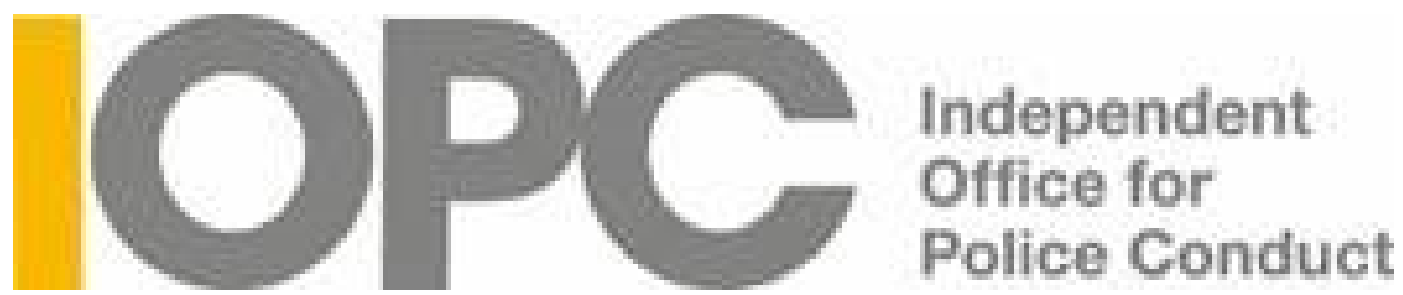


# Interim Police Complaints Information Bulletin: West Midlands



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

Most Similar Force (MSF) Group: Greater Manchester, Merseyside, West Midlands, 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**

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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

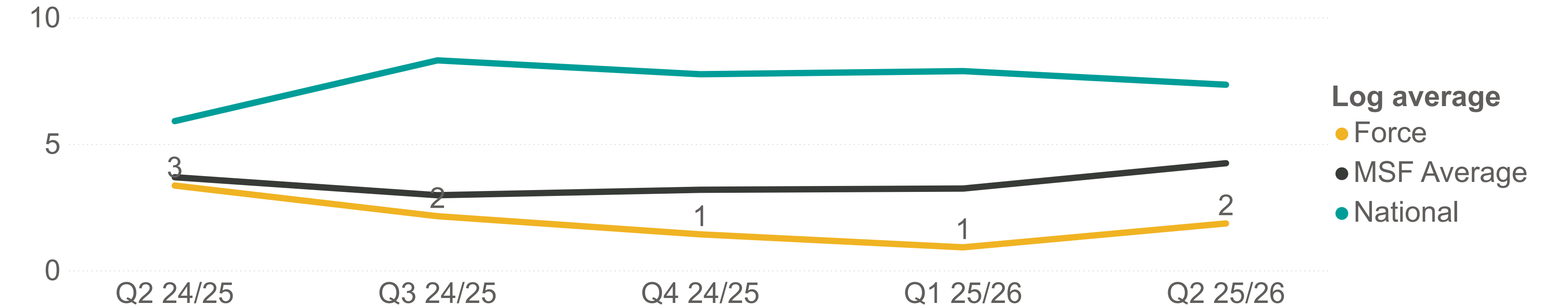
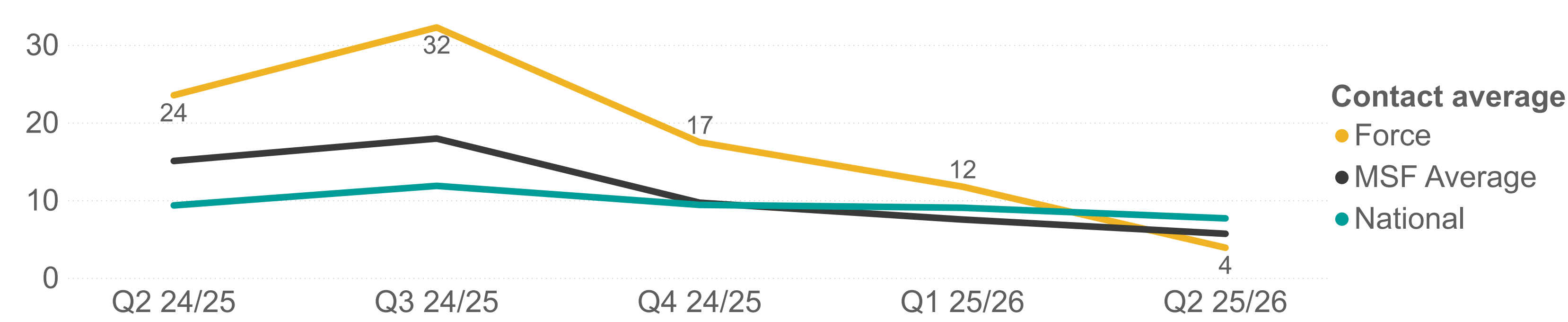


Section A1.1: Complaint cases and allegations logged

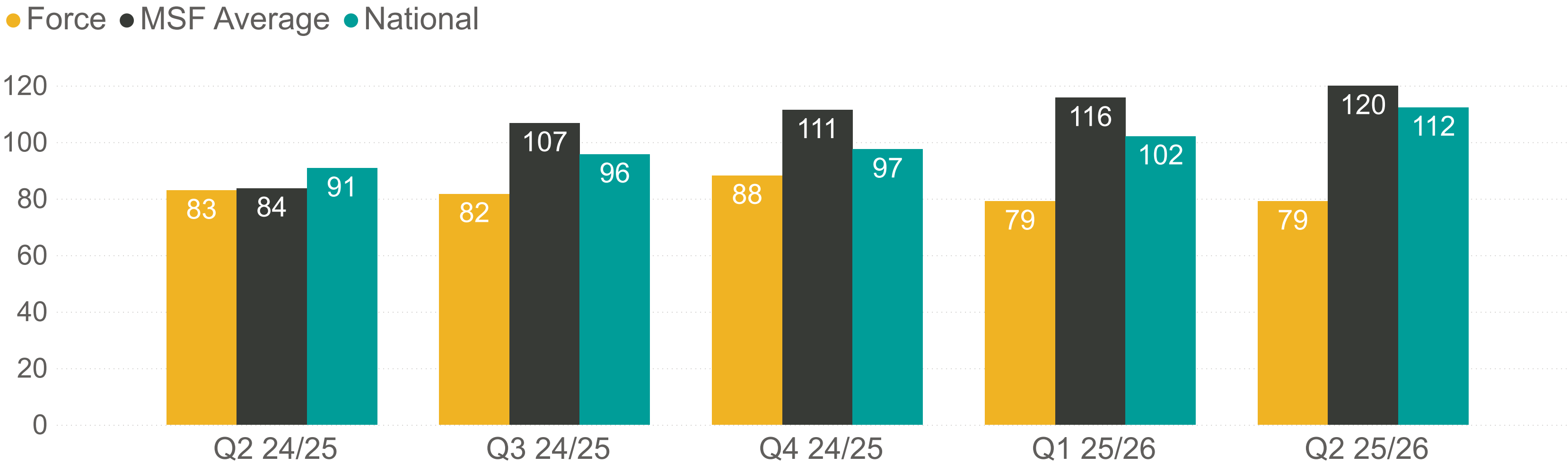
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as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

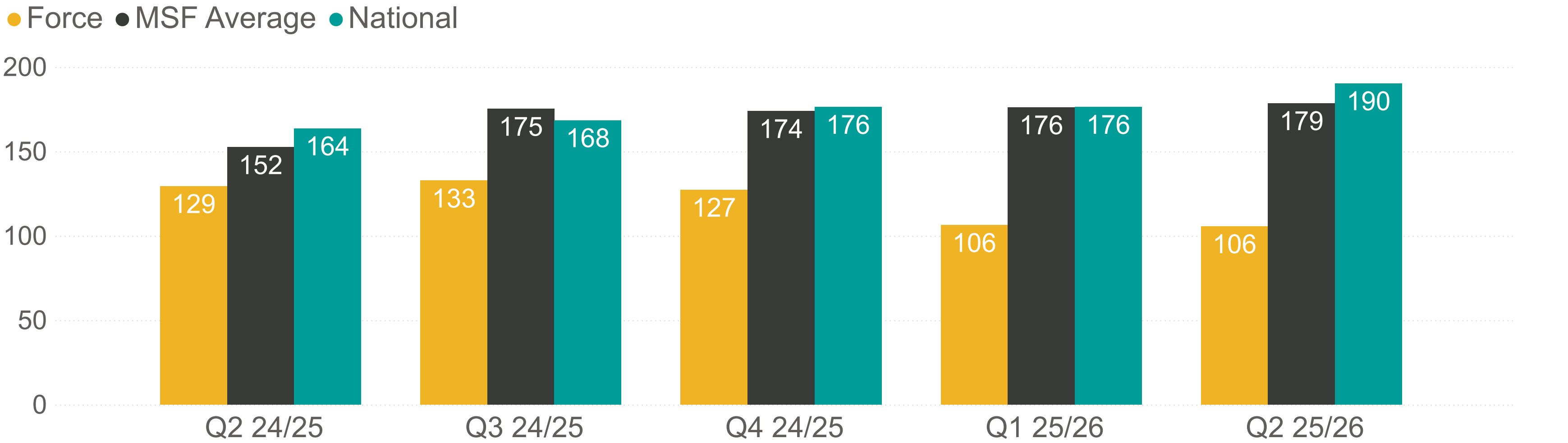
Year to date	Complaints logged	Per 1,000 employees	Allegations Logged	Per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,980	158	2,655	212	8	1
SPLY	2,007	160	3,259	260	22	3
MSF Average	2,624	236	4,067	355	7	4
National	54,025	214	92,398	367	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	107	90	208	6,147
Complainant wishes the complaint be recorded	56	74	71	2,922
Dissatisfaction after initial handling	100	79	109	2,753
Nature of the allegation(s) in the complaint	232	214	229	5,061
Total	495	457	615	16,883

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	22 %	20 %	24 %	36 %
Complainant wishes the complaint be recorded	11 %	16 %	15 %	17 %
Dissatisfaction after initial handling	20 %	17 %	26 %	16 %
Nature of the allegation(s) in the complaint	47 %	47 %	35 %	30 %



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

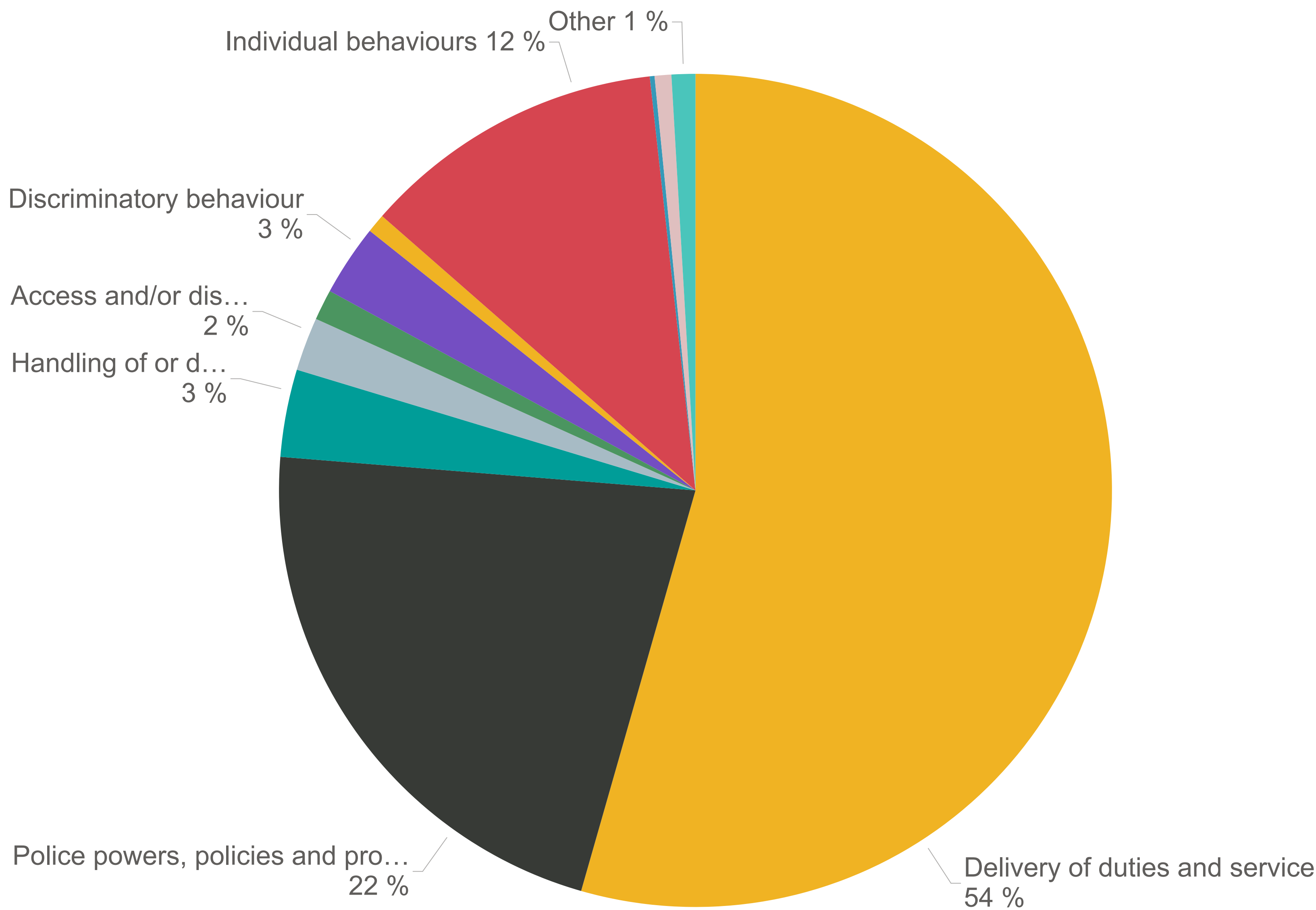
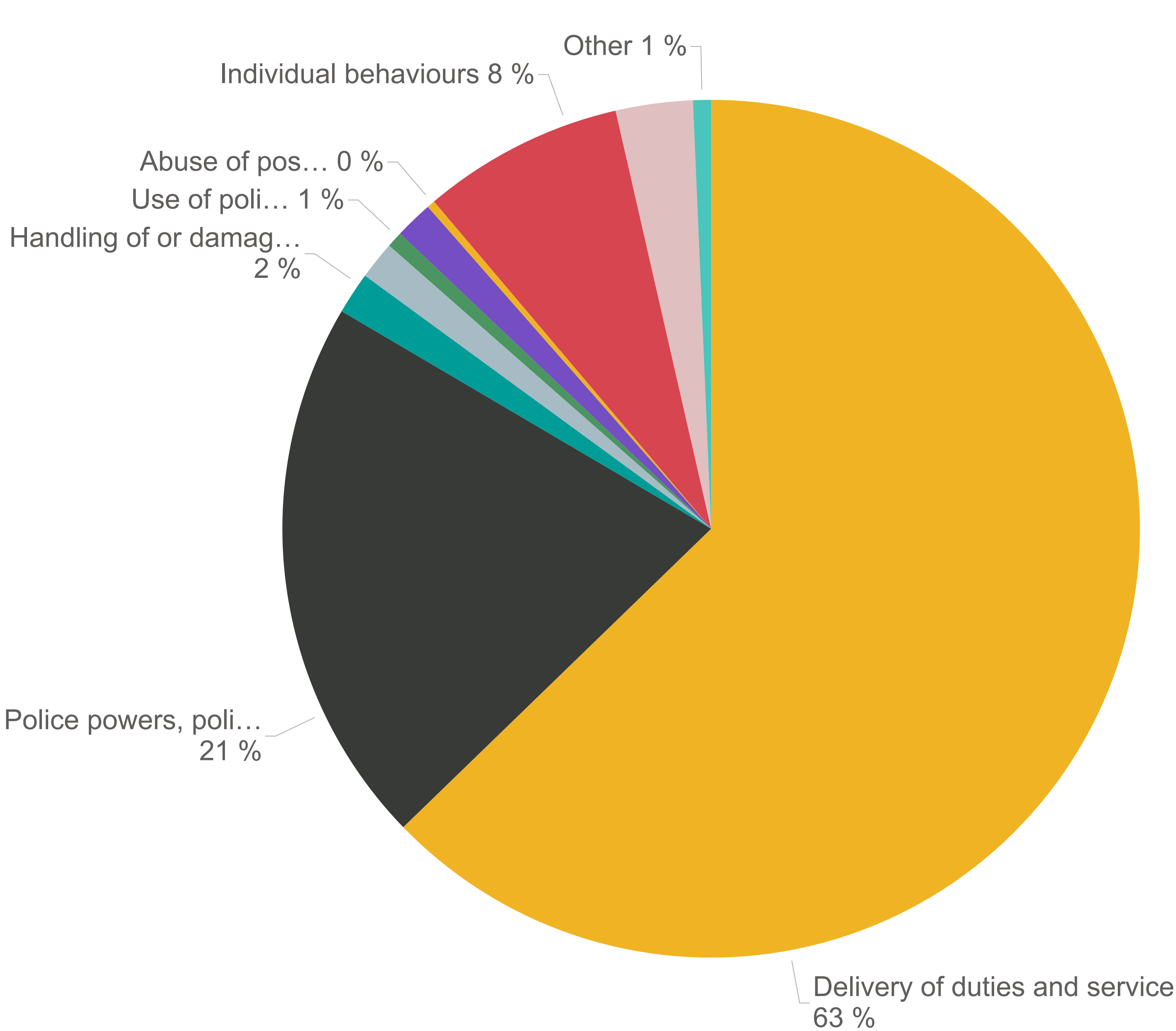
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. 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	1,666	550	42	38	16	38	8	202	0	77	18	2,655
SPLY	1,862	732	78	52	18	96	37	328	8	24	24	3,259
MSF Average	2,118	907	185	80	45	137	22	515	6	35	19	4,067
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	1,666	63 %	1,862	57 %	2,118	52 %	50,289	54 %
	Police action following contact	948	57 %	1,150	62 %	1,161	48 %	21,478	43 %
	Decisions	321	19 %	211	11 %	355	18 %	8,005	16 %
	General level of service	268	16 %	421	23 %	322	23 %	14,998	30 %
	Information	129	8 %	80	4 %	280	11 %	5,808	12 %
Police powers, policies and procedures	Total	550	21 %	732	22 %	907	23 %	20,195	22 %
	Power to arrest and detain	127	23 %	132	18 %	159	18 %	3,563	18 %
	Other policies and procedures	87	16 %	52	7 %	94	12 %	2,380	12 %
	Use of force	86	16 %	185	25 %	210	22 %	4,720	23 %
	Detention in police custody	76	14 %	143	20 %	119	11 %	2,555	13 %
	Searches of premises and seizure of property	62	11 %	99	14 %	133	14 %	2,650	13 %
	Evidential procedures	61	11 %	52	7 %	73	9 %	1,828	9 %
	Bail, identification and interview procedures	26	5 %	17	2 %	55	5 %	1,229	6 %
	Stops, and stop and search	23	4 %	48	7 %	54	7 %	936	5 %
	Out of court disposals	2	0 %	4	1 %	11	2 %	334	2 %
Individual behaviours	Total	202	8 %	328	10 %	515	11 %	10,906	12 %
	Unprofessional attitude and disrespect	57	28 %	117	36 %	154	31 %	3,042	28 %
	Impolite language / tone	57	28 %	99	30 %	141	27 %	2,938	27 %
	Impolite and intolerant actions	51	25 %	50	15 %	106	18 %	1,625	15 %
	Lack of fairness and impartiality	26	13 %	38	12 %	54	11 %	1,613	15 %
	Overbearing or harassing behaviours	11	5 %	24	7 %	61	12 %	1,688	15 %
Discreditable conduct	Total	77	3 %	24	1 %	35	1 %	598	1 %
	Discreditable conduct	77	100 %	24	100 %	35	100 %	598	100 %
Handling of or damage to property/ premises	Total	42	2 %	78	2 %	185	4 %	3,060	3 %
	Handling of or damage to property/ premises	42	100 %	78	100 %	185	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	1,307	49 %	1,840	56 %	1,489	36 %	35,875	39 %
Arrest	322	12 %	470	14 %	500	13 %	11,122	12 %
None	257	10 %	193	6 %	648	14 %	17,926	19 %
Roads/traffic	216	8 %	289	9 %	351	9 %	5,674	6 %
Custody	156	6 %	279	9 %	228	5 %	5,234	6 %
Domestic / gender abuse	149	6 %	149	5 %	408	7 %	5,308	6 %
Neighbourhood policing	114	4 %	166	5 %	288	6 %	4,427	5 %
Mental health	109	4 %	166	5 %	170	4 %	2,452	3 %
Call Handling	108	4 %	137	4 %	162	5 %	3,994	4 %
Social media	74	3 %	25	1 %	34	1 %	479	1 %
Premises search	70	3 %	116	4 %	143	4 %	2,313	3 %
VAWG - dissatisfaction handling	53	2 %	164	5 %	284	5 %	3,994	4 %
Stop and/or search	41	2 %	81	2 %	126	4 %	1,871	2 %
Child protection / CSA / CSE	38	1 %	73	2 %	68	1 %	1,763	2 %
Public order incident	37	1 %	35	1 %	32	1 %	659	1 %
Fraud	32	1 %	9	0 %	23	1 %	643	1 %
Drugs / alcohol	30	1 %	22	1 %	61	2 %	1,000	1 %
Missing persons	25	1 %	24	1 %	31	1 %	622	1 %
Restraint equipment	17	1 %	85	3 %	39	1 %	867	1 %
Firearms	15	1 %	12	0 %	11	0 %	387	0 %
Hate Crime	12	0 %	18	1 %	23	1 %	415	0 %
Death	8	0 %	33	1 %	30	1 %	772	1 %
Serious injury	8	0 %	26	1 %	12	0 %	193	0 %
Covert policing	7	0 %	3	0 %	3	0 %	46	0 %
Police dogs or horses	4	0 %	5	0 %	2	0 %	57	0 %
Taser	4	0 %	8	0 %	5	0 %	100	0 %
VAWG - police perpetrated	3	0 %	7	0 %	8	0 %	425	0 %
VAWG - police victim	1	0 %	2	0 %	1	0 %	52	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 %	0	0 %	2	0 %	58	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	2	0 %
Unknown	0	0 %	0	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	Individual behaviours	Discreditable conduct
▼					
VAWG - police perpetrated	1	0	0	0	2
VAWG - dissatisfaction handling	29	18	0	5	0
Taser	0	2	1	1	0
Stop and/or search	13	23	0	3	0
Social media	17	1	0	1	53
Serious injury	7	1	0	0	0
Roads/traffic	122	56	3	14	1
Restraint equipment	0	14	0	1	0
Public order incident	10	9	1	14	1
Premises search	18	35	8	5	1
Police dogs or horses	4	0	0	0	0
None	182	17	5	18	7
Neighbourhood policing	89	4	0	10	1
Missing persons	17	7	0	0	0
Mental health	63	29	3	7	2
Investigation	910	227	27	94	6
Hate Crime	9	0	0	1	0
Fraud	22	5	0	5	0
Firearms	5	7	2	1	0
Drugs / alcohol	14	12	3	0	0
Domestic / gender abuse	67	60	2	14	0
Death	7	1	0	0	0
Custody	29	107	5	11	2
Covert policing	4	2	0	1	0
Child protection / CSA / CSE	22	10	0	3	0
Call Handling	74	4	0	29	0
Arrest	98	188	11	17	0
Total	1,466	537	41	193	74

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	106	4	1	111
Q3 24/25	61	3	0	64
Q4 24/25	59	5	4	68
Q1 25/26	34	1	0	35
Q2 25/26	19	2	1	22
Total	279	15	6	300

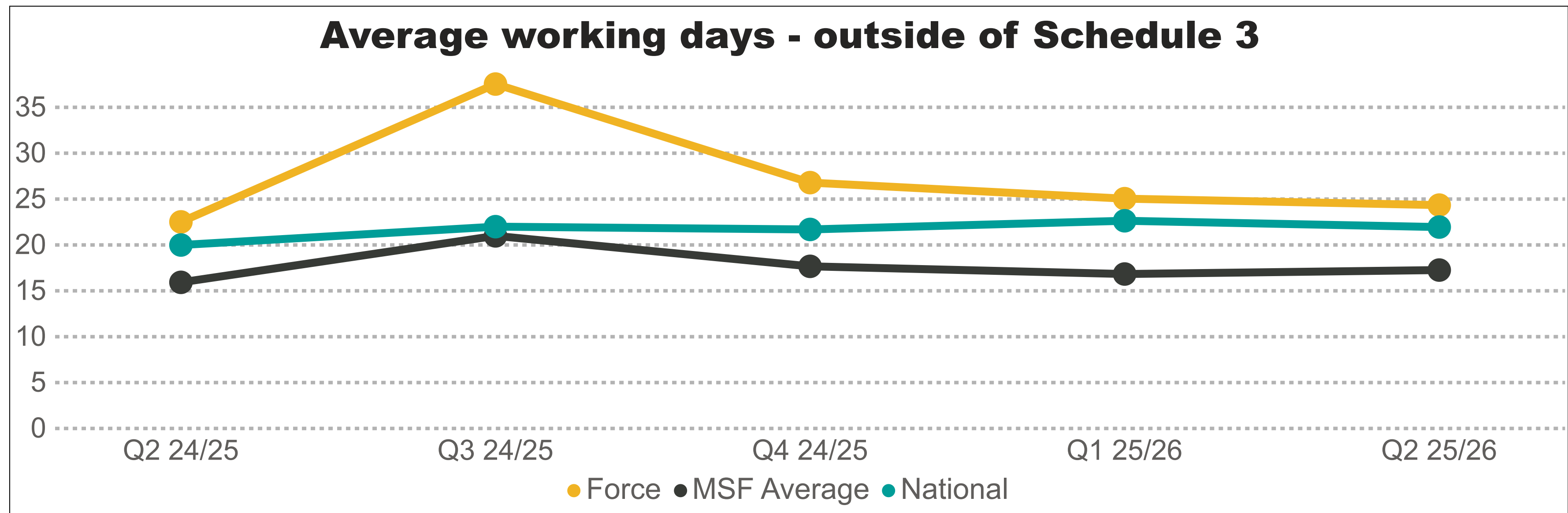
Section A2: Allegations timeliness

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.

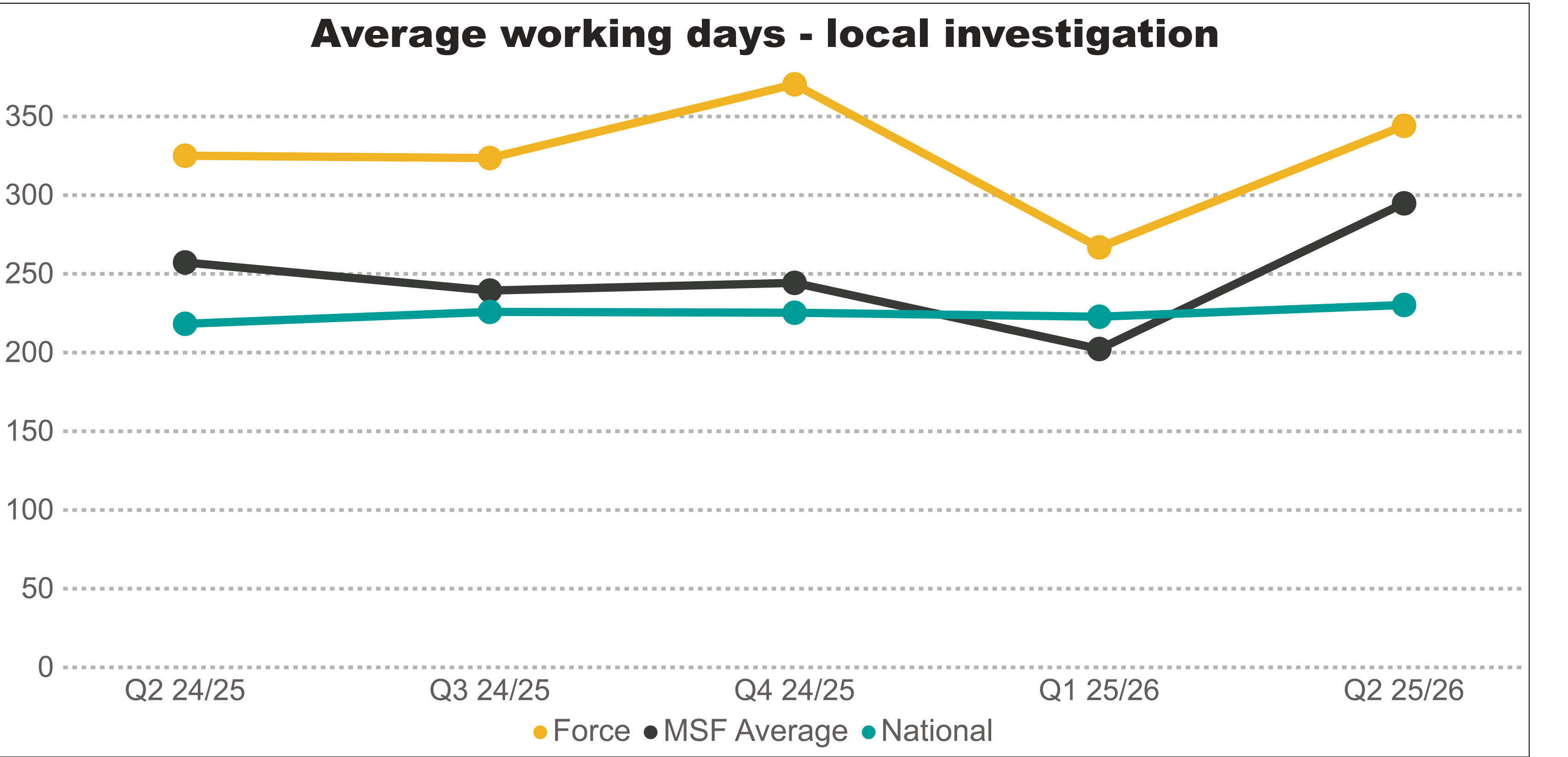
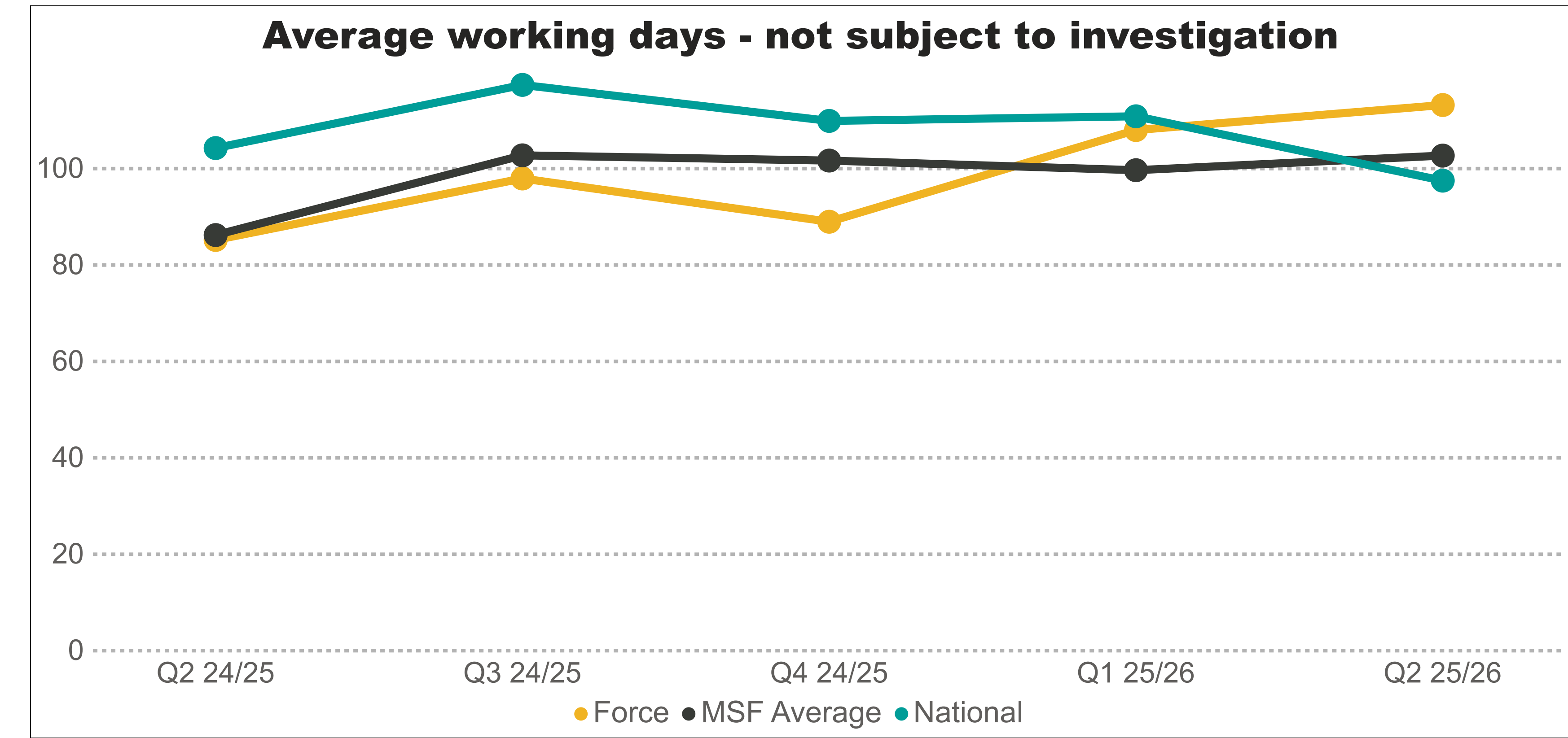
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	1,648	25	1,083	110	218	316	2	132
SPLY	1,646	22	1,211	86	182	279	8	404
MSF Average	2,354	17	1,543	101	196	250	8	233
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

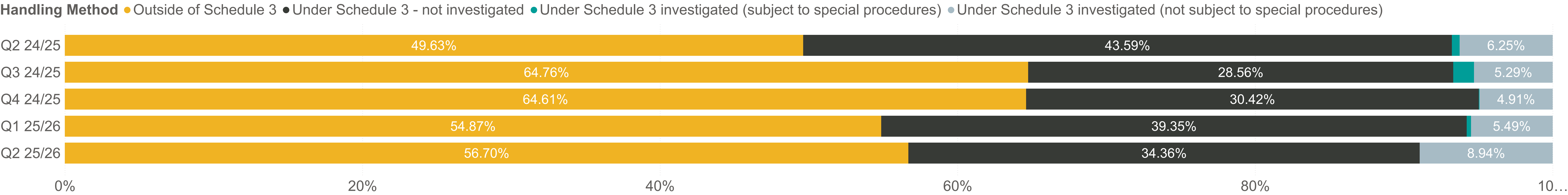
This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised.

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)	216	7 %	178	5 %	7,058	8 %
Under Schedule 3 investigated (subject to special procedures)	4	0 %	25	0 %	756	1 %
Under Schedule 3 - not investigated	1,083	37 %	1543	34 %	37,787	44 %
Outside of Schedule 3	1,648	56 %	2354	61 %	40,759	47 %
Total	2,951	100 %	4100	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		82	8 %	2,670	7 %			10	1 %	20	9 %	248	4 %
Regulation 41 applies			0				90	0 %			2	0 %			112	2 %
Service provided - unable to determine			0		155	14 %	3,444	9 %			18	2 %	10	5 %	712	10 %
Service provided - not acceptable			0		102	9 %	4,757	13 %			33	4 %	16	7 %	970	14 %
Service provided - acceptable			1	0 %	740	68 %	25,819	68 %	1	25 %	126	17 %	169	78 %	4,785	68 %
Not Resolved	9	1 %	2,044	5 %			0				0				0	
Resolved	1639	99 %	38,714	95 %			0				0				0	
No Case to Answer			0				0		2	50 %	386	51 %			0	
Case to Answer			0				0		1	25 %	141	19 %			0	
Withdrawal			0		4	0 %	1,005	3 %			40	5 %	1	0 %	231	3 %



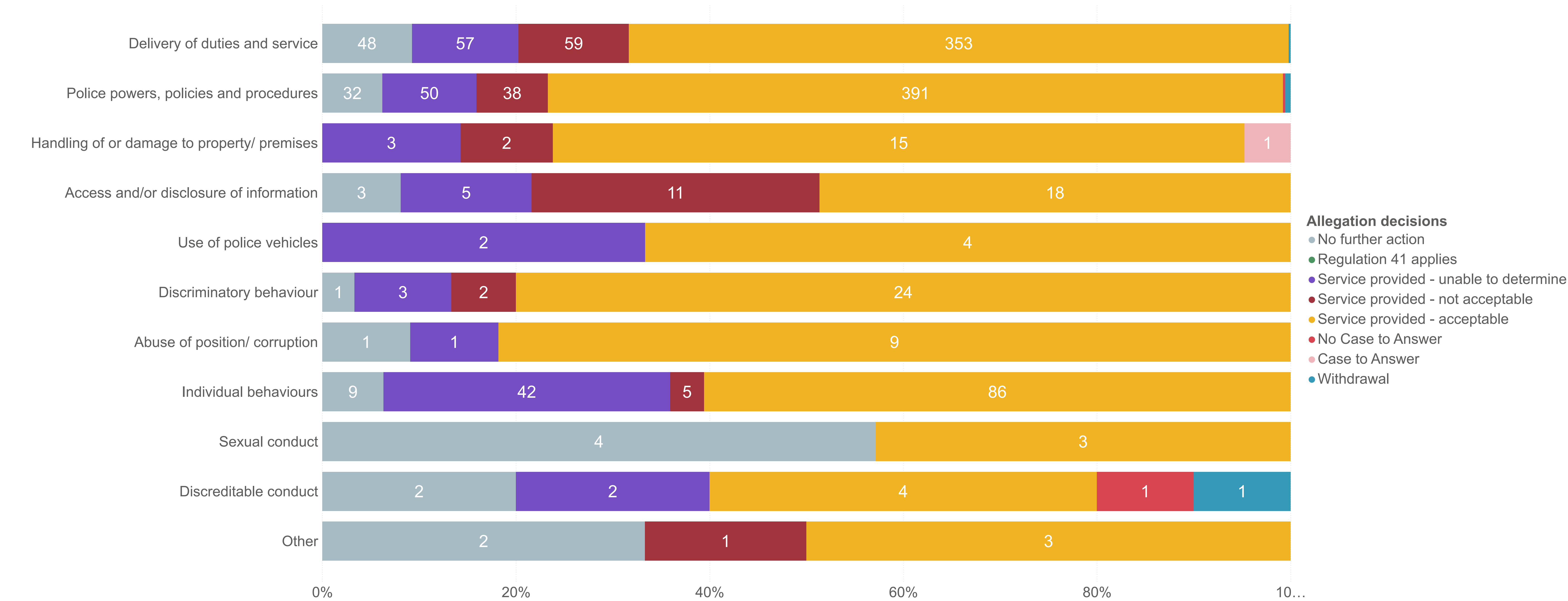
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	1,151	240	22	16	13	17	5	100	1	62	12	1,639
Not Resolved	7	0	0	0	0	0	0	0	0	1	1	9

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	6	0 %	6	0 %	2	0 %	176	0 %
Learning from reflection	13	1 %	11	1 %	12	1 %	1,043	3 %
Policy review	0	0 %	0	0 %	1	0 %	29	0 %
Goodwill gesture	0	0 %	0	0 %	1	0 %	92	0 %
Apology	23	1 %	42	3 %	85	4 %	3,141	8 %
Debrief	0	0 %	0	0 %	37	1 %	387	1 %
Explanation	1,174	71 %	1,245	76 %	1,581	68 %	26,358	65 %
No further action	78	5 %	20	1 %	222	11 %	5,286	13 %
Other action	353	21 %	320	19 %	410	15 %	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	11	1 %	5	0 %	7	0 %	346	1 %
Apology	0	0 %	5	0 %	59	2 %	1,647	4 %
Debrief	0	0 %	0	0 %	439	11 %	1,823	4 %
Explanation	974	75 %	1,111	79 %	980	58 %	29,333	64 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	9	0 %
No further action	192	15 %	170	12 %	186	23 %	8,724	19 %
Other action	24	2 %	29	2 %	12	1 %	379	1 %
Learning from reflection	94	7 %	66	5 %	55	4 %	2,446	5 %
Referral to RPRP	9	1 %	12	1 %	6	0 %	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 %	0	0 %	2	6 %	52	7 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	1	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	0 %	45	6 %
Referral to RPRP	0	0 %	3	38 %	1	26 %	92	12 %

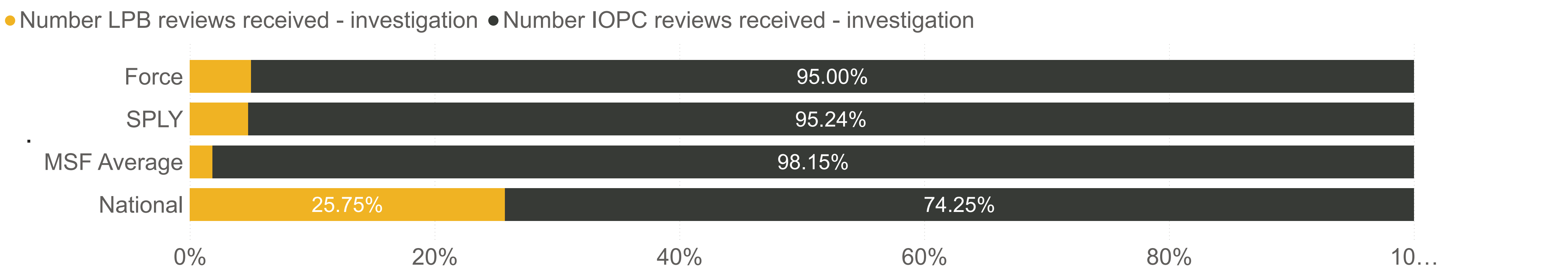
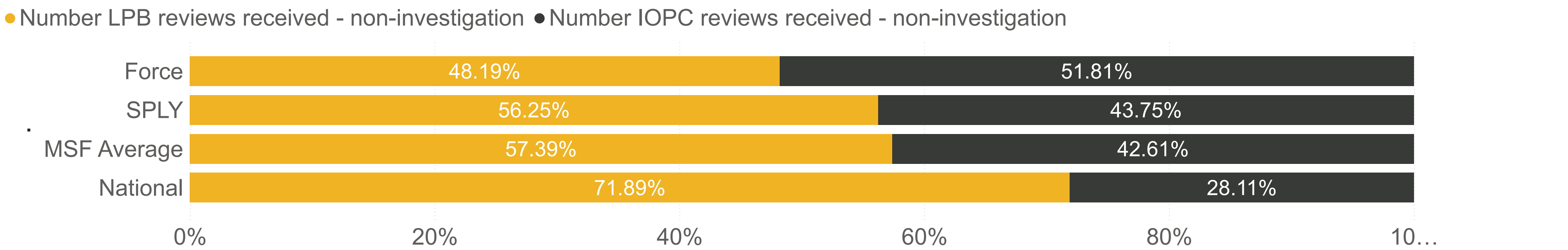


Section C1: Reviews received and timeliness (Year to date)

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](#)

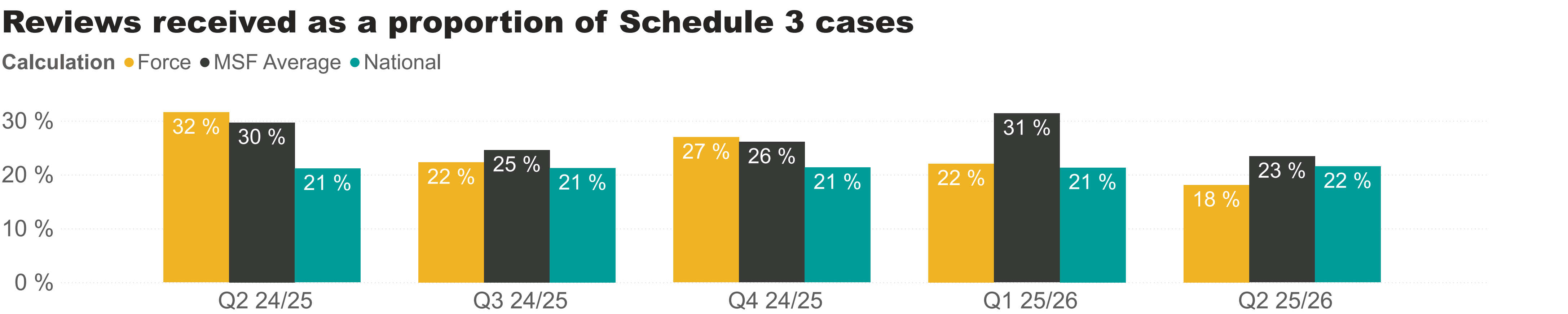
Non-investigation reviews received	LPB	IOPC
Force	40	43
SPLY	63	49
MSF Average	67	50
National	2,222	869

Investigation reviews received	LPB	IOPC
Force	1	19
SPLY	1	20
MSF Average	0	13
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	103	516
SPLY	133	397
MSF Average	130	606
National	3,654	17,058



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	65	17	31	46
Average number of working days to complete IOPC reviews	132	110	133	139



Section C2: Outcomes on reviews

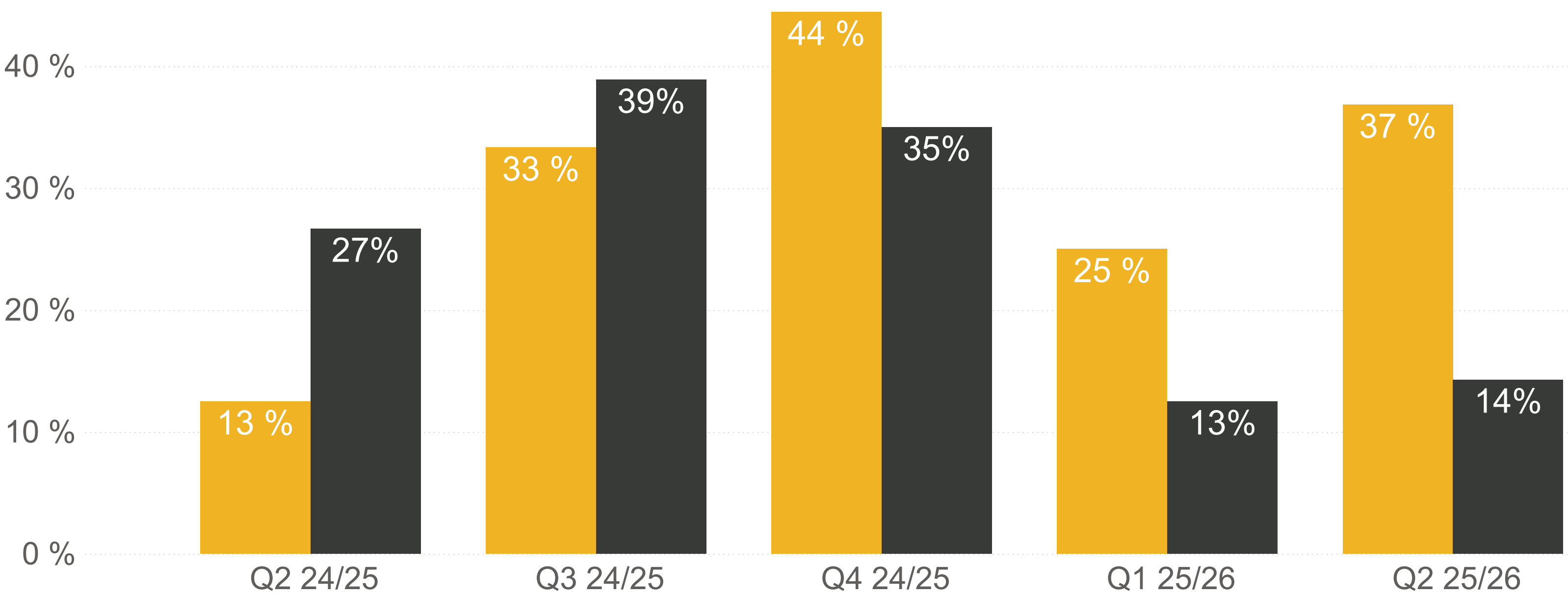
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate leading to the review being upheld.

Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
▲				
Force	27	9	1	
SPLY	11	2	1	
MSF Average	17	8	0	
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	45	6	44	14
SPLY	26	9	46	10
MSF Average	50	14	67	17
National	949	244	1,971	392

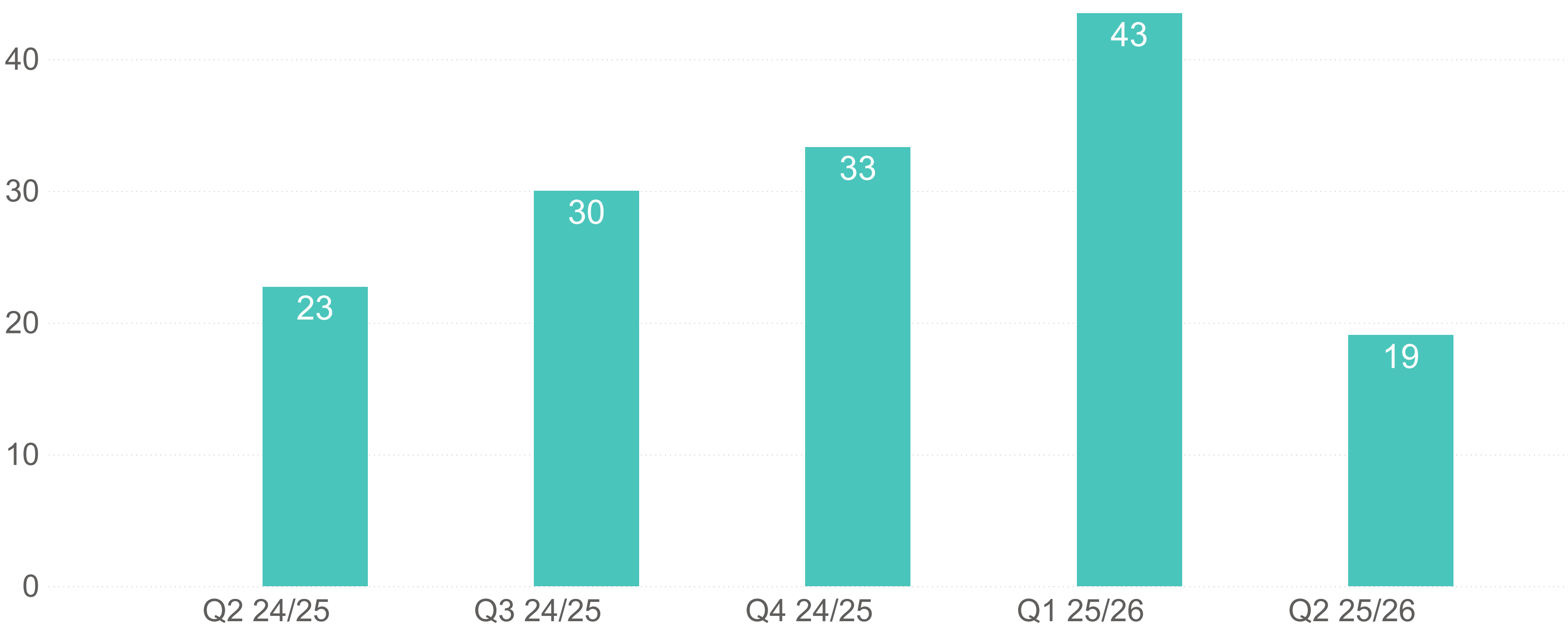
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



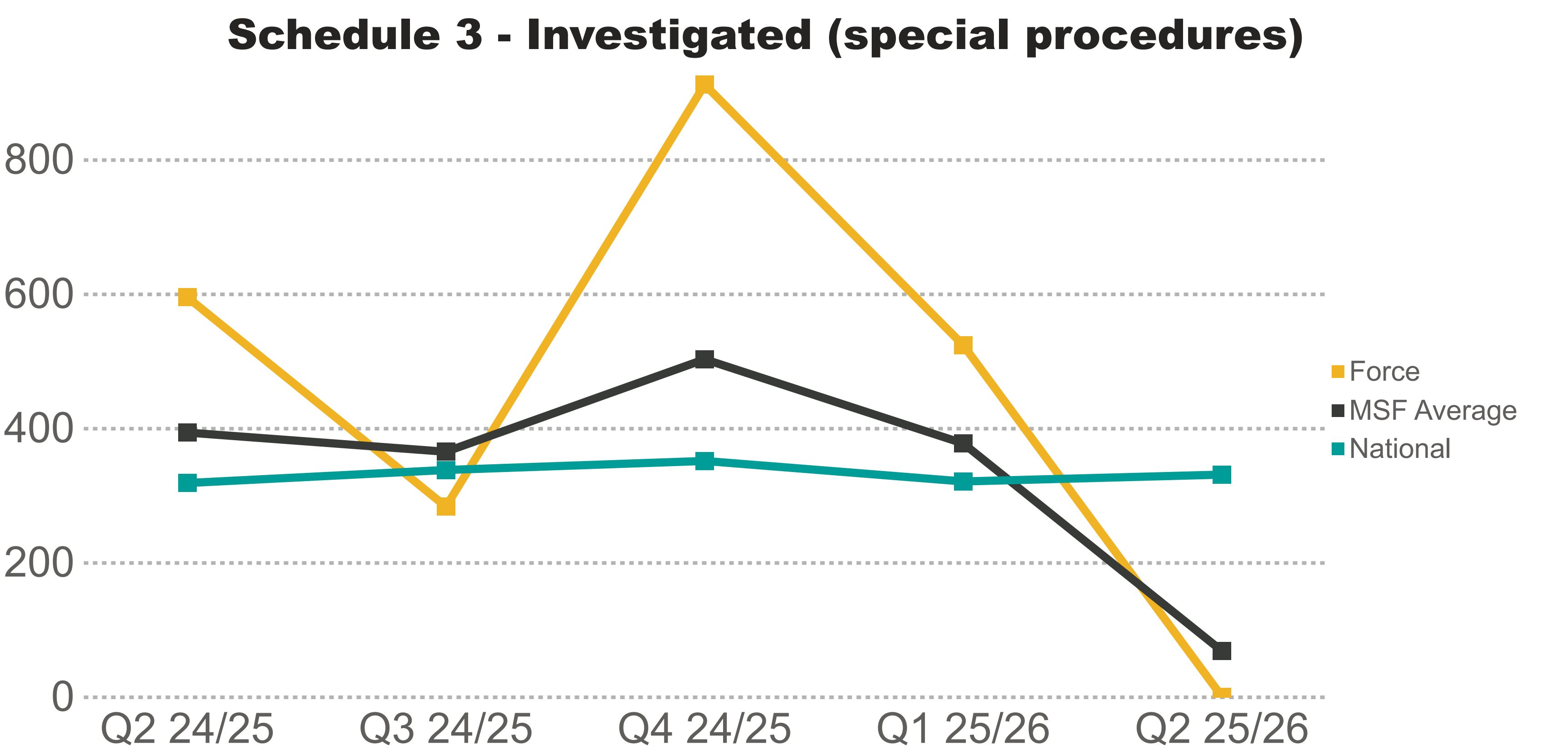
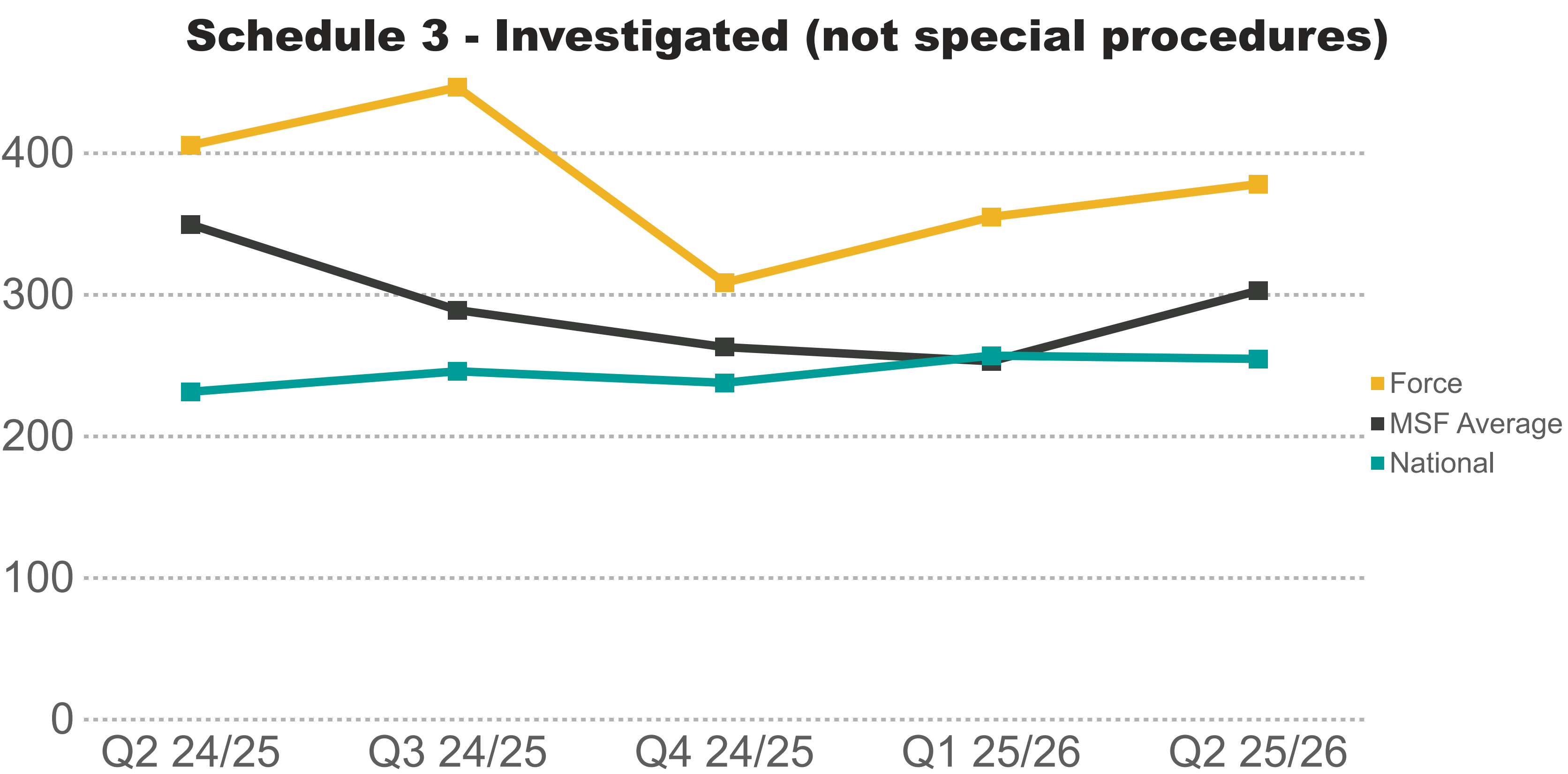
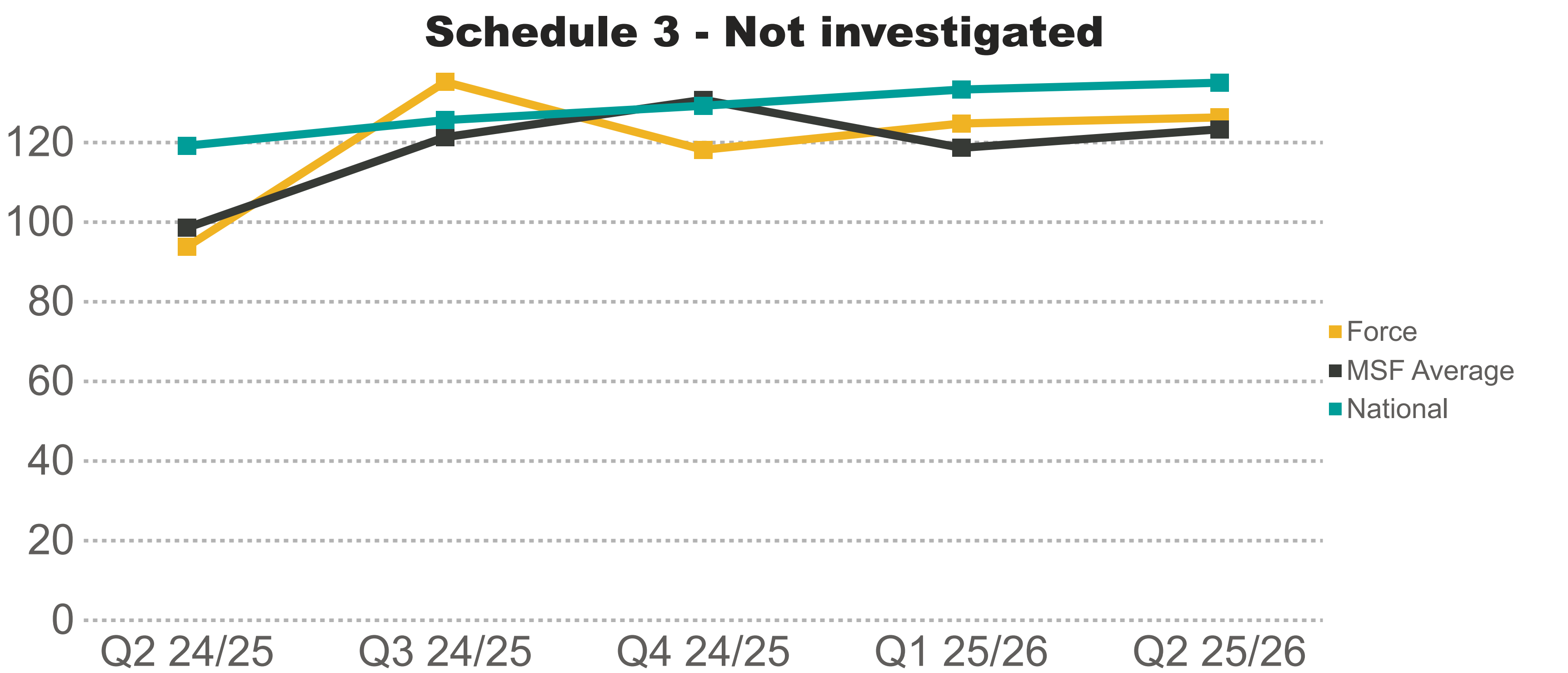
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	524	595	364	326
Under Schedule 3 investigated (not subject to special procedures)	369	392	280	256
Under Schedule 3 - not investigated	125	102	121	134
Total	171	146	145	155

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	422	341	535	14,328
Under Schedule 3 investigated (not subject to special procedures)	90	50	62	2,409
Under Schedule 3 investigated (subject to special procedures)	4	6	9	321
Total	516	397	606	17,058

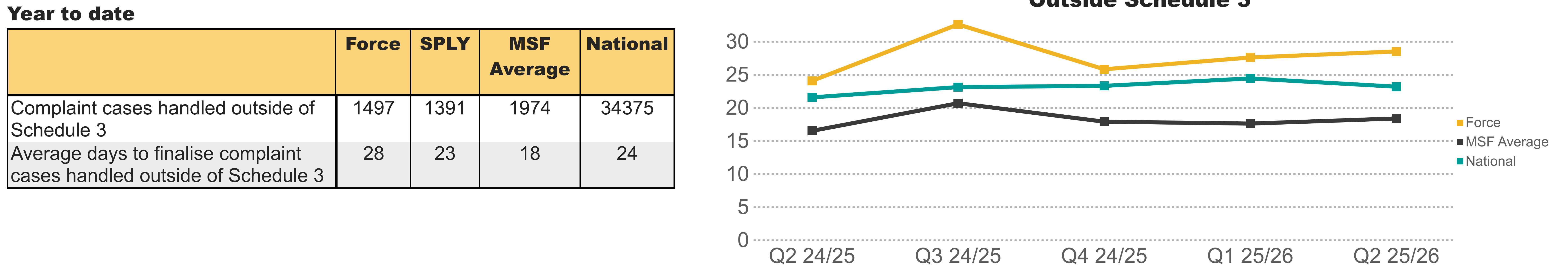




Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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.

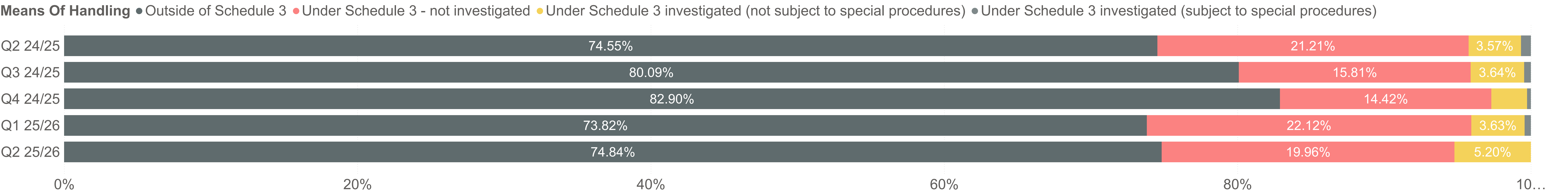


Section D3: How complaint cases handled

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.

.	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,497	74%	1,391	78%	1,974	77%	34,375	67%
Under Schedule 3 - not investigated	422	21%	341	19%	535	21%	14,328	28%
Under Schedule 3 investigated (not subject to special procedures)	90	4%	50	3%	62	2%	2,411	5%
Under Schedule 3 investigated (subject to special procedures)	4	0%	6	0%	9	0%	321	1%
Total	2,013	100%	1,788	100%	2,580	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.

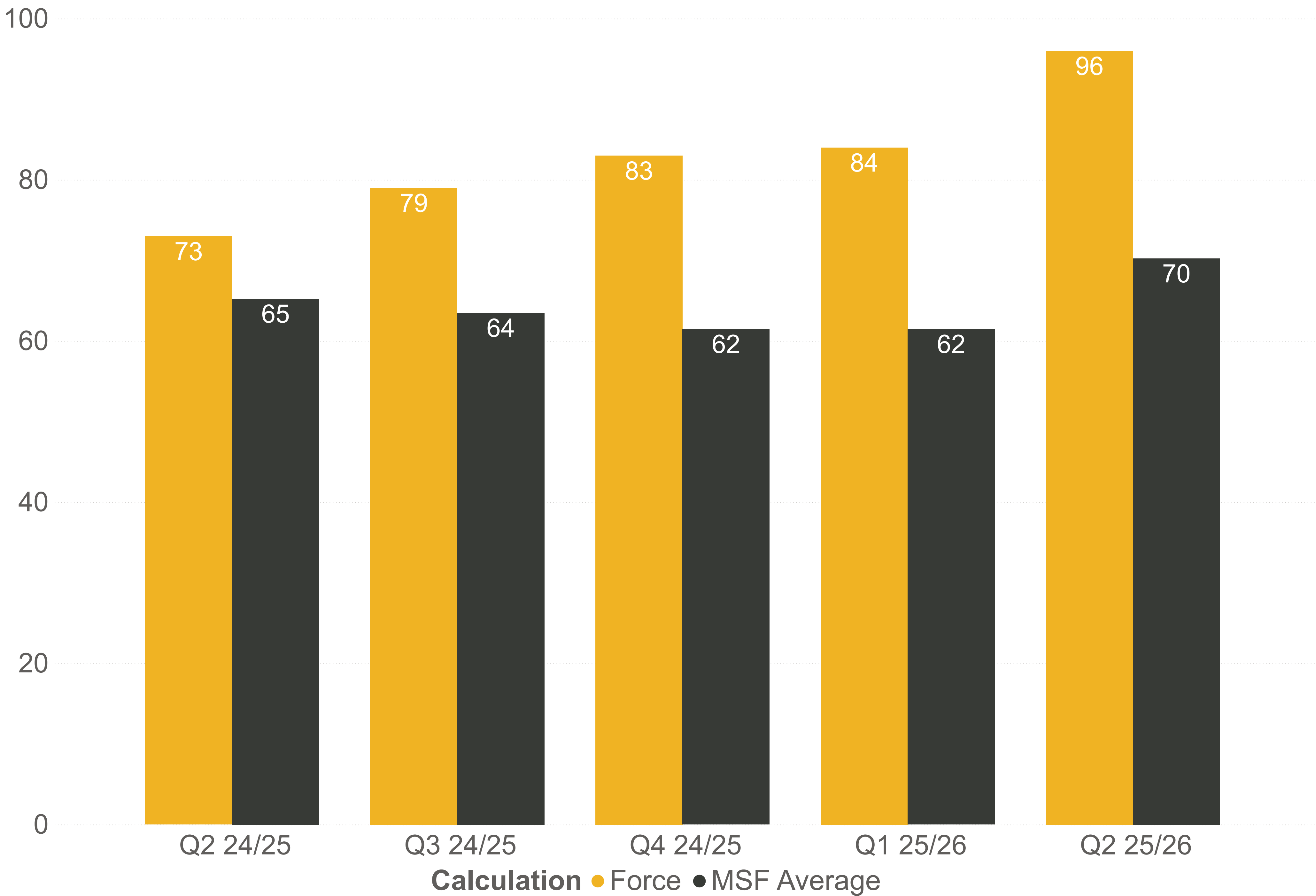
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	180	152	132	3,397
Number referrals completed	181	151	134	3,401
Decision: Independent Investigation	14	12	10	189
Decision: Directed Investigation	0	0	0	12
Decision: Local Investigation	86	79	63	1,702
Decision: Return to Force	75	56	59	1,448
Decision: Invalid	6	4	2	49

Force and MSF Group referrals received





Most Similar Force (MSF) Group: Greater Manchester, Merseyside, West Midlands, 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 \(February 2020\)](#).