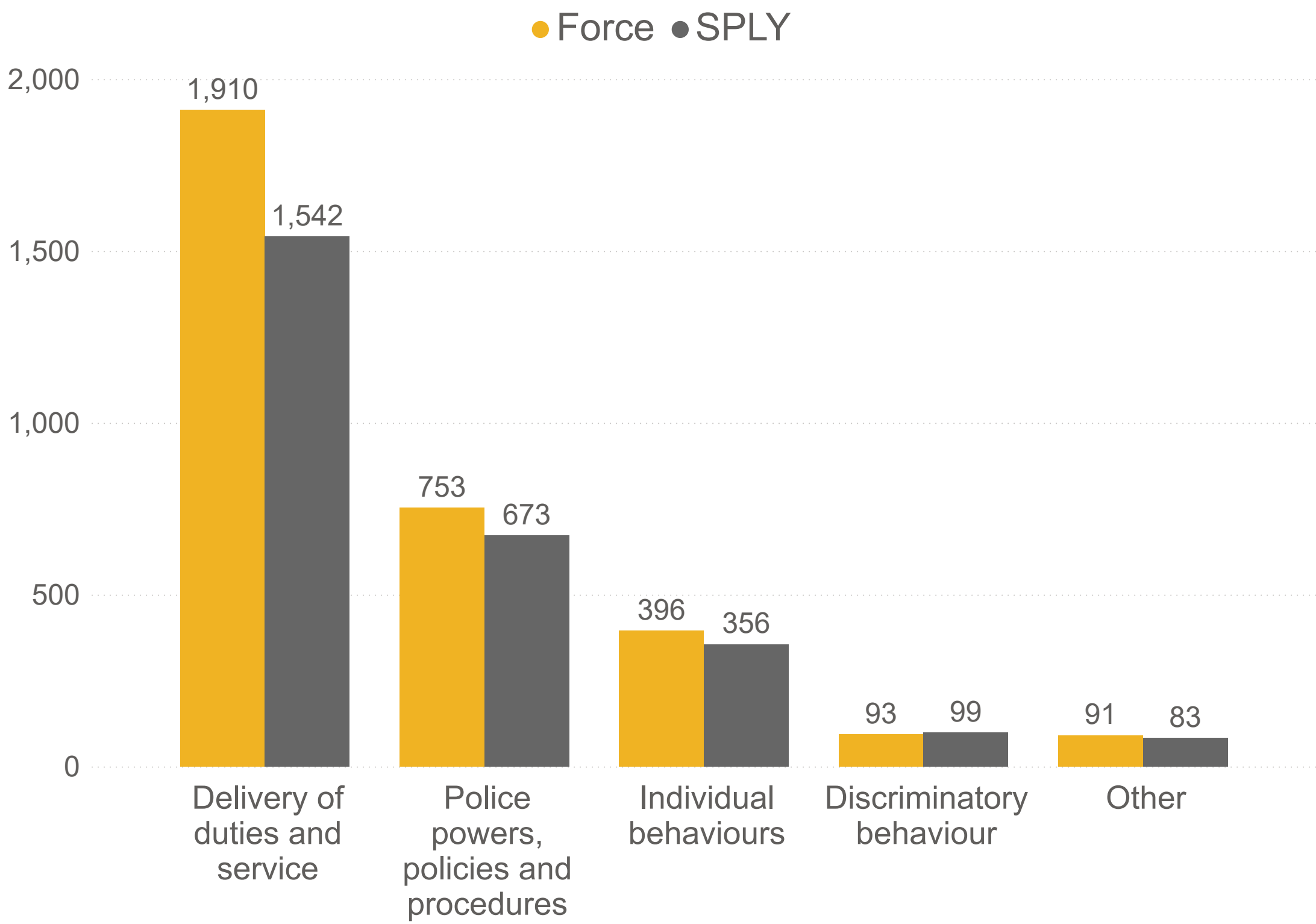


Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

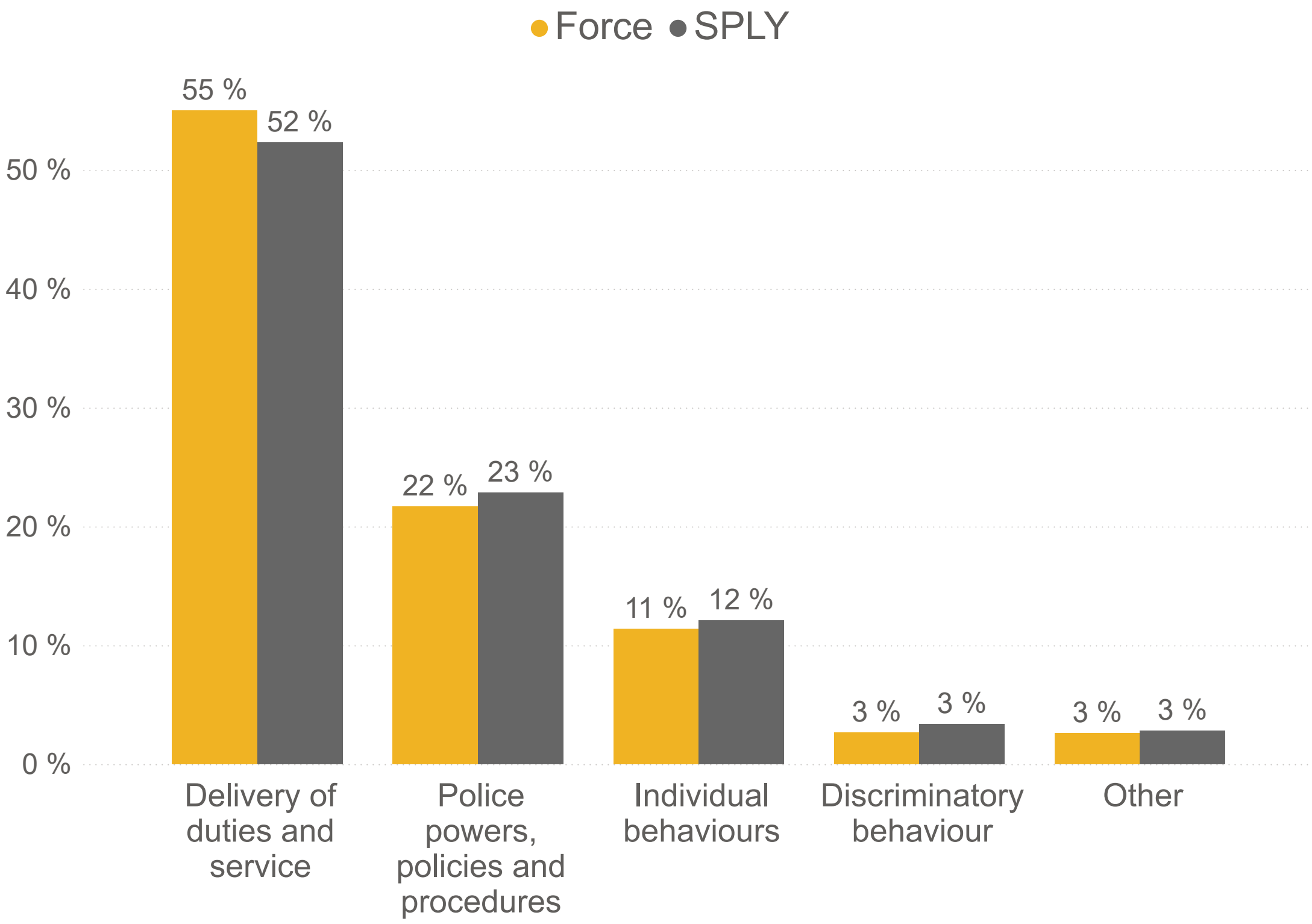
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,910	753	81	59	31	93	18	396	4	36	91	3,472
SPLY	1,542	673	72	42	12	99	18	356	10	41	83	2,948
MSF Average	2,038	781	129	75	43	116	29	477	5	23	25	3,741
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

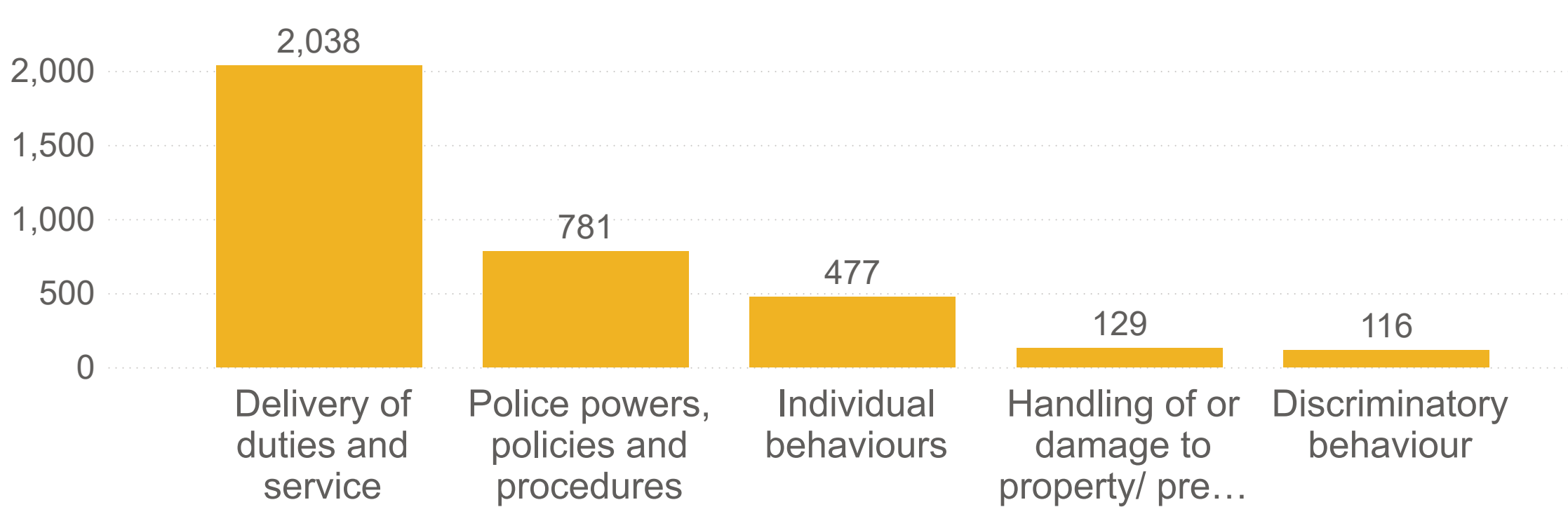
Force (year-to-date and same period last year)



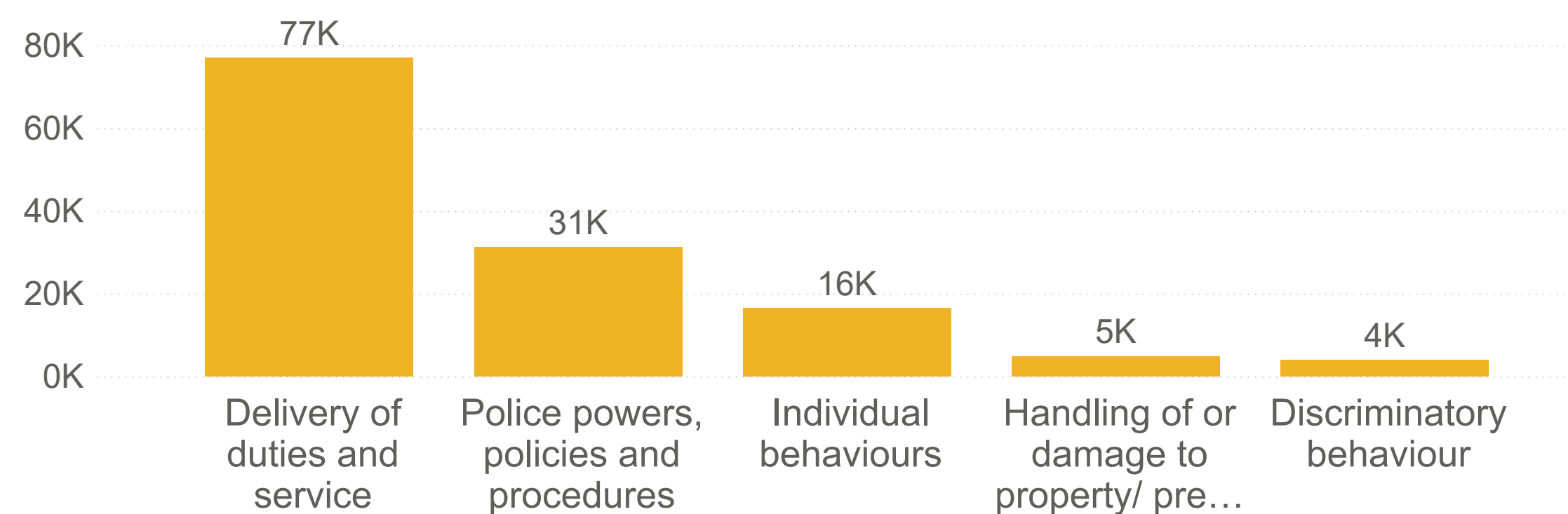
Force (% of allegations logged)



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	921	48%	831	54%	1,012	50%	32,818	43%
General level of service	706	37%	386	25%	487	24%	22,975	30%
Decisions	237	12%	215	14%	288	14%	12,459	16%
Information	46	2%	110	7%	251	12%	8,754	11%
Total	1,910	100%	1,542	100%	2,038	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	%
Unprofessional attitude and disrespect	150	38%	142	40%	131	28%	4,635	28%
Impolite language / tone	99	25%	95	27%	110	23%	4,354	26%
Overbearing or harassing behaviours	65	16%	69	19%	96	20%	2,606	16%
Lack of fairness and impartiality	49	12%	20	6%	94	20%	2,408	15%
Impolite and intolerant actions	33	8%	30	8%	47	10%	2,485	15%
Total	396	100%	356	100%	477	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	196	26%	181	27%	182	23%	7,232	23%
Power to arrest and detain	155	21%	122	18%	140	18%	5,452	17%
Detention in police custody	95	13%	84	12%	95	12%	4,049	13%
Bail, identification and interview procedures	73	10%	36	5%	57	7%	1,897	6%
Other policies and procedures	72	10%	95	14%	107	14%	3,750	12%
Evidential procedures	62	8%	76	11%	47	6%	2,841	9%
Searches of premises and seizure of property	61	8%	55	8%	99	13%	4,081	13%
Stops, and stop and search	27	4%	18	3%	34	4%	1,490	5%
Out of court disposals	12	2%	6	1%	21	3%	504	2%
Total	753	100%	673	100%	782	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.

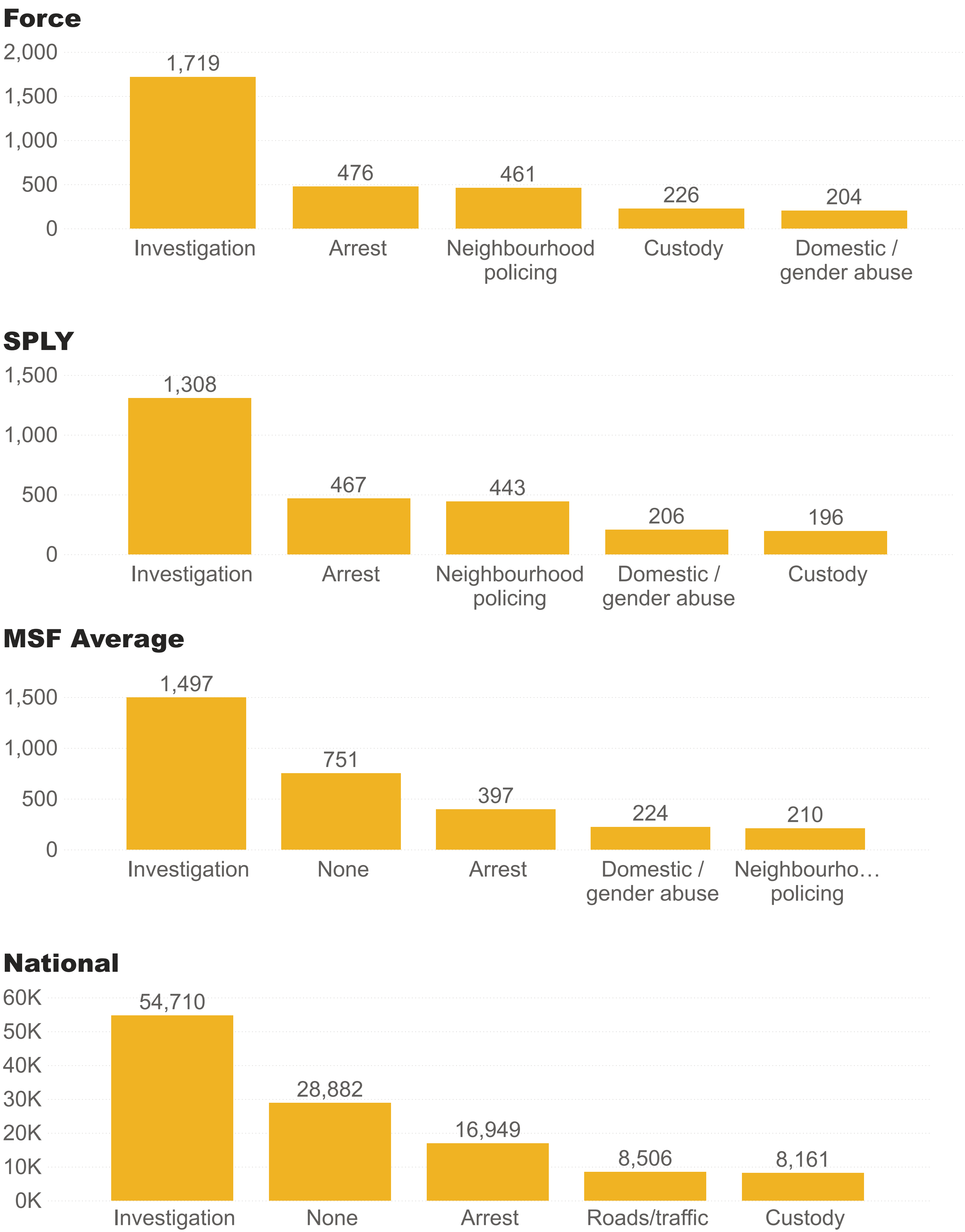
Discriminatory behaviour Sub-category	Force		SPLY		MSF Average		National	
	Logged	%	Logged	%	Logged	%	Logged	%
Race	47	51%	44	44%	55	47%	1,857	47%
Disability	14	15%	13	13%	24	21%	843	22%
Sex	13	14%	18	18%	19	16%	568	15%
Other	8	9%	10	10%	10	9%	328	8%
Religion or belief	5	5%	5	5%	4	3%	117	3%
Sexual orientation	4	4%	6	6%	2	2%	108	3%
Age	1	1%	1	1%	2	2%	45	1%
Gender reassignment	1	1%	2	2%	1	1%	46	1%
None					0	0%		
Marriage and civil partnership					0	0%	1	0%
Pregnancy and maternity					0	0%	2	0%
Total	93	100%	99	100%	116	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	1,719	50%	1,308	44%	1,497	40%	54,710	39%
Arrest	476	14%	467	16%	397	11%	16,949	12%
Neighbourhood policing	461	13%	443	15%	210	6%	6,425	5%
Custody	226	7%	196	7%	184	5%	8,161	6%
Domestic / gender abuse	204	6%	206	7%	224	6%	7,796	5%
None	194	6%	182	6%	751	20%	28,882	20%
Roads/traffic	190	5%	193	7%	206	6%	8,506	6%
Call Handling	135	4%	156	5%	160	4%	6,093	4%
Mental health	94	3%	148	5%	77	2%	3,894	3%
VAWG - dissatisfaction handling	94	3%	78	3%	151	4%	6,090	4%
Child protection / CSA / CSE	58	2%	32	1%	56	2%	2,638	2%
Restraint equipment	53	2%	48	2%	35	1%	1,324	1%
Premises search	49	1%	51	2%	78	2%	3,663	3%
Stop and/or search	42	1%	38	1%	61	2%	2,997	2%
Missing persons	39	1%	25	1%	27	1%	915	1%
Death	38	1%	39	1%	33	1%	1,200	1%
Drugs / alcohol	33	1%	23	1%	33	1%	1,490	1%
Fraud	30	1%	9	0%	15	0%	994	1%
Public order incident	23	1%	12	0%	30	1%	1,017	1%
Hate Crime	16	0%	26	1%	14	0%	621	0%
Firearms	14	0%	23	1%	12	0%	634	0%
Social media	10	0%	8	0%	16	0%	689	0%
Serious injury	8	0%	2	0%	4	0%	291	0%
	4	0%	2	0%	18	0%	1,579	1%
Police dogs or horses	3	0%	1	0%	1	0%	80	0%
PPDA	3	0%	11	0%	1	0%	116	0%
VAWG - police perpetrated	3	0%	17	1%	11	0%	622	0%
Taser	2	0%	5	0%	3	0%	150	0%
Covert policing	1	0%	1	0%	1	0%	64	0%
PPDA - Police victim	1	0%			0	0%	5	0%
Prejudicial and improper behaviour					0	0%	31	0%
VAWG - police victim			3	0%	3	0%	103	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	1,255	66%	29	31%	125	32%	196	26%
Arrest	103	5%	16	17%	31	8%	299	40%
Neighbourhood policing	227	12%	10	11%	119	30%	72	10%
Custody	79	4%	6	6%	11	3%	120	16%
Domestic / gender abuse	142	7%	7	8%	9	2%	33	4%
Roads/traffic	76	4%	6	6%	34	9%	30	4%
Call Handling	82	4%	6	6%	44	11%		
None	63	3%	9	10%	33	8%	16	2%
VAWG - dissatisfaction handling	77	4%			8	2%	7	1%
Mental health	26	1%	3	3%	9	2%	48	6%
Child protection / CSA / CSE	43	2%	2	2%	3	1%	8	1%
Restraint equipment	1	0%					52	7%
Stop and/or search	6	0%	6	6%	1	0%	28	4%
Premises search	1	0%			2	1%	34	5%
Death	32	2%					2	0%
Missing persons	14	1%	1	1%	11	3%	8	1%
Fraud	30	2%						
Drugs / alcohol	6	0%			5	1%	16	2%
Public order incident	12	1%			2	1%	7	1%
Hate Crime	8	0%	8	9%				
Firearms	9	0%			1	0%	2	0%
Social media	4	0%					5	1%
Serious injury	3	0%			2	1%	2	0%
					2	1%	1	0%
Police dogs or horses	1	0%					2	0%
Taser					1	0%	1	0%
VAWG - police perpetrated					2	1%		
Covert policing							1	0%
PPDA					1	0%		
PPDA - Police victim					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.

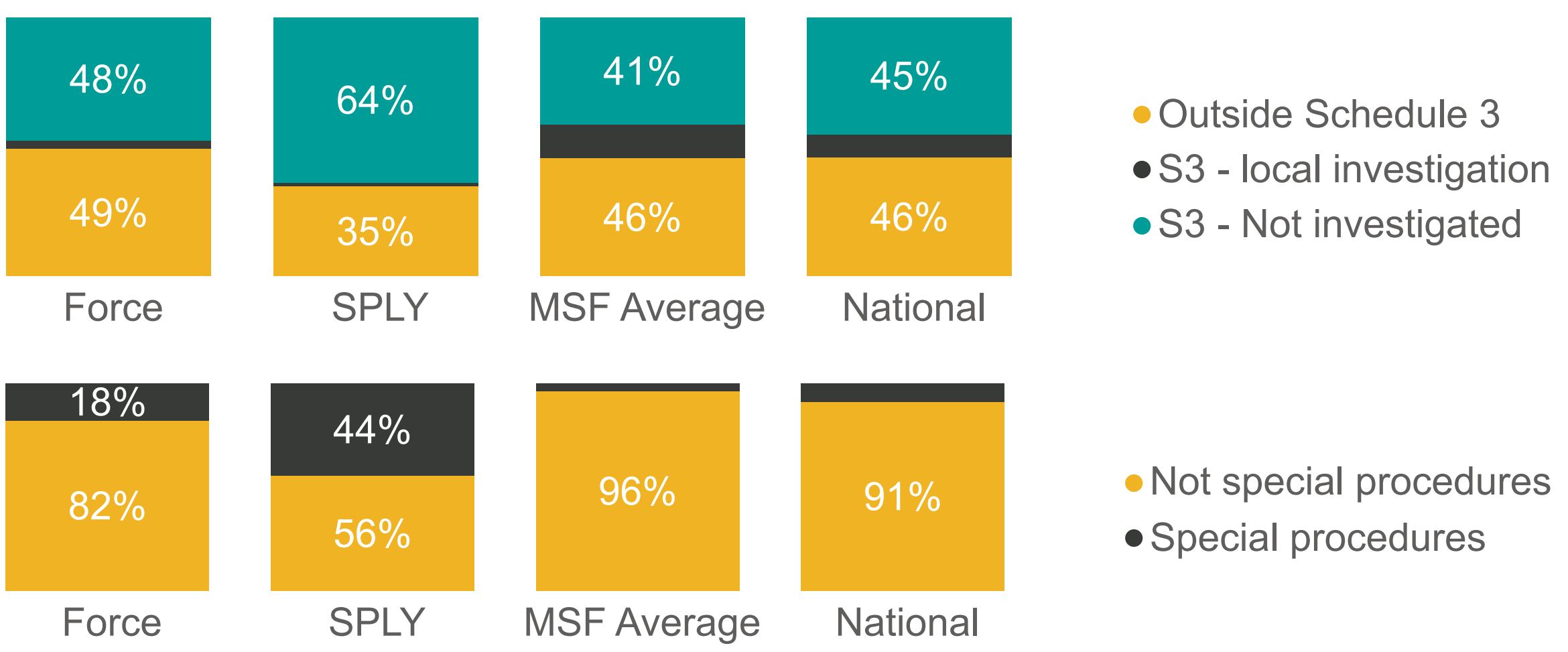
For more information on allegation findings and actions, please see pages 8 - 10

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

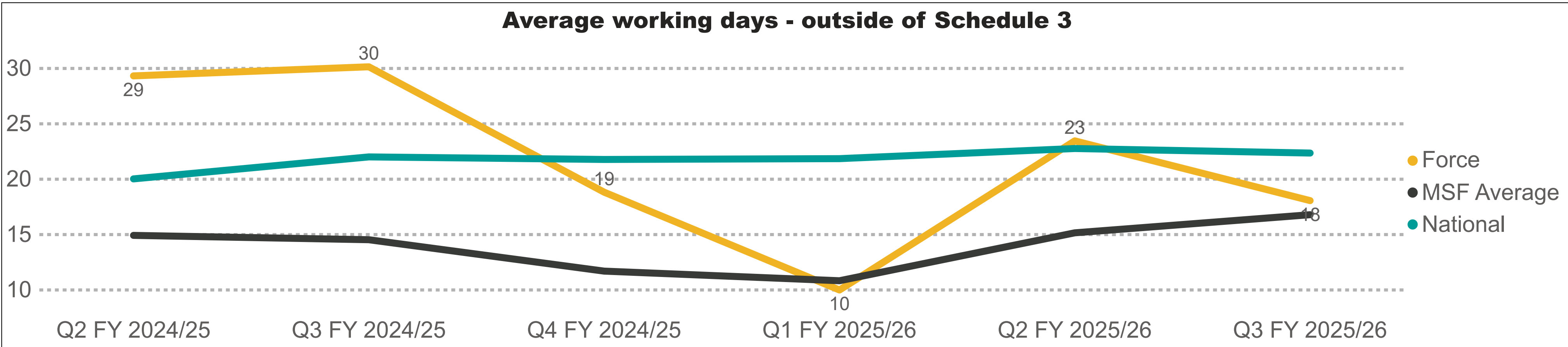
Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Number finalised	Outside of Schedule 3	Under Schedule 3 - not subject to investigation	Under Schedule 3 - by local investigation	Total
Force	1,578	1,527	107	3,212
SPLY	1,016	1,870	45	2,931
MSF Average	1,643	1,493	468	3,604
National	62,197	61,043	12,147	135,387

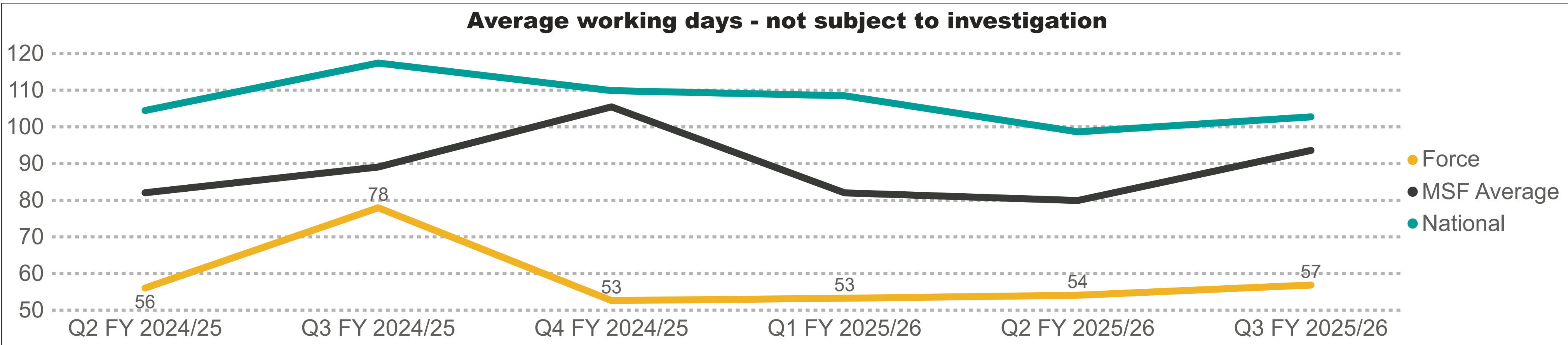
Local investigation	Not special procedures	Special procedures	Total
Force	88	19	107
SPLY	25	20	45
MSF Average	451	17	468
National	11,073	1,074	12,147



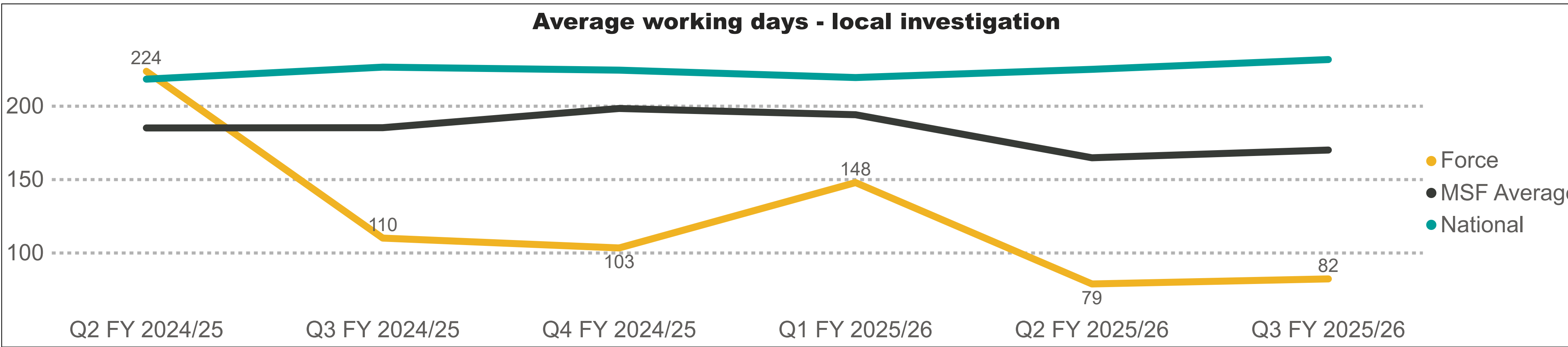
Average days to finalise	Outside of Schedule 3
Force	17
SPLY	29
MSF Average	14
National	22



Average days to finalise	Under Schedule 3 - not subject to investigation
Force	55
SPLY	59
MSF Average	85
National	103



Average days to finalise	Under Schedule 3 - by local investigation
Force	107
SPLY	135
MSF Average	175
National	225

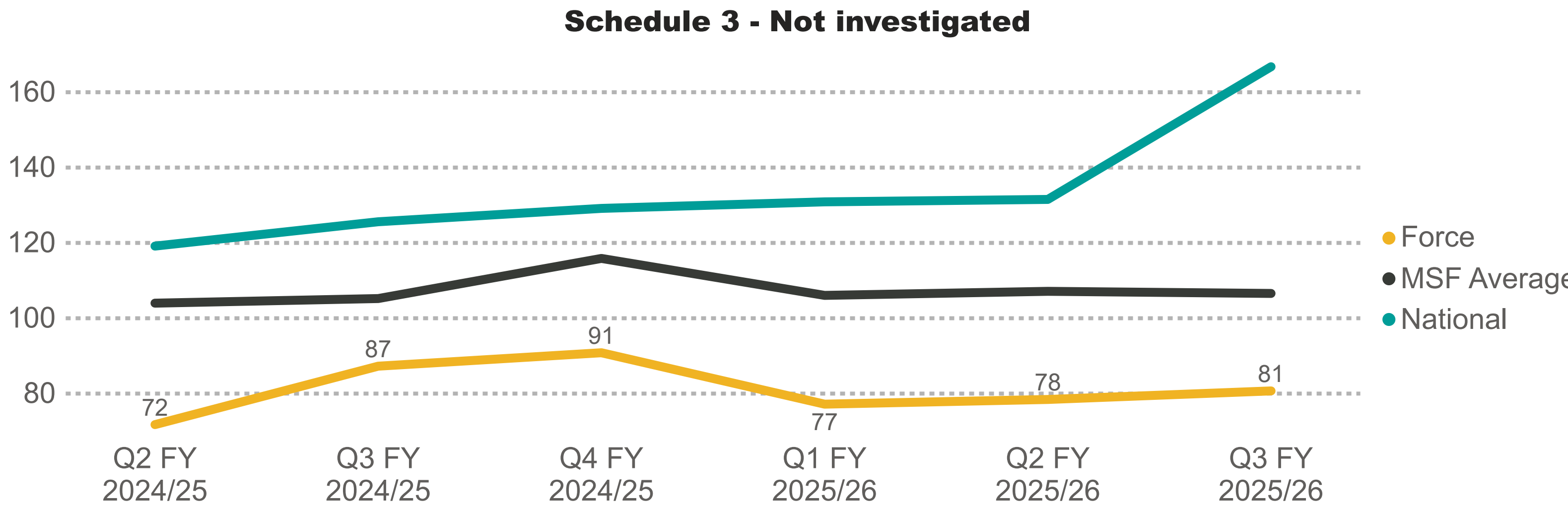


Complaint timeliness

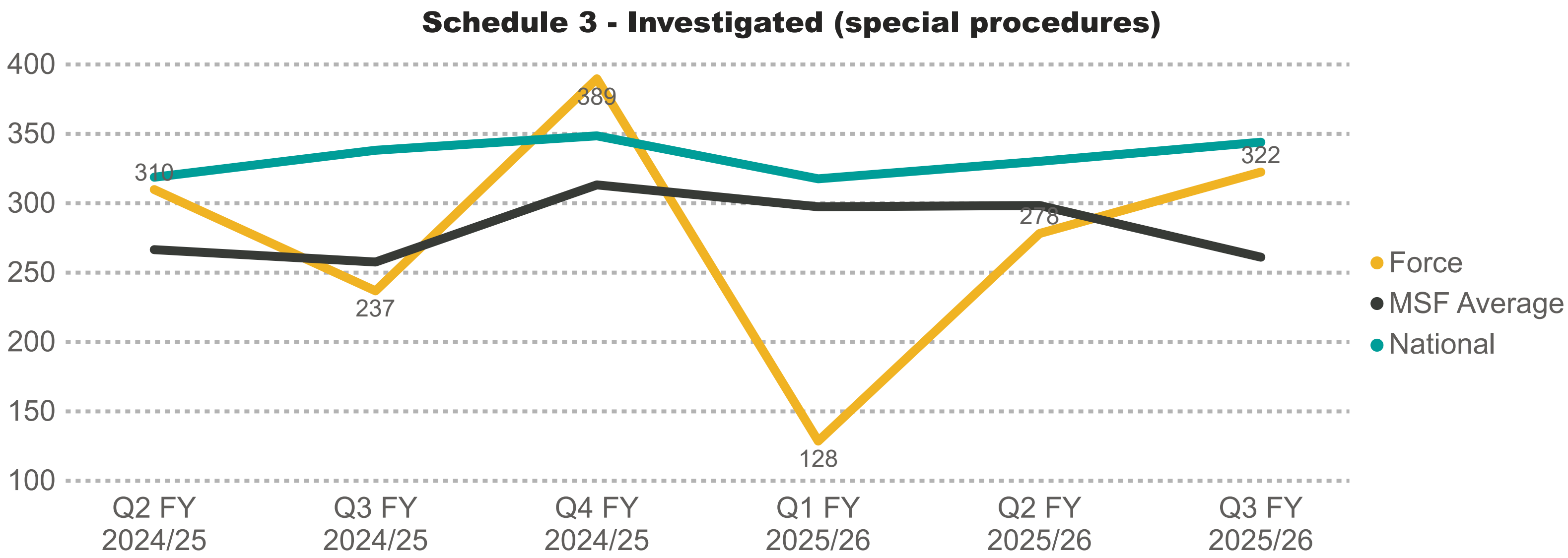
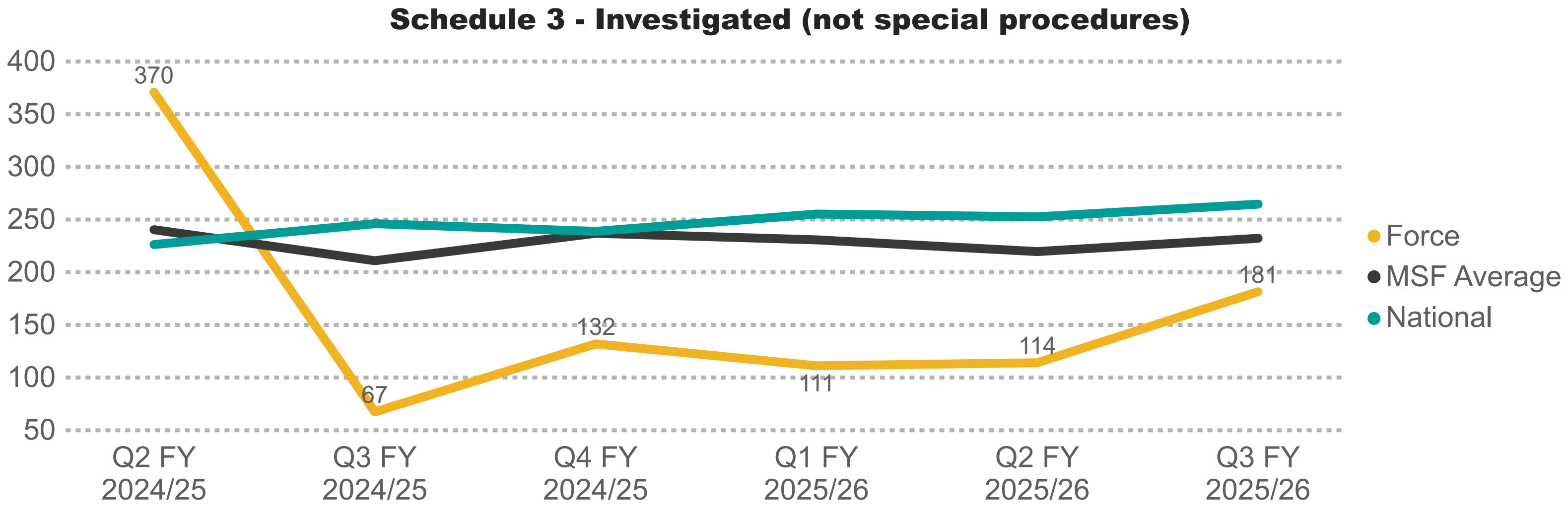
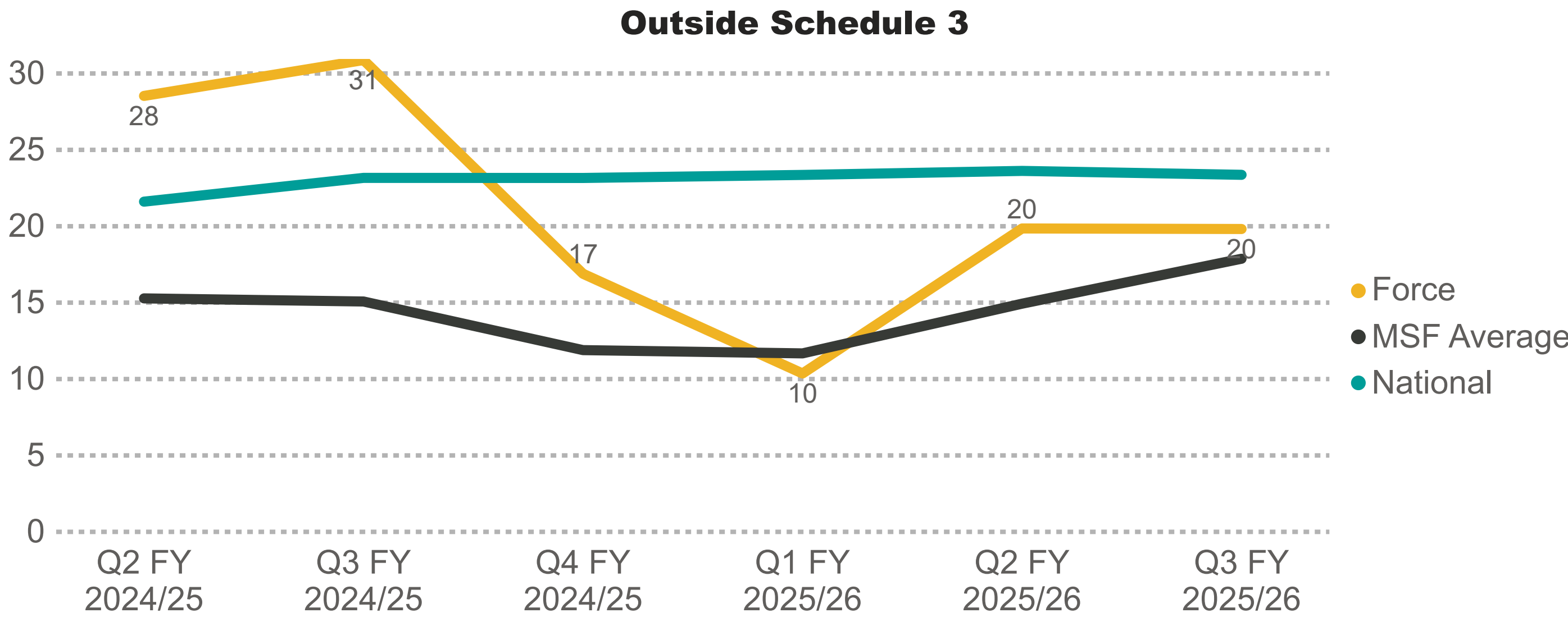
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the 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	Under Schedule 3 - not investigated		Under Schedule 3 investigated (not subject to special procedures)		Under Schedule 3 investigated (subject to special procedures)	
Force MSF National YTD SPLY	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise	Complaints Finalised	Average days to finalise
Force	623	79	12	130	17	261
SPLY	799	73	5	359	4	273
MSF Average	546	105	172	228	11	341
National	23,280	144	3,732	257	452	329



Outside of Schedule 3	Complaints finalised	Average days to finalise
Force	1,138	17
SPLY	771	30
MSF Average	1,329	15
National	52,639	23



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%.

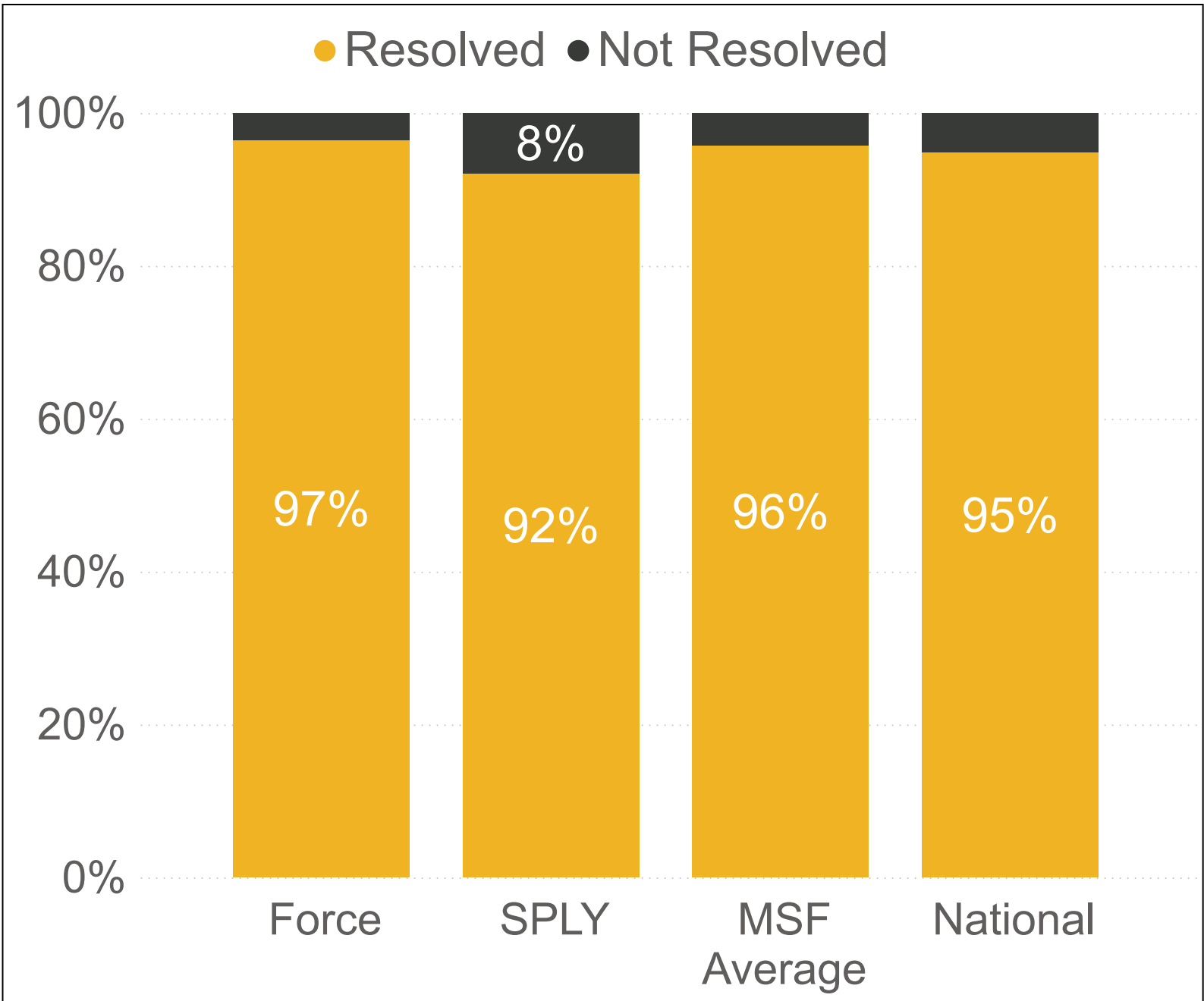
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

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)

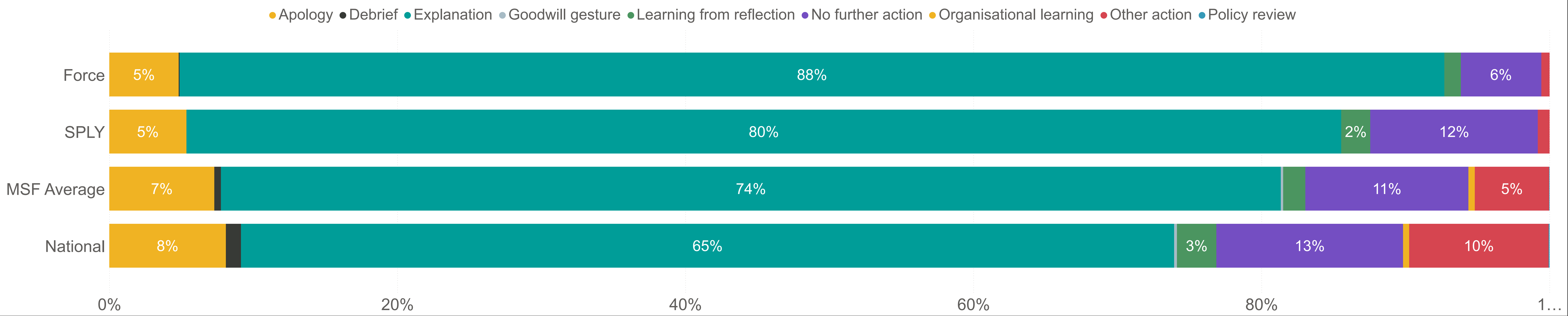
Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,523	936	1,574	58,993
Not Resolved	55	80	70	3,204
Total	1,578	1,016	1,643	62,197

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	1,384	88%	793	80%	1,206	74%	40,094	65%
No further action	88	6%	115	12%	186	11%	8,024	13%
Apology	76	5%	53	5%	120	7%	5,009	8%
Learning from reflection	18	1%	20	2%	25	2%	1,691	3%
Other action	9	1%	8	1%	84	5%	5,993	10%
Debrief	1	0%			7	0%	656	1%
Goodwill gesture					3	0%	124	0%
Organisational learning					7	0%	260	0%
Policy review					1	0%	39	0%
Total	1,576	100%	989	100%	1,639	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:

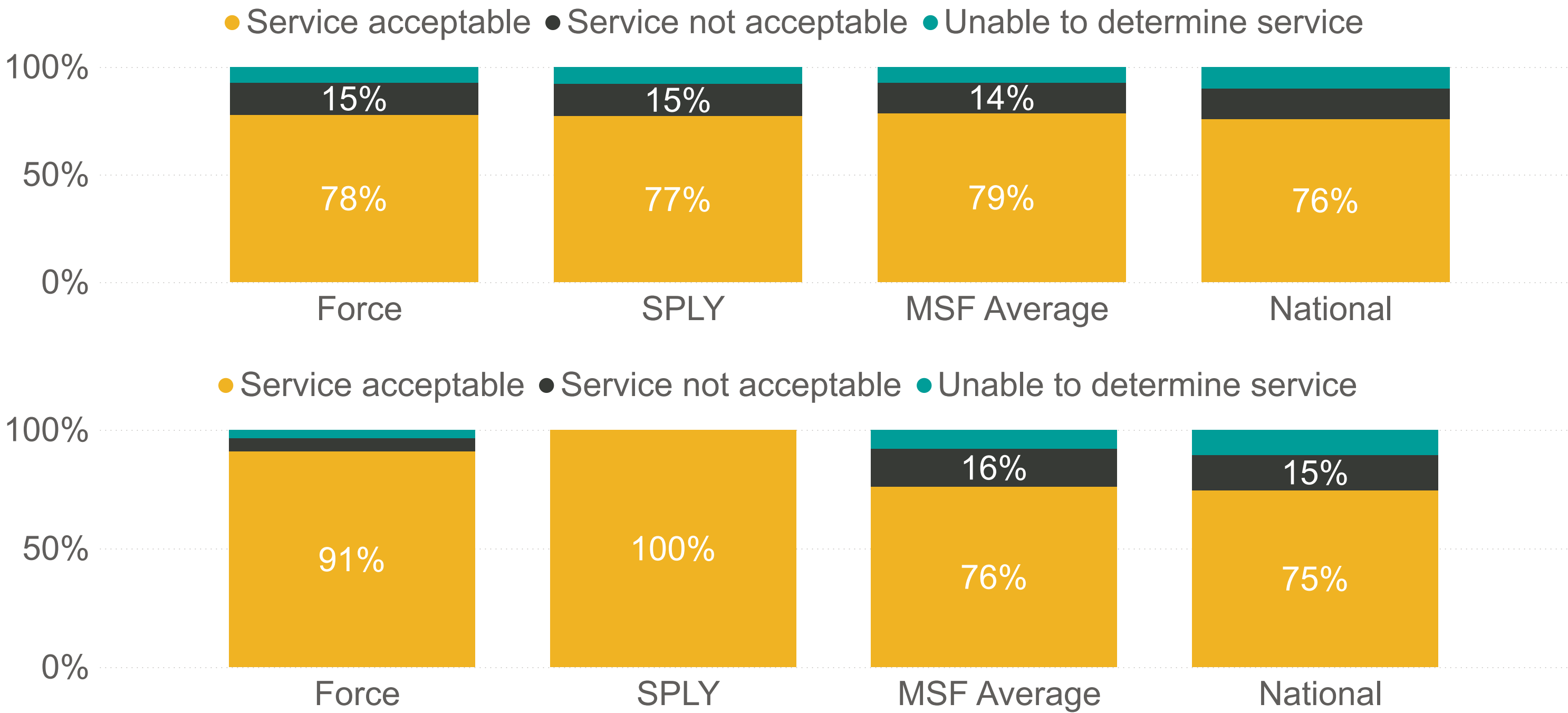
Not investigated	Force	SPLY	MSF Average	National
Service acceptable	1,121	1,371	1,008	41,834
Service not acceptable	216	270	183	7,727
Unable to determine service	103	137	92	5,525

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	79	23	318	7,659
Service not acceptable	5		68	1,531
Unable to determine service	3		33	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	3	10	5	229
No case to answer	13	10	9	601
Not able to determine if the service provided was acceptable			0	23
The service provided was acceptable	1		2	196
The service provided was not acceptable	2		1	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	14	4	63	1,947
Regulation 41 applies			15	347
No further action	76	90	167	4,615

Actions on Schedule 3 allegations

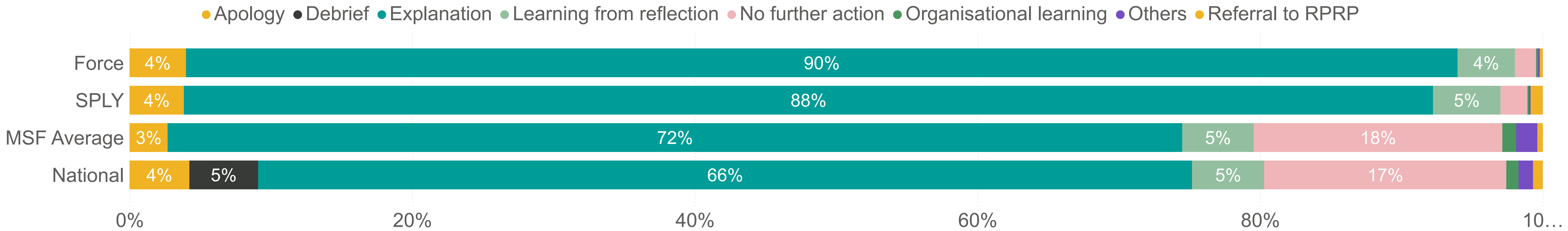
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

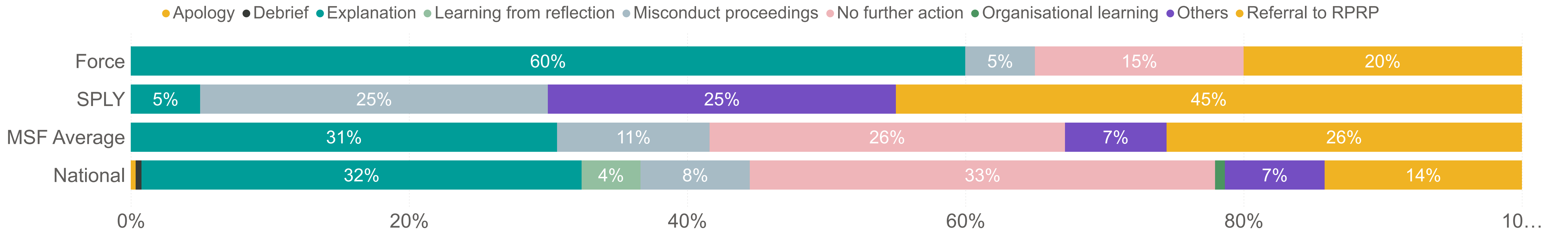
Measure Actions on Schedule 3 allegations	Force		SPLY		MSF Average		National	
	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	1,471	90%	1,679	88%	1,342	68%	47,661	65%
Learning from reflection	63	4%	89	5%	105	5%	3,925	5%
Apology	62	4%	72	4%	52	3%	2,837	4%
No further action	26	2%	36	2%	378	19%	13,233	18%
Referral to RPRP	9	1%	25	1%	29	1%	927	1%
Organisational learning	2	0%	2	0%	20	1%	646	1%
Others	2	0%	7	0%	33	2%	865	1%
Misconduct proceedings	1	0%	5	0%	2	0%	91	0%
Debrief					1	0%	3,037	4%
Total	1,636	100%	1,915	100%	1,961	100%	73,222	100%

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

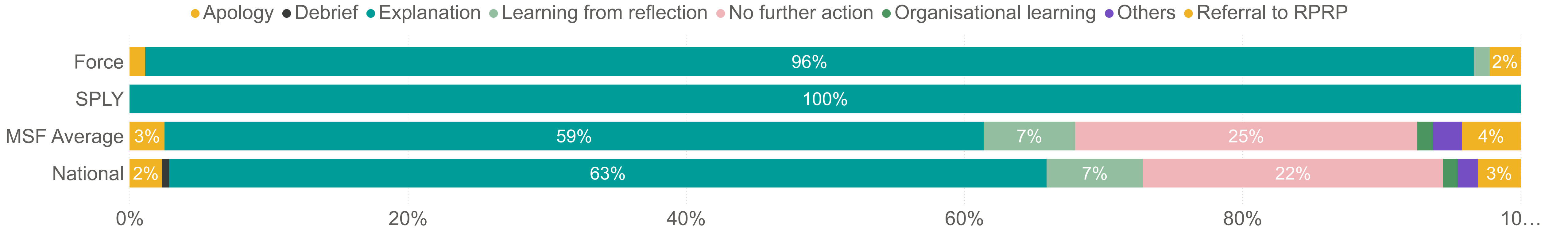
Not investigated



Investigated (subject to special procedures)



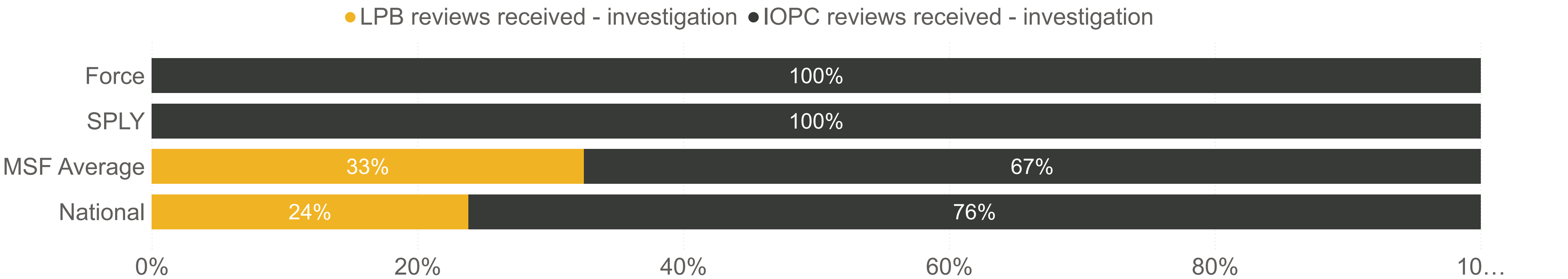
Investigated (not subject to special procedures)



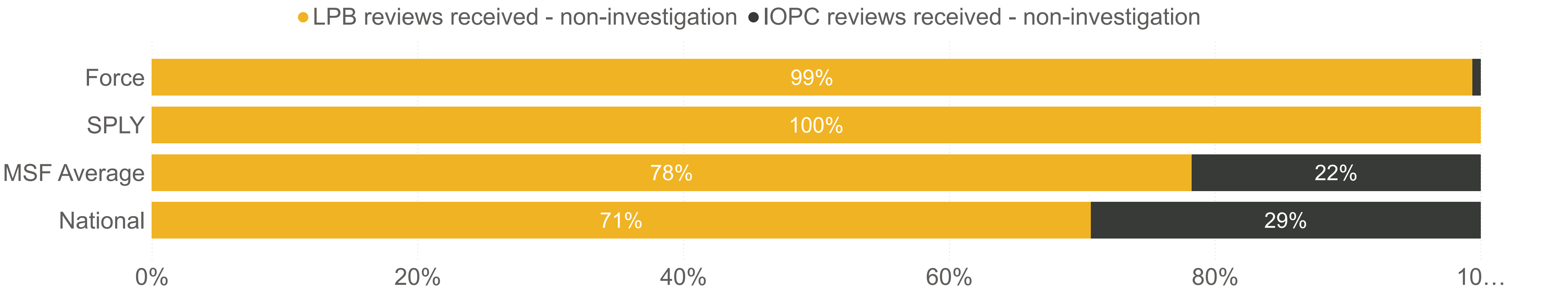
Reviews received

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	0	161
SPLY	0	147
MSF Average	10	107
National	220	3,562



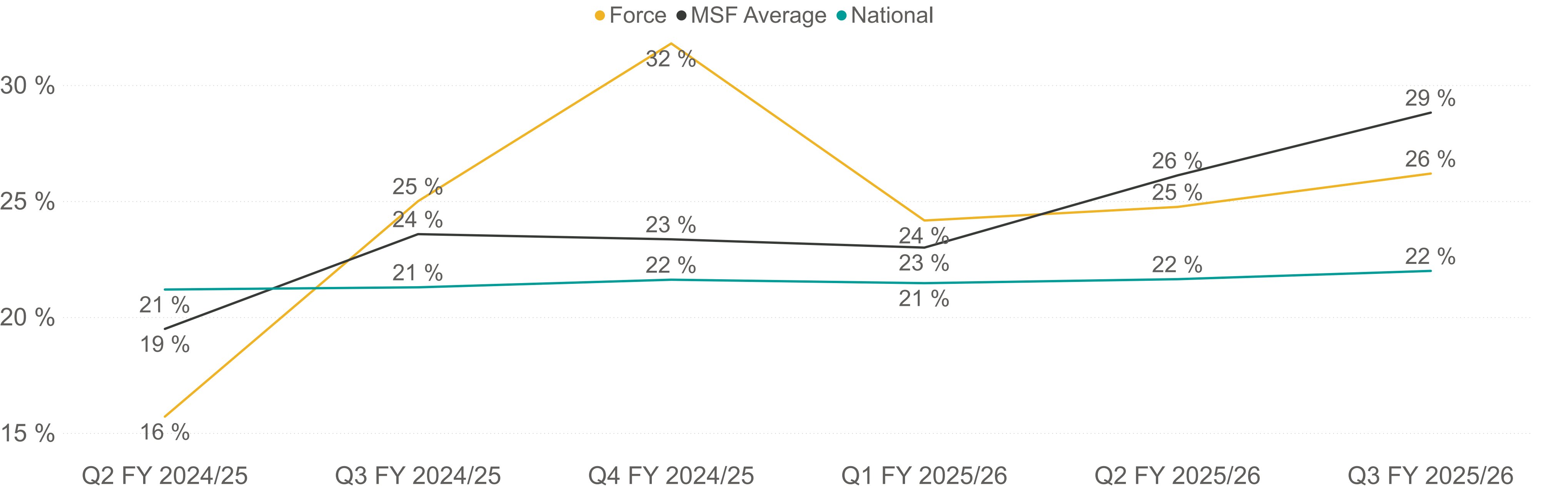
IOPC Reviews	Investigation	Non-investigation
Force	1	1
SPLY	3	0
MSF Average	21	30
National	703	1478



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	163	652
SPLY	150	808
MSF Average	167	729
National	5,963	27,462

Reviews received as a proportion of Schedule 3 cases



Reviews outcomes and timeliness

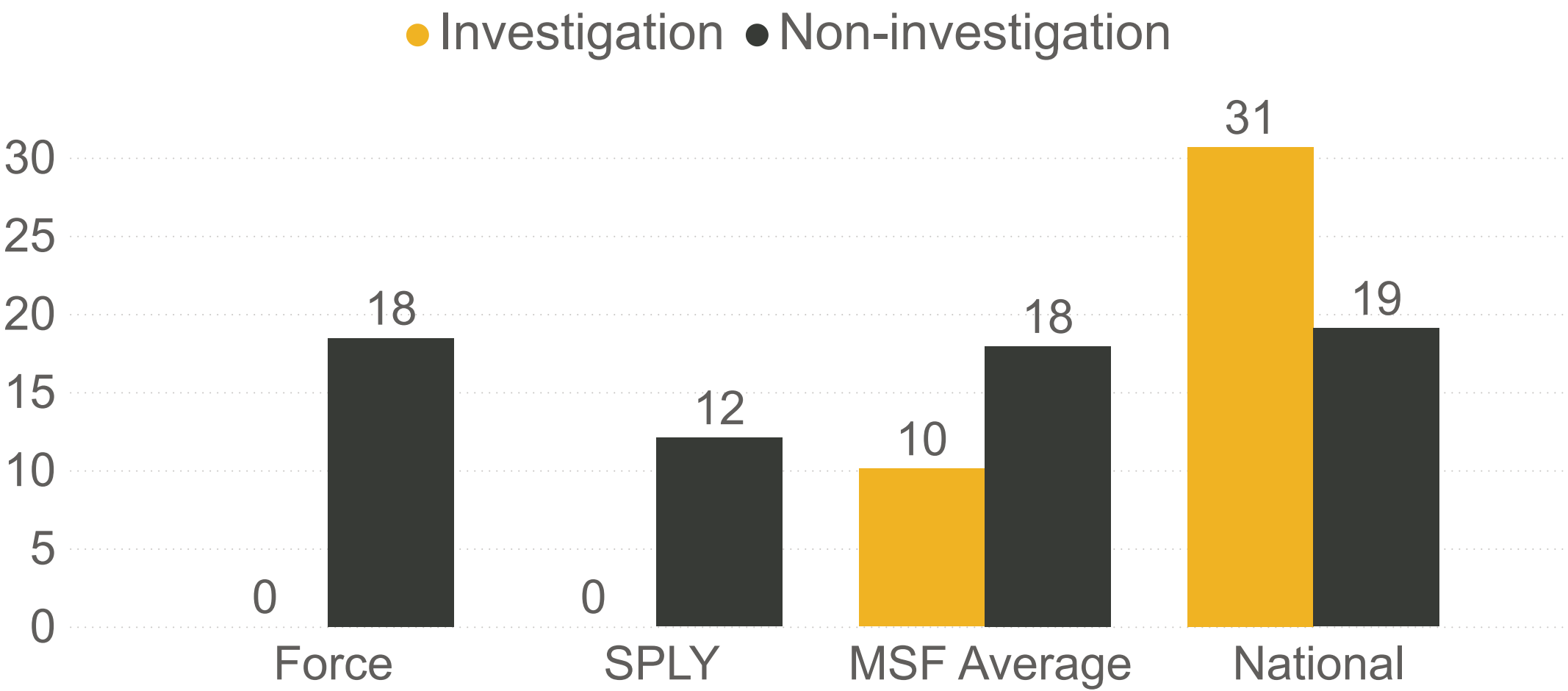
LPB Reviews

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'

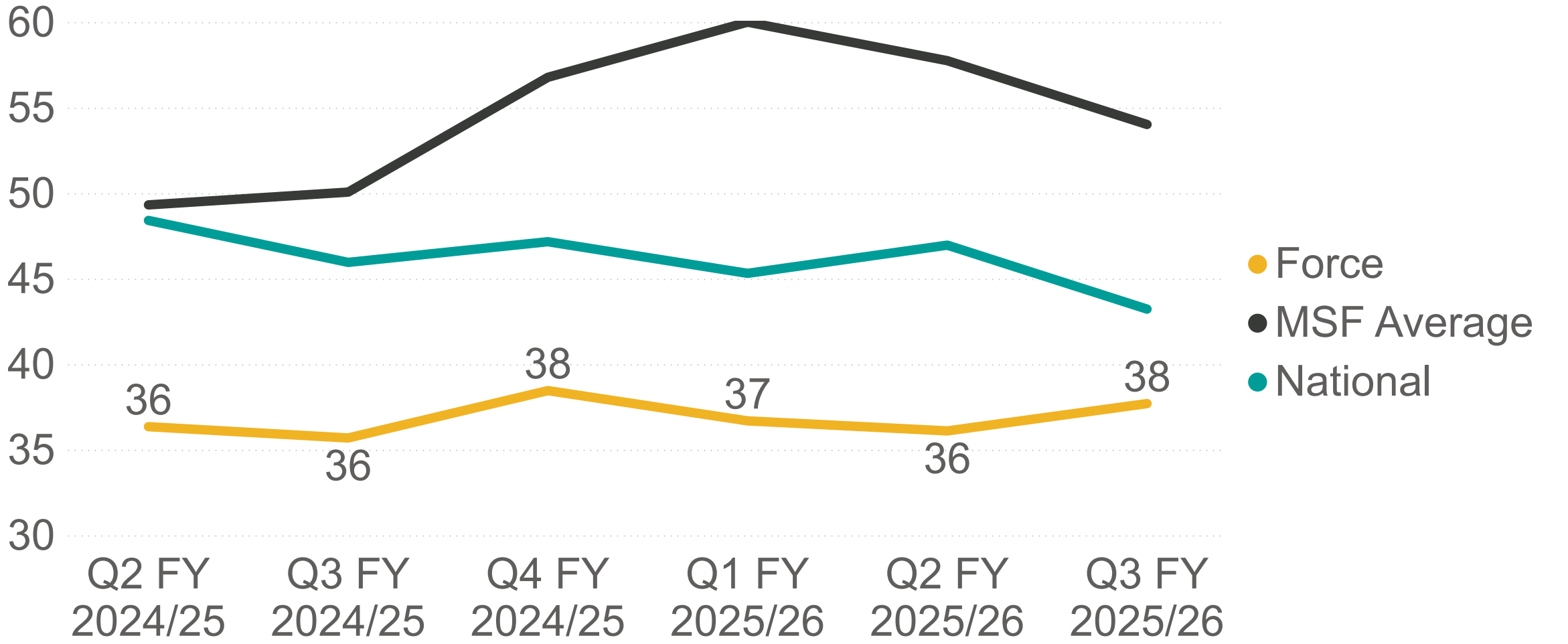
Review type	Complete with outcome	Upheld
Investigation		
Force	0	0
SPLY	0	0
MSF Average	11	4
National	225	69
Non-investigation		
Force	168	31
SPLY	149	18
MSF Average	96	15
National	3149	601

% LPB reviews upheld



Review type	Average duration
Investigation	
Force	0
SPLY	0
MSF Average	43
National	57
Non-investigation	
Force	37
SPLY	36
MSF Average	55
National	44

Average durations



IOPC Reviews

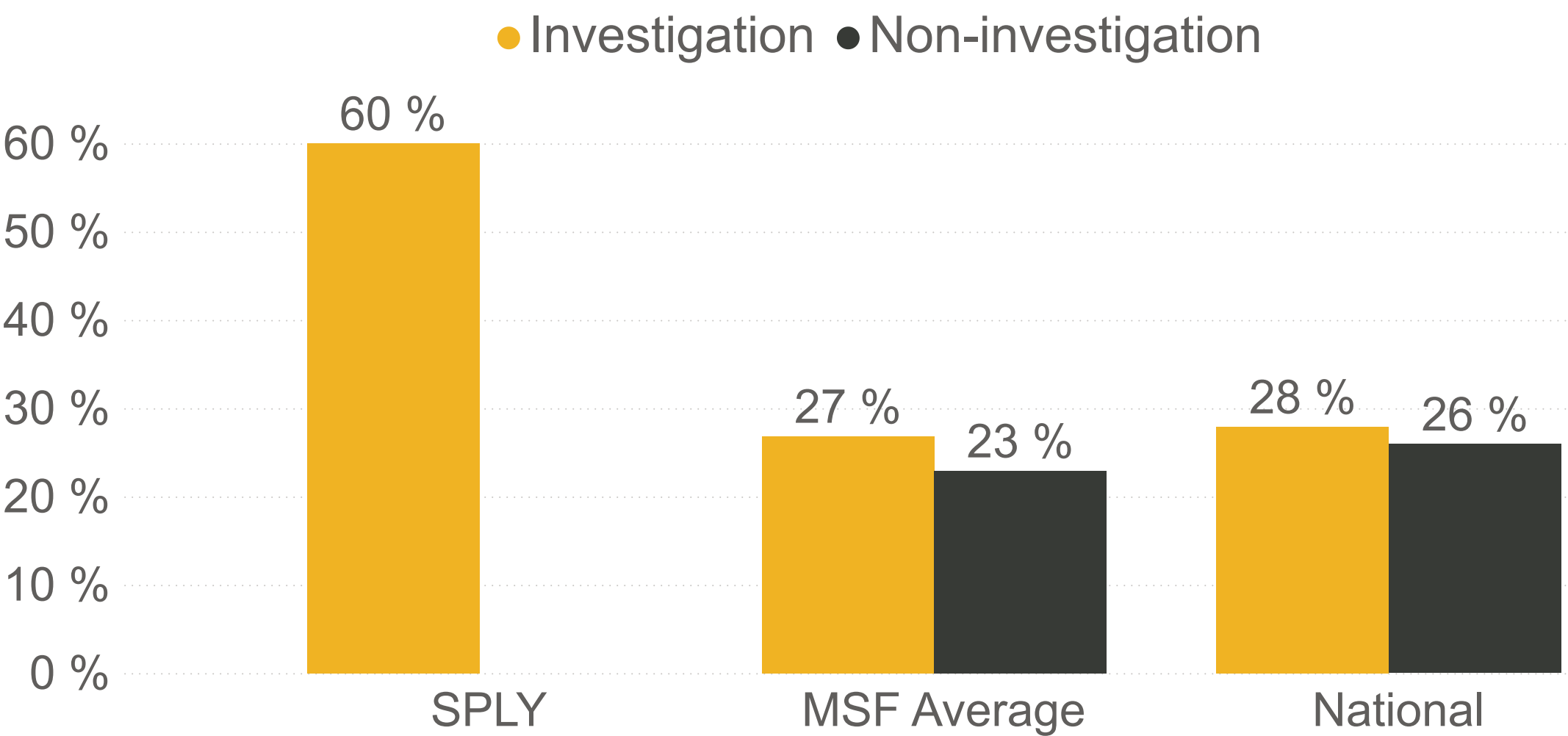
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

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

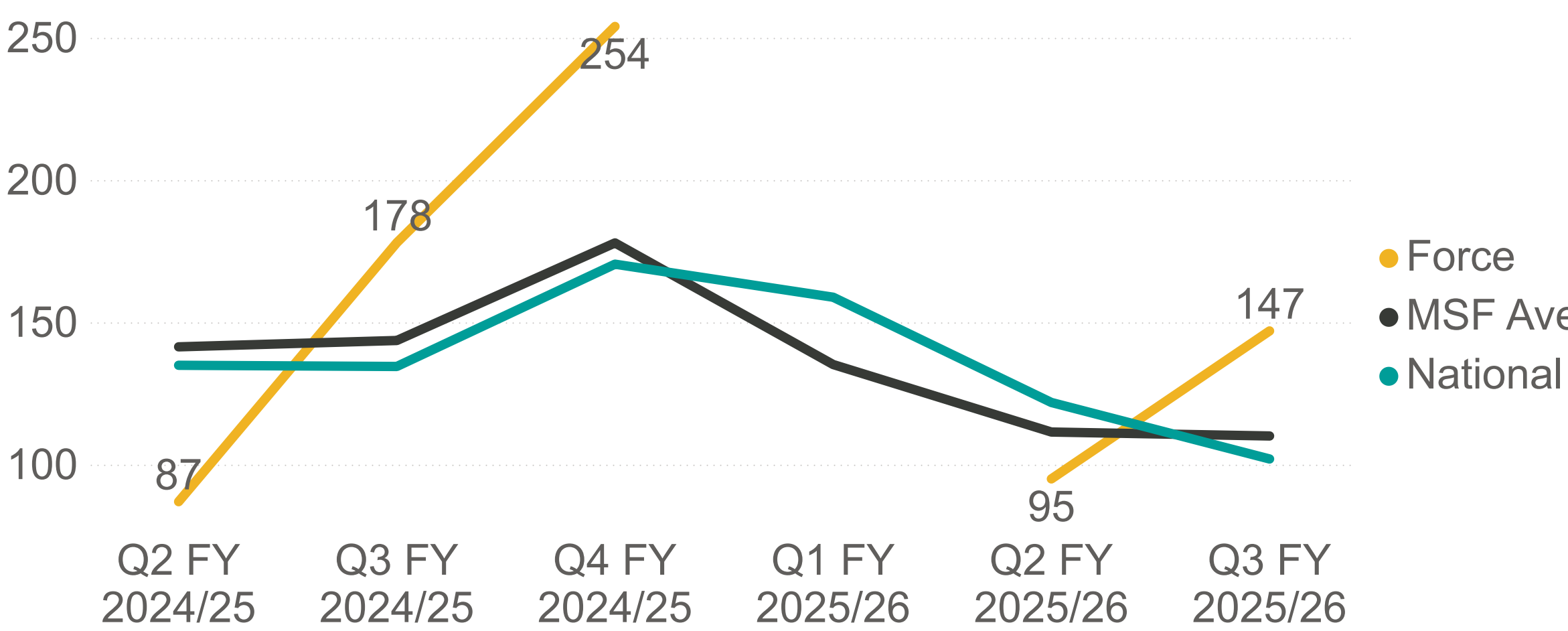
IOPC review	Investigation	Upheld	Non-investigation	Upheld
Force	3		2	
SPLY	5	3	2	
MSF Average	26	7	29	7
National	871	243	1,576	418

% IOPC reviews upheld



Measure	Average duration
Force	116
SPLY	123
MSF Average	129
National	125

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.

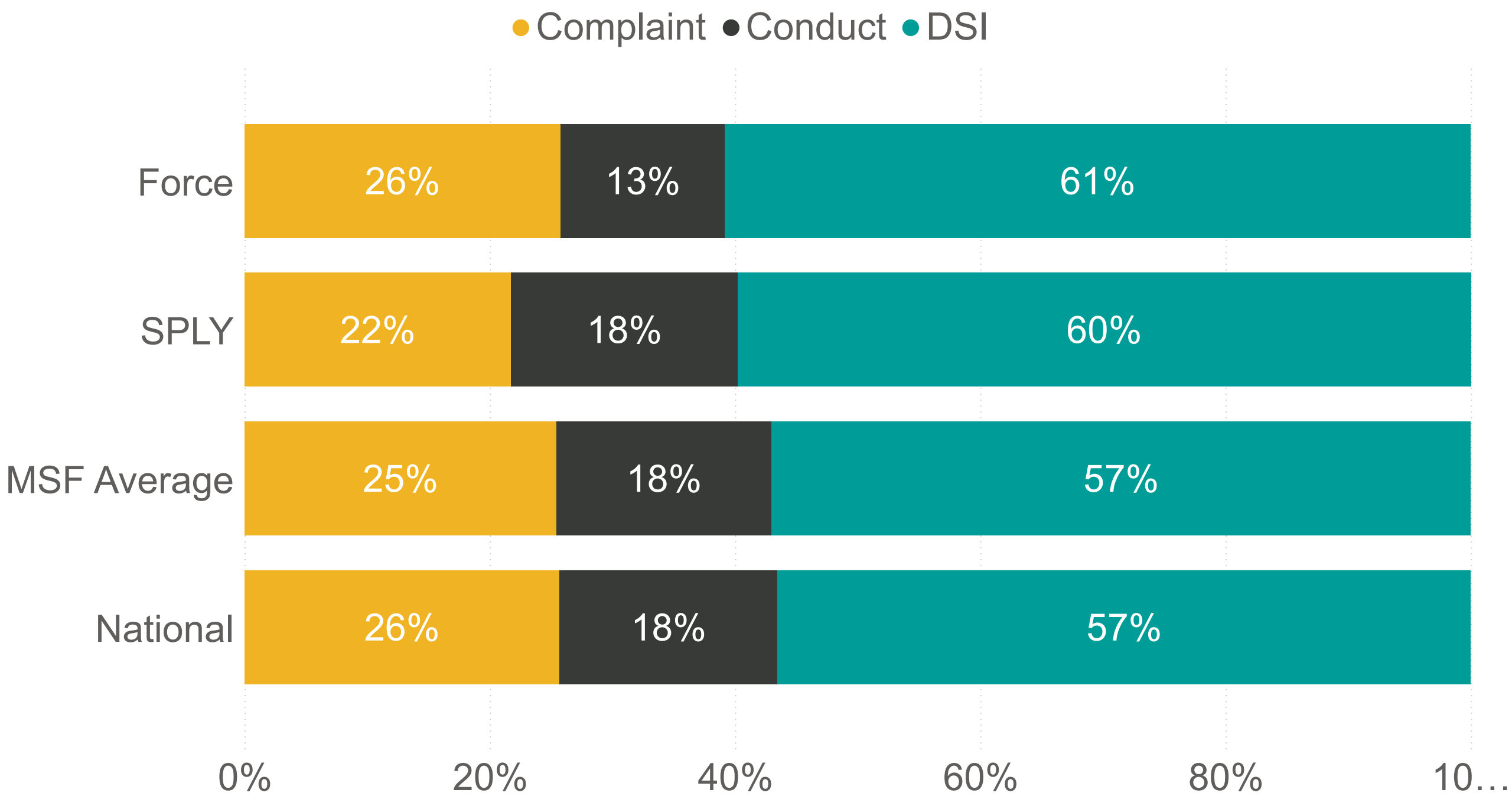
A referral may be made invalid if the matter does not fall within the IOPC’s remit

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.

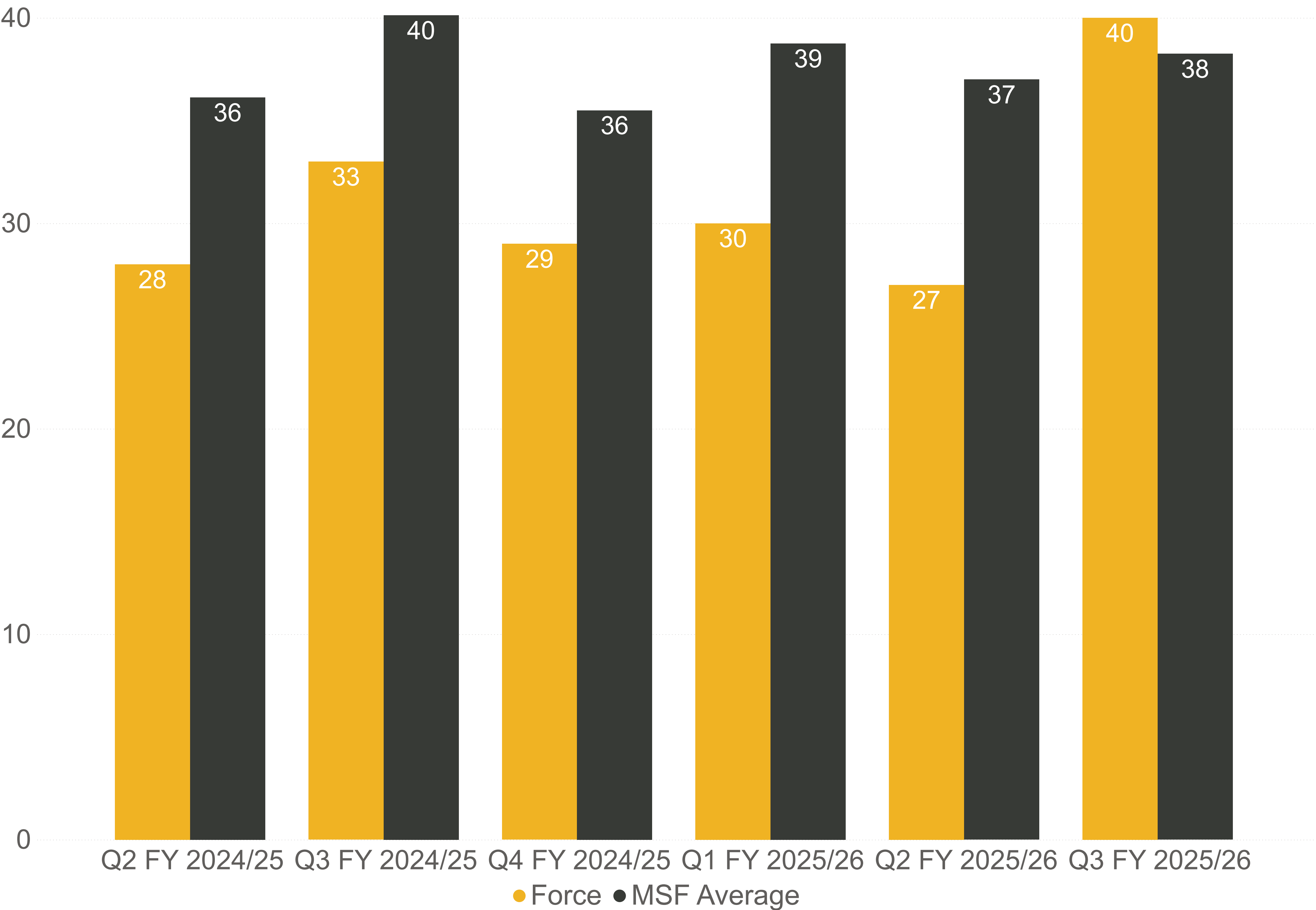
Year to date

	Force	SPLY	MSF Average	National
Number Referrals Received	97	92	114	5,244
Number referrals completed	97	88	114	5,262
Decision: Directed Investigation			0	18
Decision: Independent Investigation	2	9	5	328
Decision: Invalid	2	3	1	74
Decision: Local Investigation	52	51	60	2,638
Decision: Return to Force	41	25	48	2,202

Referral type	Force	SPLY	MSF Average	National
Complaint	25	20	29	1,347
Conduct	13	17	20	933
DSI	59	55	65	2,964
Total	97	92	114	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 \(February 2020\)](#).