Police Complaints Information Bulletin

Wiltshire Police

01 April 2025 - 31 March 2026 (Q4 2025/26)

IOPC Independent Office for Police Conduct

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

Notes for this edition of the bulletin

Devon and Cornwall: Devon and Cornwall Police had a significant backlog of complaints, including complaints that showed as live but were only administratively awaiting finalisation. Following restructure and uplift of resourcing this queue is being reduced, and we believe this is directly impacting the duration of Complaints Finalised

De-recorded matters: A new data loading process has been introduced which removes matters that have been 'de-recorded' (meaning complaints and allegations recorded in error) from the figures. Figures may differ from those previously reported, particularly in 'same period last year' calculations

Contents

Page 1 Summary of complaints and allegations logged

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

Page 3 Subcategories of the most frequently applied allegation categories

Page 4 Factors applied to allegations logged

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

Page 6 How allegations have been handled and allegation timeliness

Page 7 Complaint case timeliness

Page 8 Findings and actions on Outside Schedule 3 allegations

Page 9 Findings on Schedule 3 allegations

Page 10 Actions on Schedule 3 allegations

Page 11 Reviews received

Page 12 Reviews outcomes and timeliness

Page 13 Referrals to the IOPC

Page 14 Notes and links

Acronyms used in this bulletin

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

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

Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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

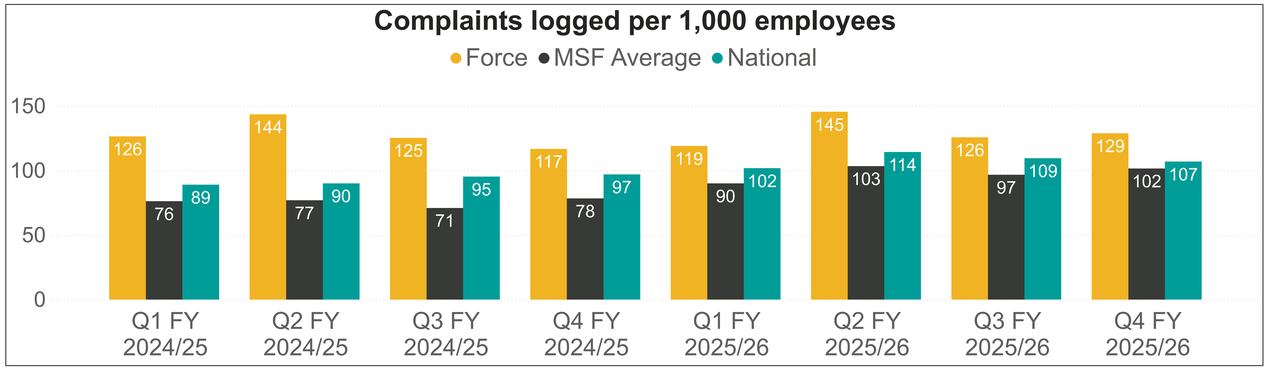
*Most Similar Force groups are specified by the Home Office and enable comparison between forces of similar size and demographics

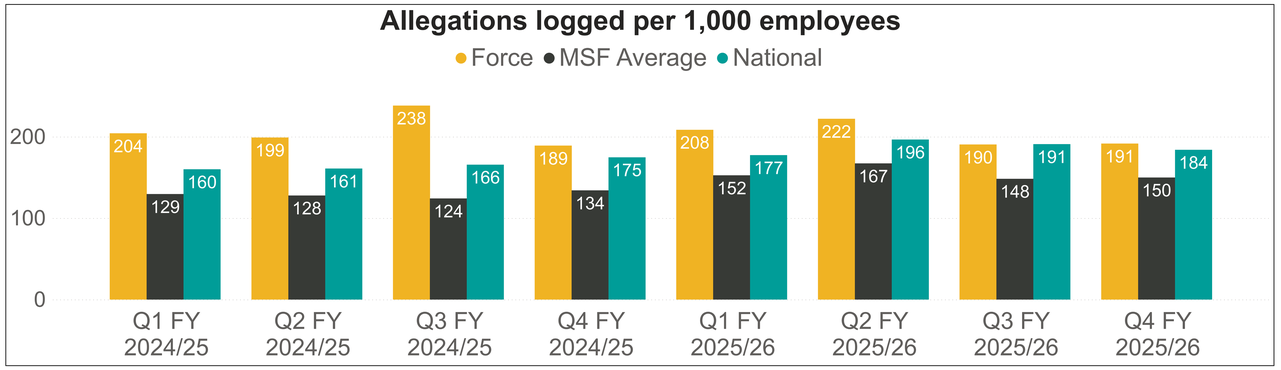
Measure	Complaints logged	Per 1,000 employees
Force	1,317	519
SPLY	1,320	512
MSF Average	1,447	392
National	108,988	432

Measure	Allegations Logged	Per 1,000 employees
Force	2,061	812
SPLY	2,140	830
MSF Average	2,321	618
National	188,600	748

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.

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)

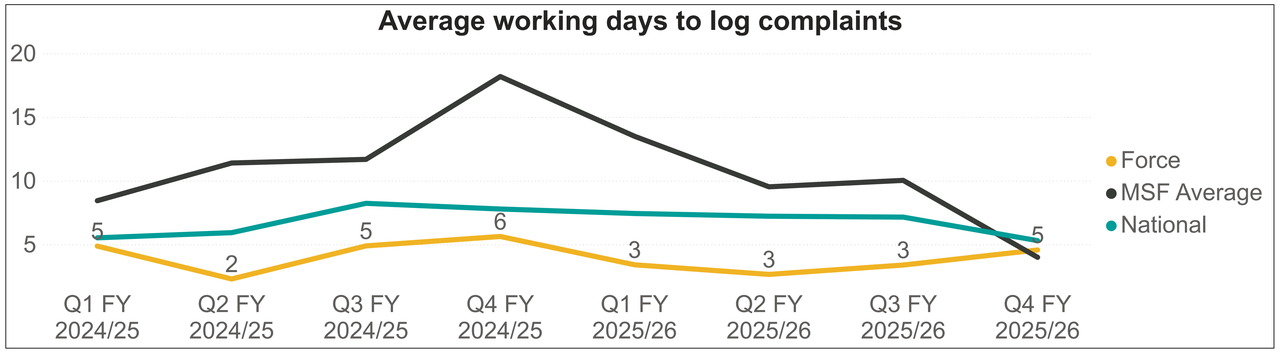


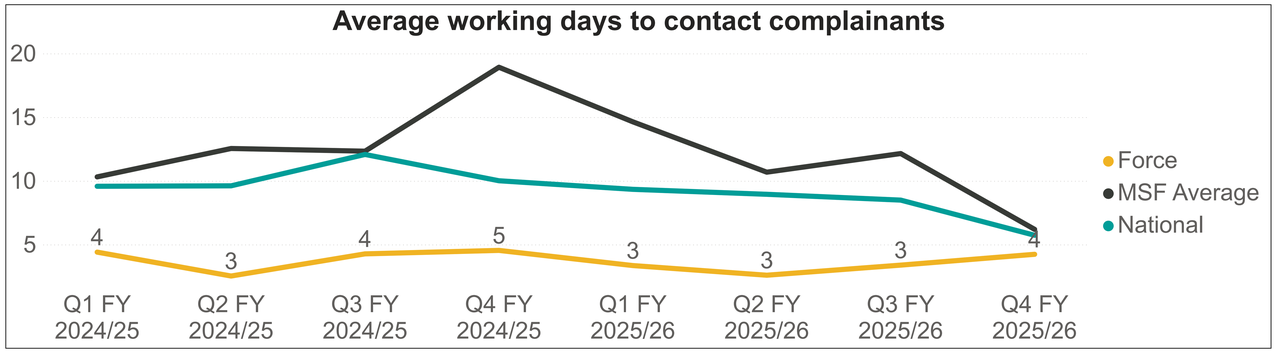


The force should **contact** the complainant and **log (record)** the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective.

Data labels in the above charts are those of the force

Measure	Average working days to contact complainants	Average working days to log complaints
Force	3	3
SPLY	4	4
MSF Average	11	9
National	8	7





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

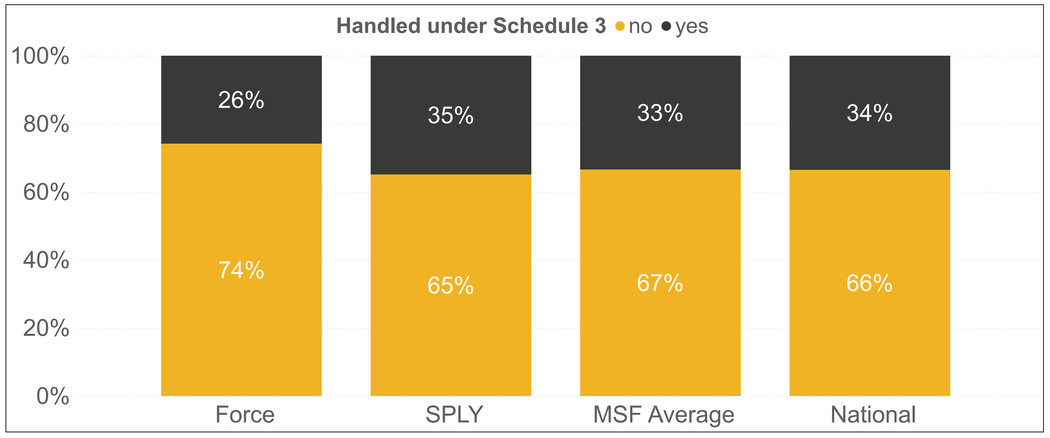
For information on allegations and complaints timeliness, see pages 6 and 7

Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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

Measure type	Force		SPLY		MSF Average		National	
Reason complaint recorded under Schedule 3	Complaints	%	Complaints	%	Complaints	%	Complaints	%
AA/body responsible for initial handling decides	166	49%	207	45%	199	41%	13,438	37%
Complainant wishes the complaint be recorded	48	14%	55	12%	83	17%	6,263	17%
Dissatisfaction after initial handling	69	20%	110	24%	79	16%	6,430	18%
Nature of the allegation(s) in the complaint	57	17%	88	19%	122	25%	10,354	28%
Total	**340**	**100%**	**460**	**100%**	**483**	**100%**	**36,485**	**100%**

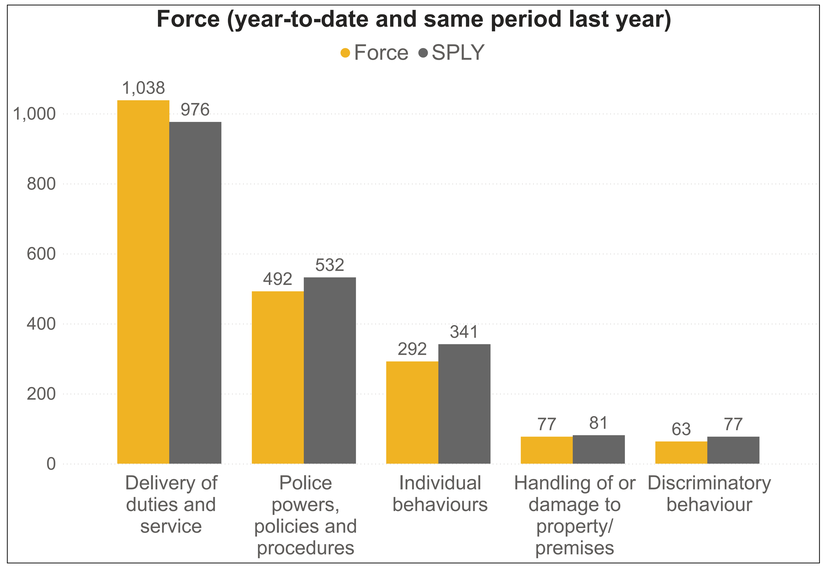


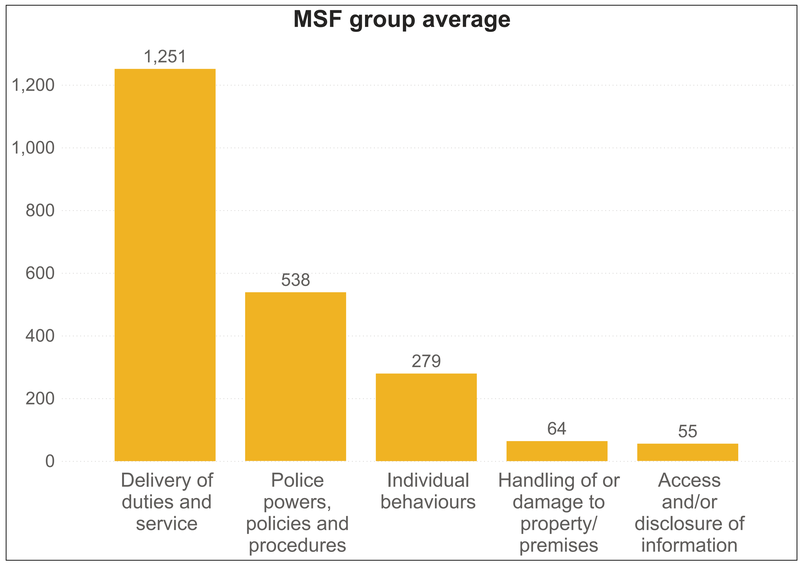
Allegations should have an allegation category applied to them which will identify the root of what the allegation is about. Most of these categories are broken down into subcategories which are detailed in the following pages. An allegation will have a single subcategory applied, a complaint can consist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

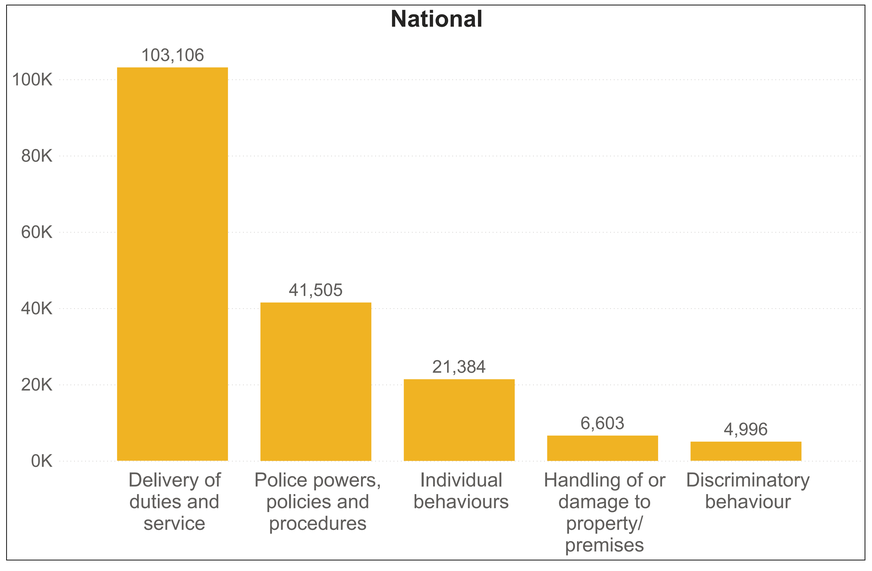
Allegation category	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,038	492	77	30	28	63	13	292	9	16	3	**2,061**
SPLY	976	532	81	46	44	77	12	341	8	17	6	**2,140**
MSF Average	1,251	538	64	55	27	43	27	279	4	14	21	**2,321**
National	103,106	41,505	6,603	4,098	2,025	4,996	1,507	21,384	336	1,167	1,871	**188,598**

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	50%	24%	4%	1%	1%	3%	1%	14%	0%	1%	0%	**100%**
SPLY	46%	25%	4%	2%	2%	4%	1%	16%	0%	1%	0%	**100%**
MSF Average	54%	23%	3%	2%	1%	2%	1%	12%	0%	1%	1%	**100%**
National	55%	22%	4%	2%	1%	3%	1%	11%	0%	1%	1%	**100%**

Top five most applied allegation categories







Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

Allegation subcategories

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	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Police action following contact	535	52%	535	55%	434	35%	43,168	42%
Information	292	28%	148	15%	191	15%	11,776	11%
Decisions	122	12%	161	17%	182	15%	16,853	16%
General level of service	89	9%	131	13%	443	35%	31,306	30%
Total	**1,038**	**100%**	**975**	**100%**	**1,251**	**100%**	**103,103**	**100%**

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

Individual behaviours	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Impolite language / tone	86	29%	87	26%	63	23%	5,690	27%
Overbearing or harassing behaviours	66	23%	80	23%	59	21%	3,342	16%
Impolite and intolerant actions	54	18%	43	13%	33	12%	3,216	15%
Lack of fairness and impartiality	44	15%	62	18%	49	17%	3,135	15%
Unprofessional attitude and disrespect	42	14%	69	20%	75	27%	6,001	28%
Total	**292**	**100%**	**341**	**100%**	**279**	**100%**	**21,384**	**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	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Use of force	108	22%	147	28%	106	20%	9,354	23%
Power to arrest and detain	93	19%	70	13%	103	19%	7,174	17%
Detention in police custody	78	16%	108	20%	77	14%	5,441	13%
Bail, identification and interview procedures	50	10%	52	10%	39	7%	2,573	6%
Searches of premises and seizure of property	48	10%	46	9%	63	12%	5,528	13%
Evidential procedures	43	9%	37	7%	48	9%	3,715	9%
Other policies and procedures	36	7%	46	9%	78	15%	5,037	12%
Stops, and stop and search	18	4%	19	4%	17	3%	1,981	5%
Out of court disposals	18	4%	8	2%	7	1%	700	2%
Total	**492**	**100%**	**533**	**100%**	**538**	**100%**	**41,503**	**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	Force		SPLY		MSF Average		National	
Sub-category	Logged	%	Logged	%	Logged	%	Logged	%
Race	29	46%	34	44%	16	37%	2,379	48%
Disability	16	25%	21	27%	11	26%	1,107	22%
Sex	12	19%	13	17%	7	17%	723	14%
Other	3	5%	4	5%	5	12%	376	8%
Sexual orientation	2	3%	3	4%	2	4%	133	3%
Pregnancy and maternity	1	2%			0	0%	3	0%
None					0	0%		
Age			2	3%	1	2%	63	1%
Gender reassignment					0	1%	55	1%
Marriage and civil partnership					0	0%		
Religion or belief					1	1%	157	3%
Total	**63**	**100%**	**77**	**100%**	**43**	**100%**	**4,996**	**100%**

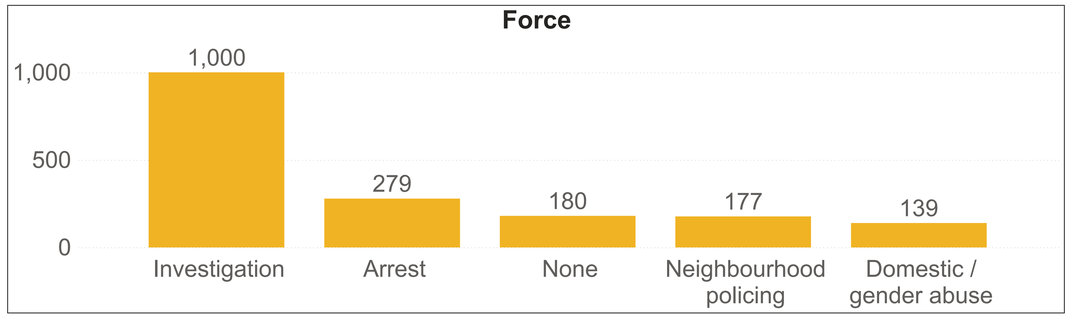
Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

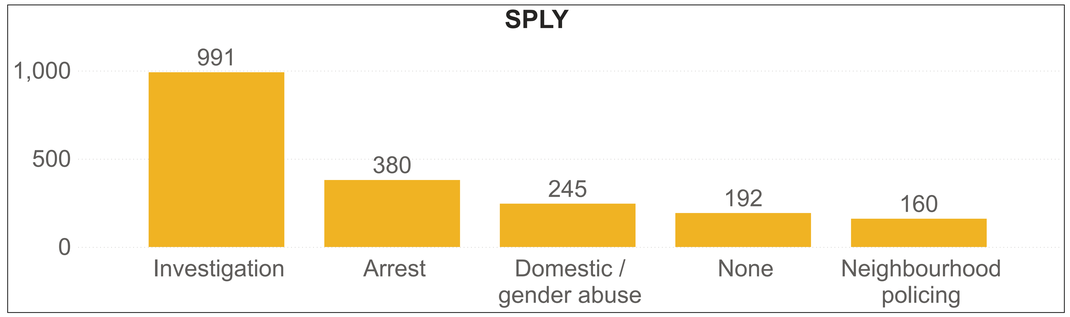
Factors applied to allegations logged

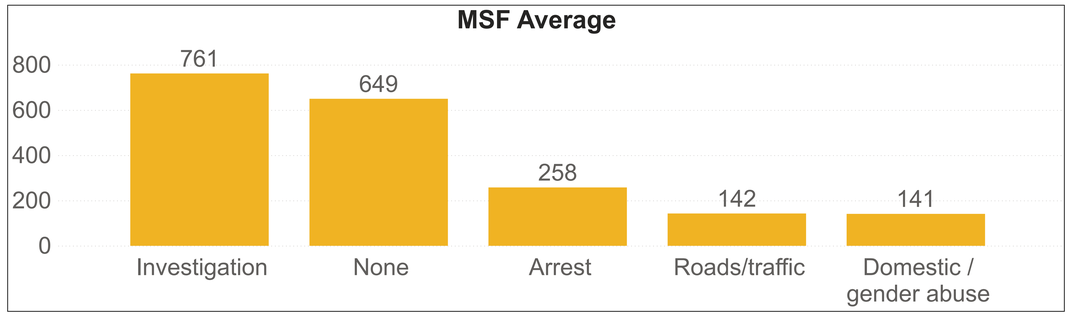
This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

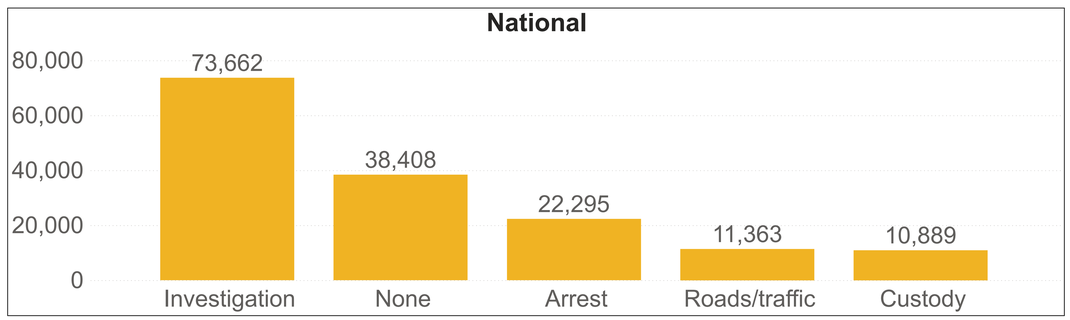
Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category and the percentages here will add up to over 100%. Please refer to our guidance on capturing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

Measure type	Force		SPLY		MSF Average		National	
Factor	Logged	%	Logged	%	Logged	%	Logged	%
Investigation	1,000	49%	991	46%	761	33%	73,662	39%
Arrest	279	14%	380	18%	258	11%	22,295	12%
None	180	9%	192	9%	649	28%	38,408	20%
Neighbourhood policing	177	9%	160	7%	88	4%	8,198	4%
Domestic / gender abuse	139	7%	245	11%	141	6%	10,451	6%
Custody	133	6%	159	7%	137	6%	10,889	6%
VAWG - dissatisfaction handling	132	6%	157	7%	128	6%	8,335	4%
Roads/traffic	97	5%	145	7%	142	6%	11,363	6%
Call Handling	84	4%	74	3%	84	4%	8,178	4%
Child protection / CSA / CSE	76	4%	71	3%	81	3%	3,524	2%
Mental health	48	2%	48	2%	47	2%	5,236	3%
Premises search	42	2%	47	2%	44	2%	4,979	3%
Stop and/or search	35	2%	34	2%	37	2%	3,983	2%
Missing persons	24	1%	29	1%	12	1%	1,198	1%
Fraud	16	1%	10	0%	17	1%	1,448	1%
Firearms	14	1%	9	0%	13	1%	880	0%
Drugs / alcohol	13	1%	30	1%	24	1%	1,998	1%
	10	0%	60	3%	18	1%	1,637	1%
Hate Crime	8	0%	29	1%	10	0%	836	0%
Restraint equipment	7	0%	35	2%	19	1%	1,759	1%
Social media	7	0%	14	1%	10	0%	892	0%
Death	5	0%	31	1%	21	1%	1,617	1%
PPDA	1	0%			6	0%	168	0%
Public order incident	1	0%	5	0%	10	0%	1,350	1%
Taser	1	0%	8	0%	1	0%	189	0%
VAWG - police perpetrated	1	0%	16	1%	21	1%	828	0%
Covert policing			1	0%	1	0%	83	0%
Police dogs or horses					1	0%	115	0%
PPDA - Police victim					0	0%	5	0%
Prejudicial and improper behaviour					0	0%	29	0%
Serious injury			1	0%	5	0%	352	0%
VAWG - police victim			1	0%	0	0%	161	0%









Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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	Delivery of duties and service		Discriminatory behaviour		Individual behaviours		Police powers, policies and procedures	
Factors	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent	Allegations Logged	Percent
Investigation	689	66%	27	43%	94	32%	119	24%
Arrest	27	3%	5	8%	29	10%	202	41%
Neighbourhood policing	100	10%	7	11%	51	17%	14	3%
None	68	7%	9	14%	35	12%	22	4%
Domestic / gender abuse	90	9%	3	5%	15	5%	24	5%
VAWG - dissatisfaction handling	99	10%	2	3%	14	5%	14	3%
Custody	17	2%	1	2%	6	2%	101	21%
Call Handling	52	5%			32	11%		
Roads/traffic	37	4%	4	6%	17	6%	19	4%
Child protection / CSA / CSE	48	5%	1	2%	12	4%	7	1%
Mental health	22	2%	1	2%	10	3%	14	3%
Premises search			1	2%	6	2%	34	7%
Stop and/or search	3	0%	5	8%	6	2%	21	4%
Missing persons	12	1%			5	2%	5	1%
Fraud	16	2%						
Drugs / alcohol	8	1%	1	2%	3	1%	1	0%
Firearms	6	1%			1	0%	5	1%
Hate Crime	7	1%	1	2%				
Restraint equipment							7	1%
Social media	6	1%			1	0%		
	2	0%					4	1%
Death	4	0%						
Public order incident	1	0%						
Taser							1	0%

How allegations have been handled and allegation timeliness

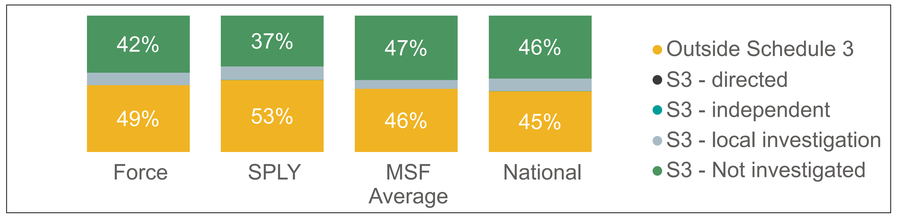
This section presents the time it takes the force to finalise allegations by how they were handled.

- An allegation can be handled informally (outside of Schedule 3 of the Police Reform Act 2002) 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

Handling method	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by directed investigation		Under Schedule 3 - by independent investigation		Total	
Number finalised	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%	Allegations Finalised	%
Force	1,094	49%	933	42%	204	9%					**2,231**	**100%**
SPLY	1,115	53%	786	37%	209	10%			2	0%	**2,112**	**100%**
MSF Average	1,003	46%	1,022	47%	138	6%	0	0%	0	0%	**2,163**	**100%**
National	82,446	45%	85,168	46%	16,974	9%	1	0%	315	0%	**184,904**	**100%**

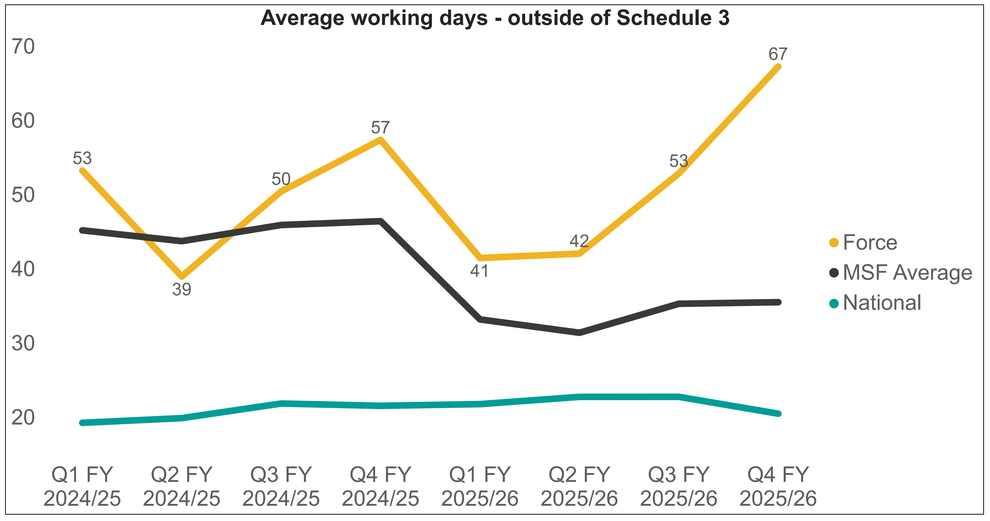
. Local investigation	Not special procedures Finalised	%	Special procedures Finalised	%	Total Finalised	%
Force	178	87%	26	13%	**204**	**100%**
SPLY	186	89%	23	11%	**209**	**100%**
MSF Average	120	87%	18	13%	**138**	**100%**
National	15,386	91%	1,588	9%	**16,974**	**100%**

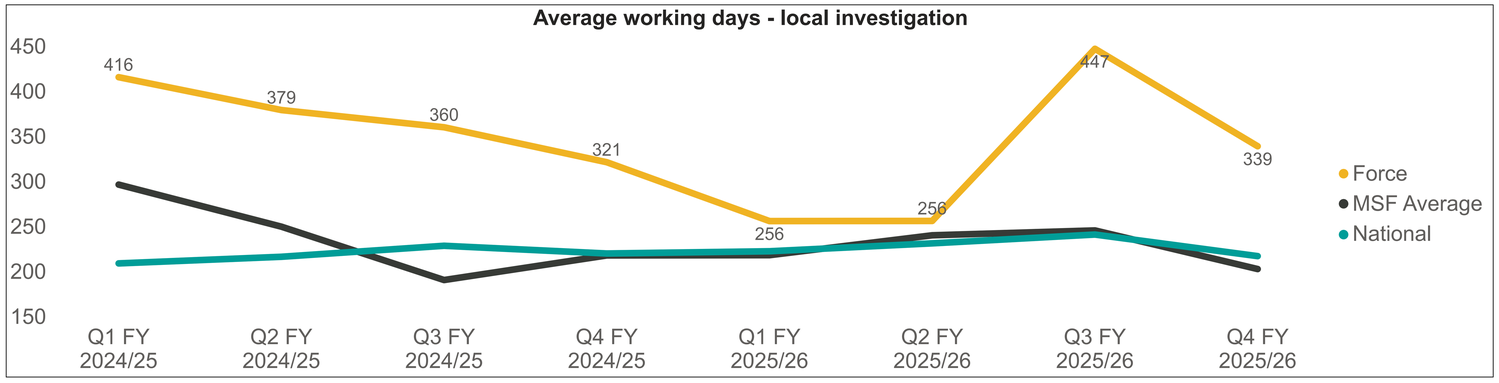


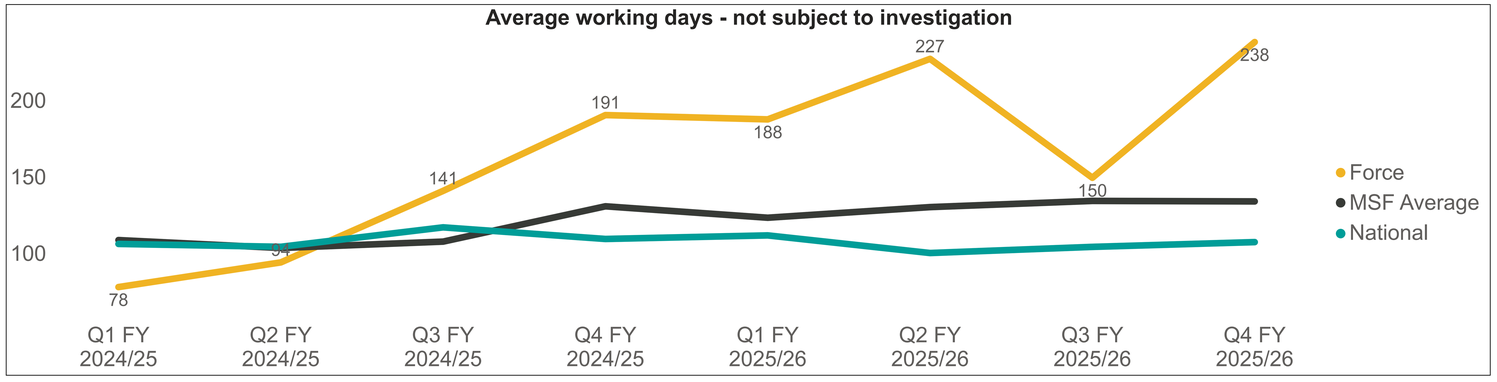
Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

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.

Handling method	Force	SPLY	MSF Average	National
Outside of Schedule 3	50	51	34	22
Under Schedule 3 - not subject to investigation	209	122	133	106
Under Schedule 3 - by local investigation	316	360	244	228
Under Schedule 3 - by directed investigation	0	0	0	48
Under Schedule 3 - by independent investigation	0	253	0	338







Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

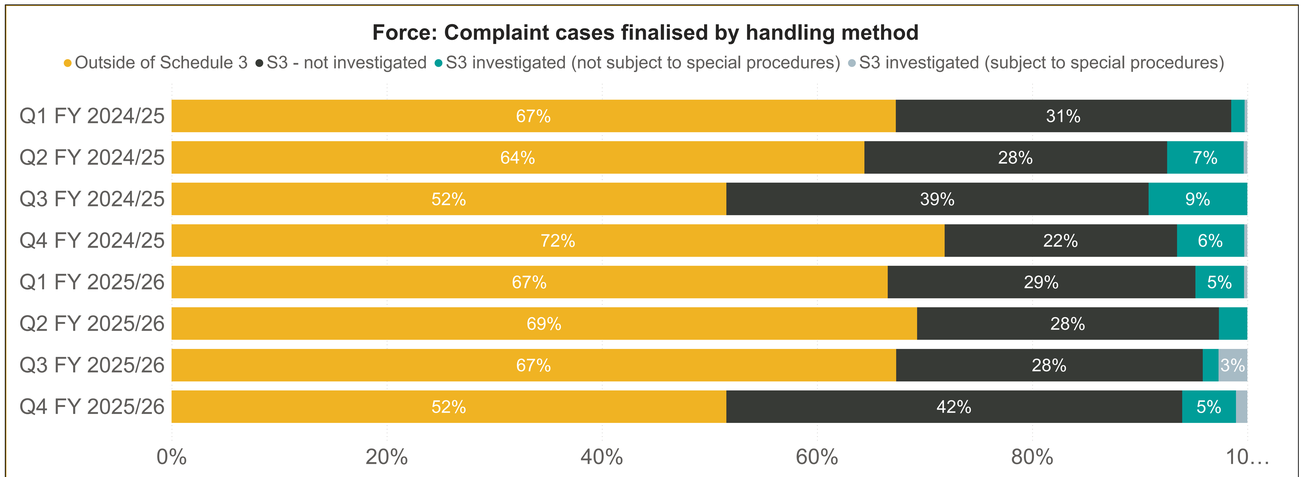
Complaint timeliness

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. 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.

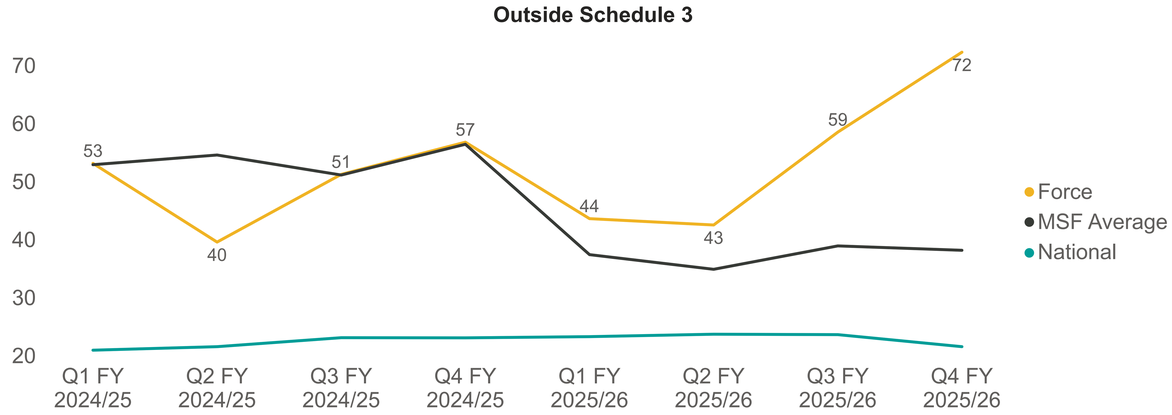
Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the IOPC website performance framework counting rules and calculations on the for an explanation of invalid dates.

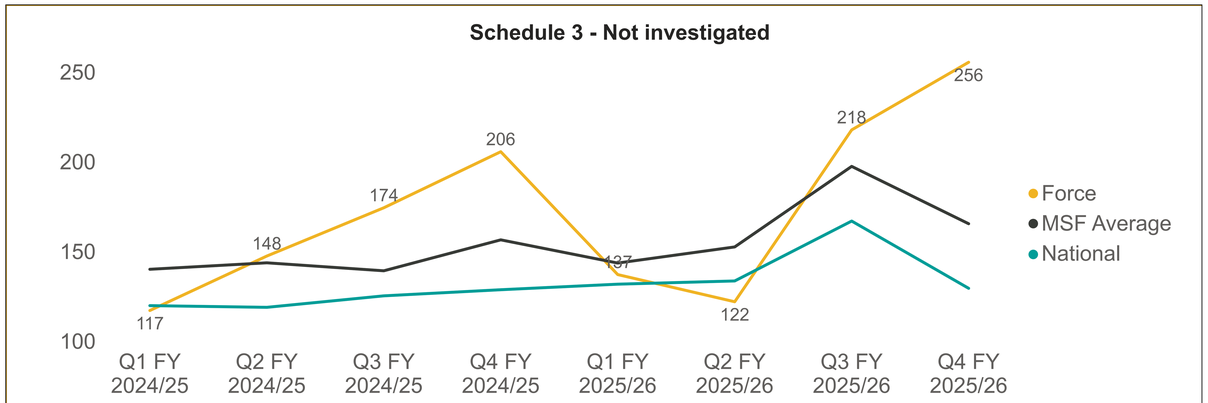
.	Outside of Schedule 3		Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)		Total	
Measure type	Finalised	%	Finalised	%	Finalised	%	Finalised	%	Finalised	%
Force	854	63%	437	32%	47	3%	14	1%	**1,352**	**100%**
SPLY	893	64%	421	30%	80	6%	3	0%	**1,397**	**100%**
MSF Average	857	59%	552	38%	42	3%	8	1%	**1,459**	**100%**
National	70,061	65%	32,002	30%	4,930	5%	634	1%	**107,627**	**100%**

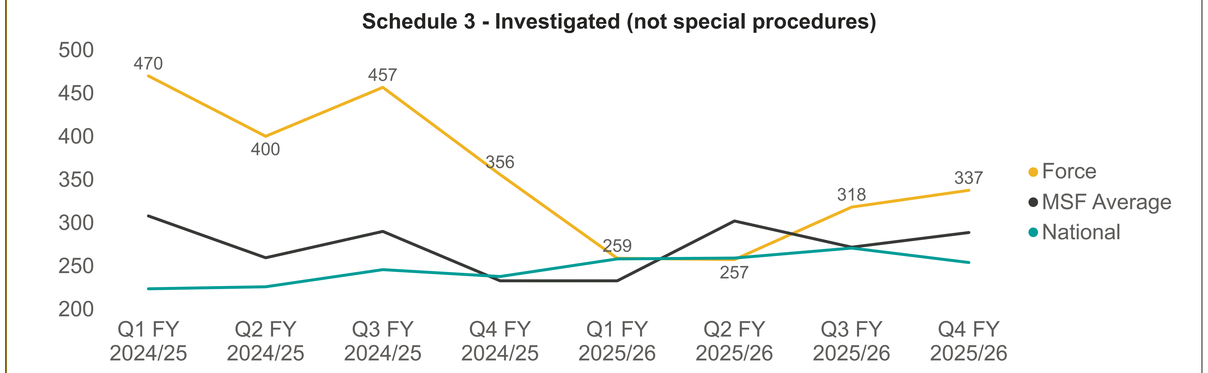
.	Schedule 3 - not investigated		Schedule 3 investigated (not subject to special procedures)		Schedule 3 investigated (subject to special procedures)	
Measure type	Finalised	Average days to finalise	Finalised	Average days to finalise	Finalised	Average days to finalise
Force	437	196	47	297	14	403
SPLY	421	158	80	415	3	419
MSF Average	552	174	42	277	8	304
National	32,002	142	4,930	261	634	349

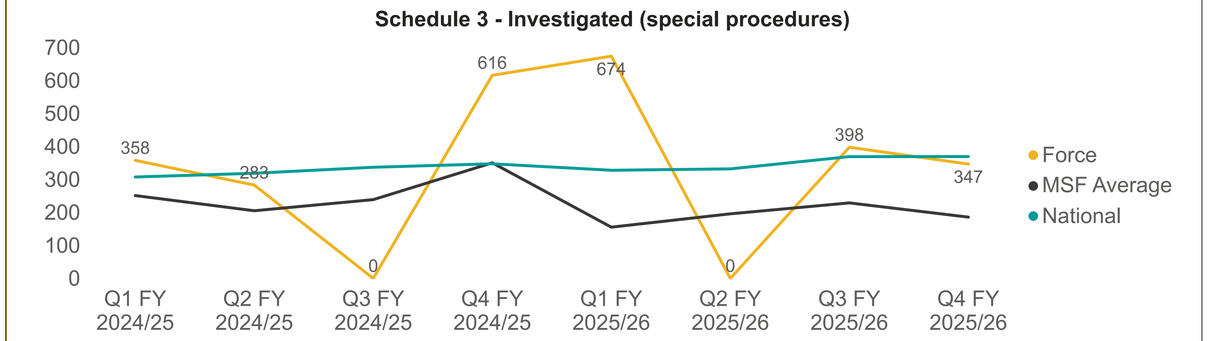


Outside of Schedule 3	Finalised	Average days to finalise
Force	854	54
SPLY	893	51
MSF Average	857	37
National	70,063	23









Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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%.

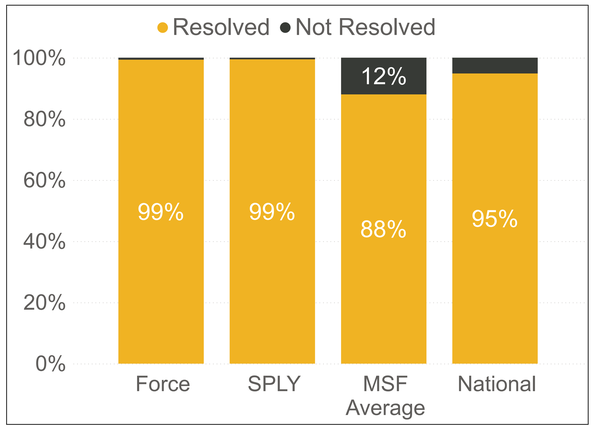
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available (link available on page 14)

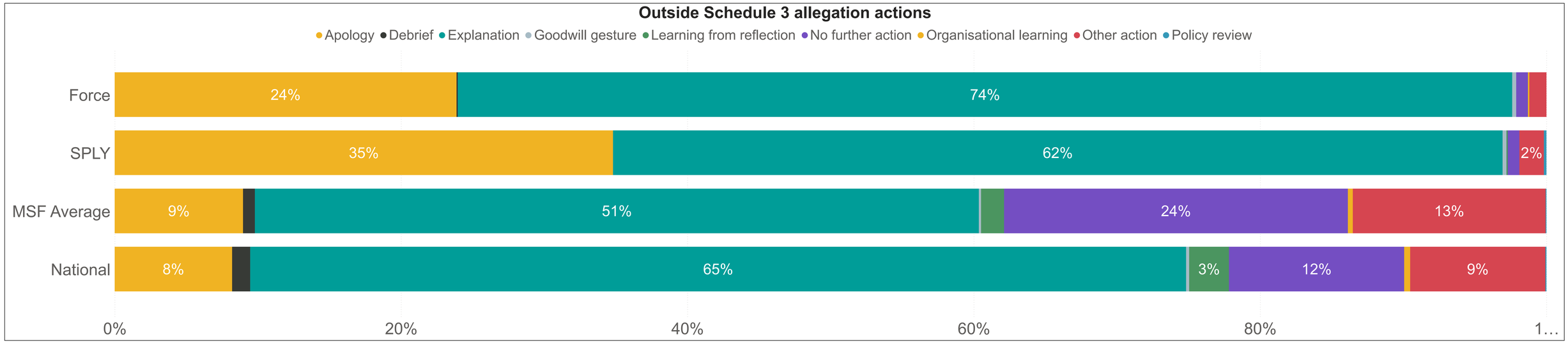
When an allegation is handled outside of Schedule 3 it will result in a finding of Resolved or Not Resolved - (an allegation not resolved may be moved to Schedule 3 or finalised without additional action)

Outside Schedule 3 result	Force	SPLY	MSF Average	National
Resolved	1,087	1,109	884	78,219
Not Resolved	7	6	120	4,224
Total	**1,094**	**1,115**	**1,003**	**82,443**

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

Measure	Force		SPLY		MSF Average		National	
Actions on allegations outside of Schedule 3	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	802	74%	691	62%	504	51%	53,668	65%
Apology	260	24%	387	35%	89	9%	6,733	8%
Other action	13	1%	19	2%	134	13%	7,759	9%
No further action	9	1%	9	1%	240	24%	10,054	12%
Goodwill gesture	3	0%	3	0%	2	0%	178	0%
Debrief	1	0%			8	1%	1,041	1%
Organisational learning	1	0%			3	0%	337	0%
Learning from reflection			1	0%	16	2%	2,278	3%
Policy review			2	0%	1	0%	56	0%
Total	**1,089**	**100%**	**1,112**	**100%**	**997**	**100%**	**82,104**	**100%**





Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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:

The service provided was acceptable

The service provided was not acceptable

Unable to determine whether service provided was acceptable

Measure type	Force		SPLY		MSF Average		National	
Not investigated	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
No further action	101	11%	38	5%	77	8%	5,708	7%
Regulation 41 applies					5	0%	262	0%
Service provided - acceptable	615	66%	529	67%	686	67%	58,464	69%
Service provided - not acceptable	151	16%	160	20%	142	14%	11,005	13%
Service provided - unable to determine	54	6%	41	5%	66	6%	7,657	9%
Withdrawal	12	1%	18	2%	47	5%	2,069	2%

Measure type	Force		SPLY		MSF Average		National	
Not subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer					0	0%		
No further action	12	7%	11	6%	4	4%	504	3%
Regulation 41 applies					3	2%	218	1%
Service provided - acceptable	128	72%	117	63%	87	72%	10,707	69%
Service provided - not acceptable	22	12%	31	17%	14	12%	2,102	14%
Service provided - unable to determine	13	7%	18	10%	8	6%	1,531	10%
Withdrawal	3	2%	9	5%	4	3%	429	3%

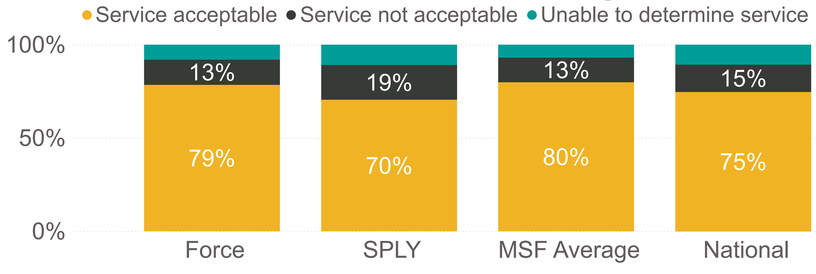
An allegation investigated (subject to special procedures) should not result in a service finding but some have been recorded with that outcome

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

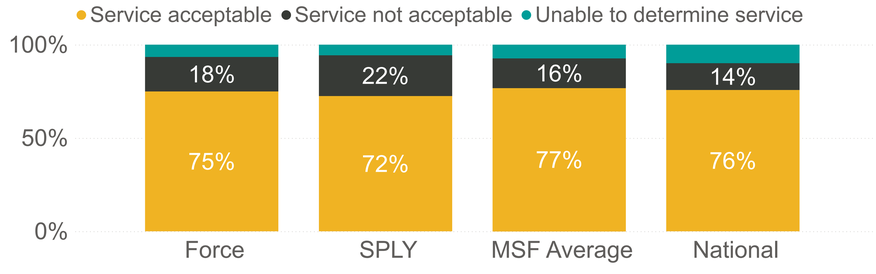
In addition, an allegation can be withdrawn, finalised following criminal proceedings or subject to no further action. No further action here means that the allegation could not be progressed, for example due to being unable to engage with the complainant. This is different from the force deciding to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

Measure type	Force		SPLY		MSF Average		National	
Subject to special procedures	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**	**Finalised**	**%**
Case to Answer	5	19%	13	52%	4	20%	397	22%
No Case to Answer	13	50%	7	28%	9	49%	886	49%
No further action			5	20%	0	2%	31	2%
Regulation 41 applies					0	0%	7	0%
Service provided - acceptable	5	19%			3	14%	285	16%
Service provided - not acceptable	2	8%			1	3%	81	5%
Service provided - unable to determine	1	4%			0	2%	43	2%
Withdrawal					2	9%	69	4%

Schedule 3 allegations (not investigated)



Schedule 3 allegations (investigated - not subject to special procedures)



Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

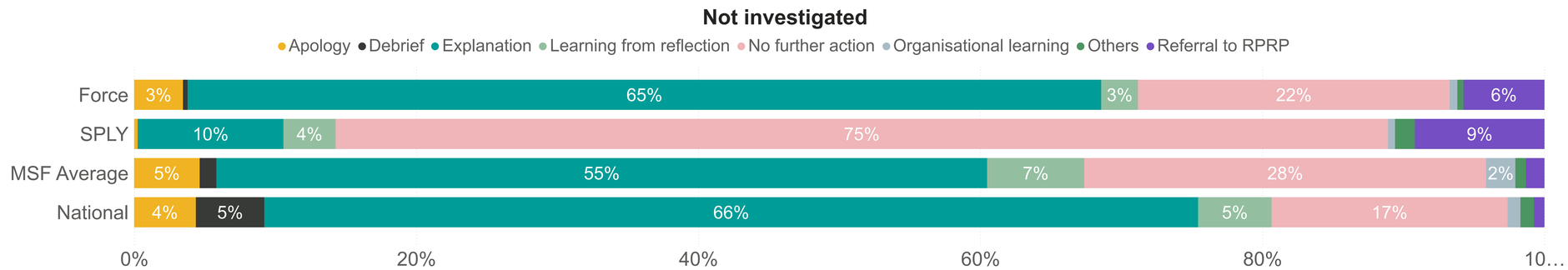
Actions on Schedule 3 allegations

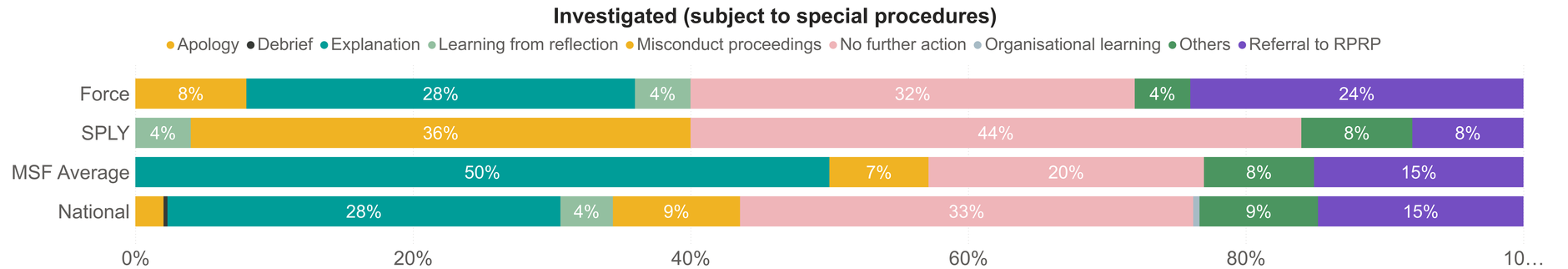
This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations that resulted in the corresponding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

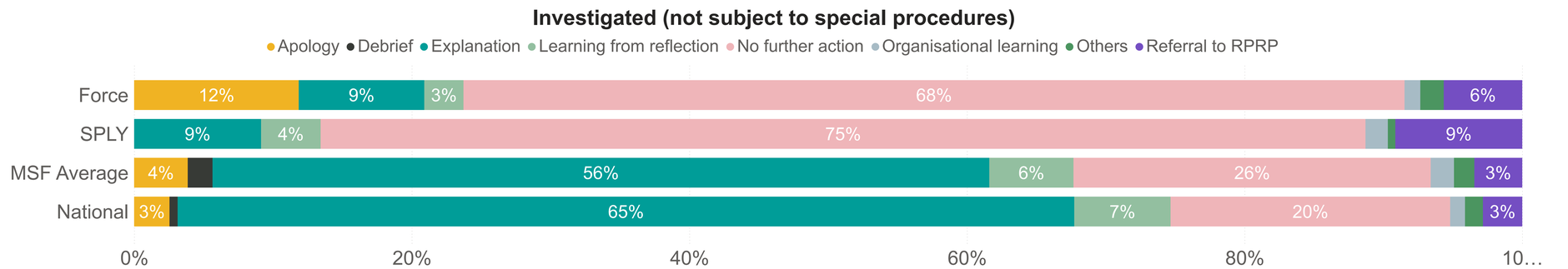
The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our guidance on capturing data about police complaints for details of actions available.

Measure	Force		SPLY		MSF Average		National	
Actions on Schedule 3 allegations	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent	Allegations finalised	Percent
Explanation	621	55%	98	10%	632	55%	66,745	65%
No further action	332	30%	736	74%	324	28%	17,908	18%
Referral to RPRP	69	6%	91	9%	20	2%	1,333	1%
Apology	55	5%	2	0%	52	5%	4,154	4%
Learning from reflection	30	3%	38	4%	78	7%	5,564	5%
Others	8	1%	14	1%	11	1%	1,158	1%
Organisational learning	7	1%	7	1%	23	2%	948	1%
Debrief	3	0%			14	1%	4,219	4%
Misconduct proceedings			9	1%	1	0%	162	0%
Total	**1,125**	**100%**	**995**	**100%**	**1,156**	**100%**	**102,191**	**100%**

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





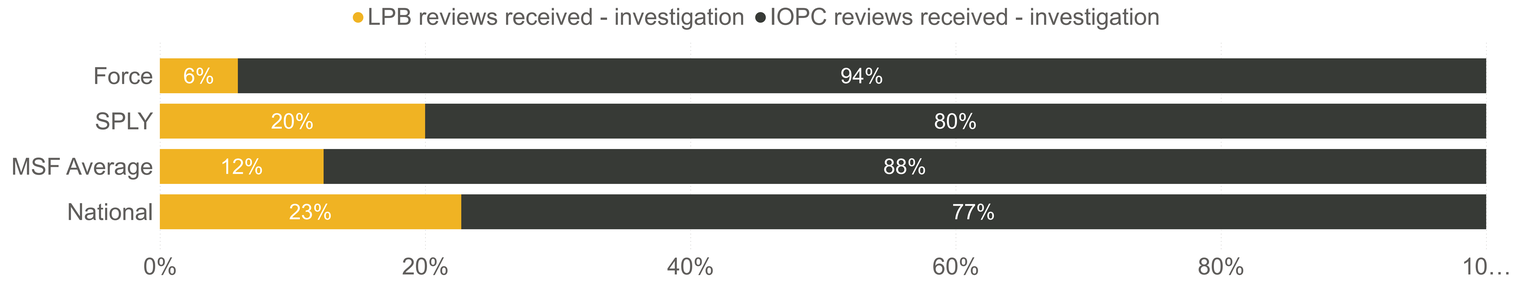


Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

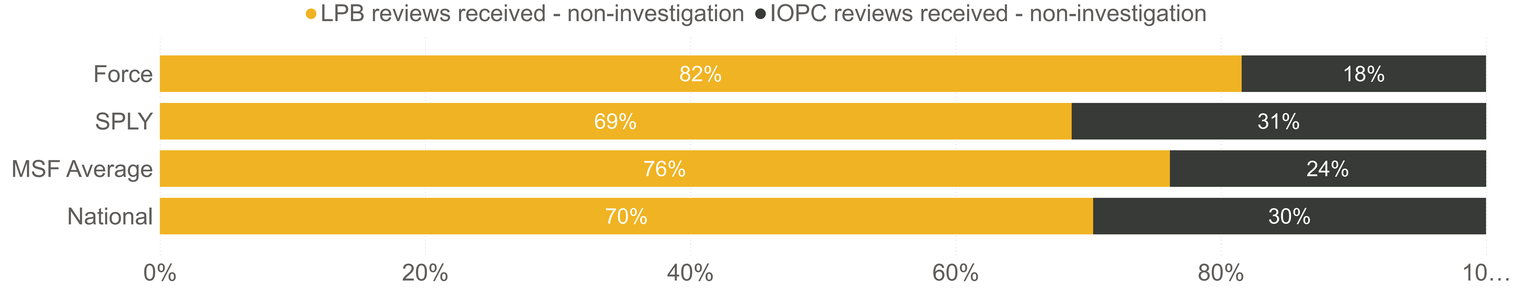
Reviews received

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	1	62
SPLY	3	33
MSF Average	1	70
National	275	5,002

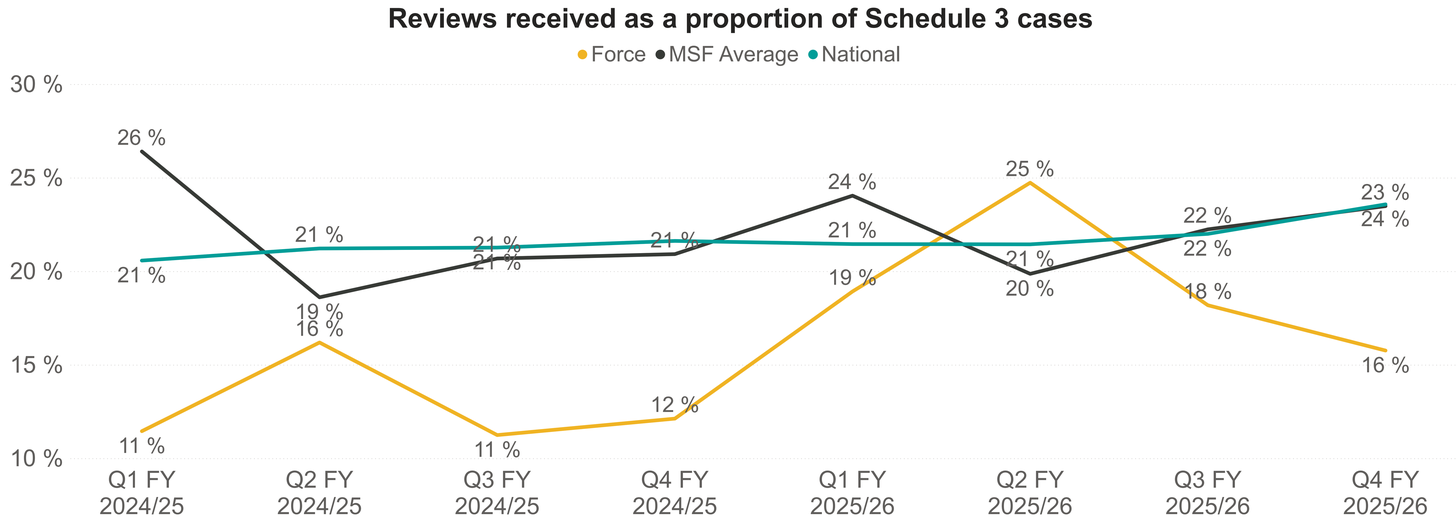


IOPC Reviews	Investigation	Non-investigation
Force	16	14
SPLY	12	15
MSF Average	9	22
National	935	2105



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	93	498
SPLY	63	504
MSF Average	102	602
National	8,317	37,566



Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

Reviews outcomes and timeliness

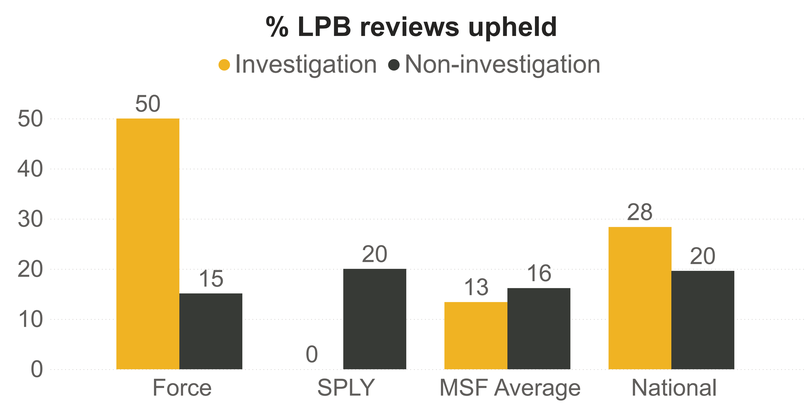
LPB Reviews

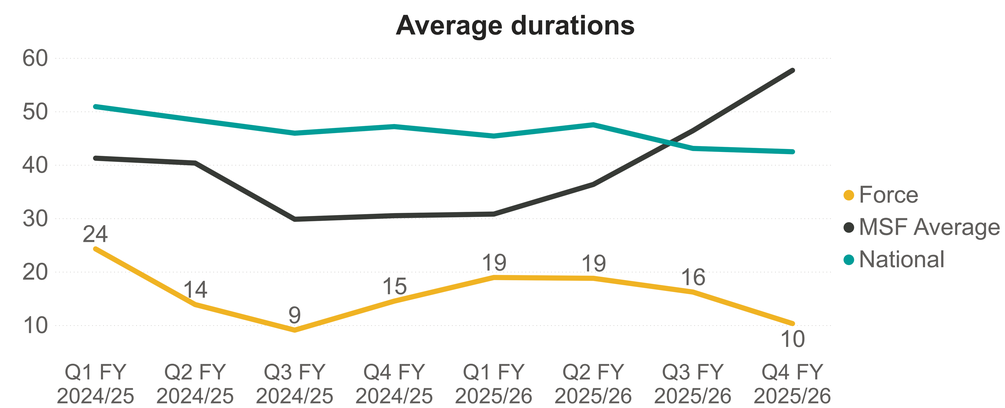
This section presents information about the decisions made on reviews and how long reviews are taking to finalise.

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	2	0
MSF Average	2	1
National	282	80
Non-investigation		
Force	53	8
SPLY	30	6
MSF Average	53	9
National	4429	868

Review type	Average duration
Investigation	
Force	25
SPLY	16
MSF Average	13
National	57
Non-investigation	
Force	15
SPLY	15
MSF Average	43
National	44





IOPC Reviews

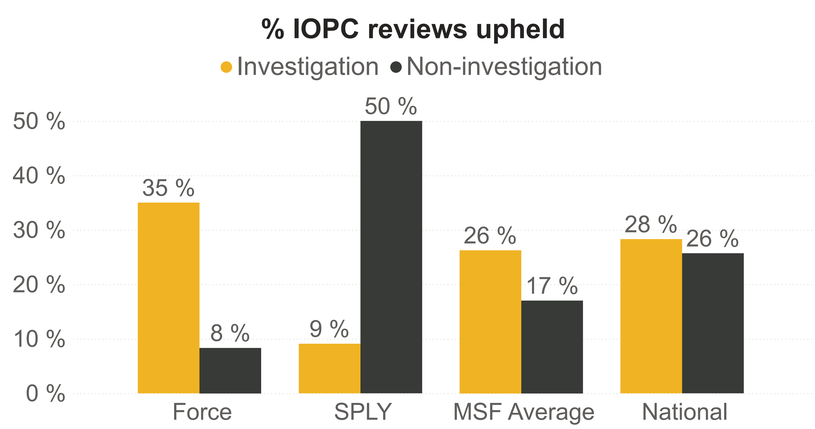
The IOPC will be the review body on complaints that meet certain criteria, including mandatory referral criteria (see page 16)

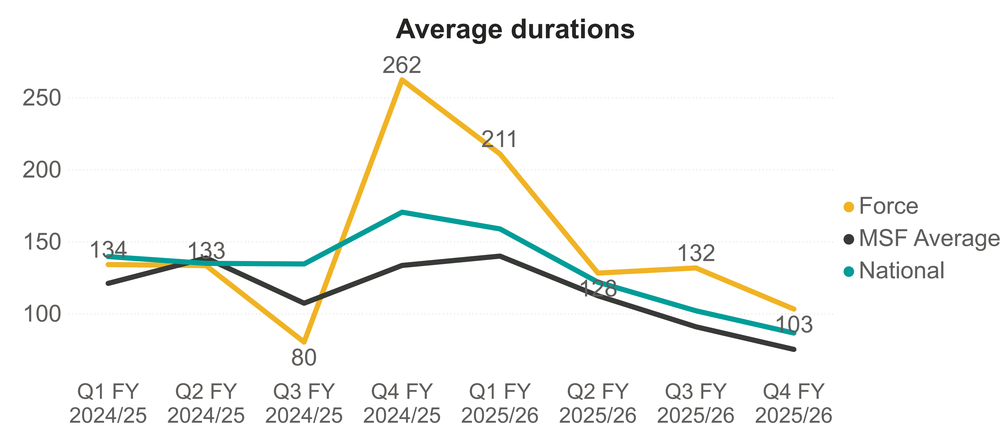
When a complaint is referred to the IOPC, the IOPC automatically becomes the review body.

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	20	7	12	1
SPLY	11	1	18	10
MSF Average	11	4	22	5
National	1,152	327	2,121	555

Measure	Average duration
Force	141
SPLY	147
MSF Average	103
National	115





Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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.

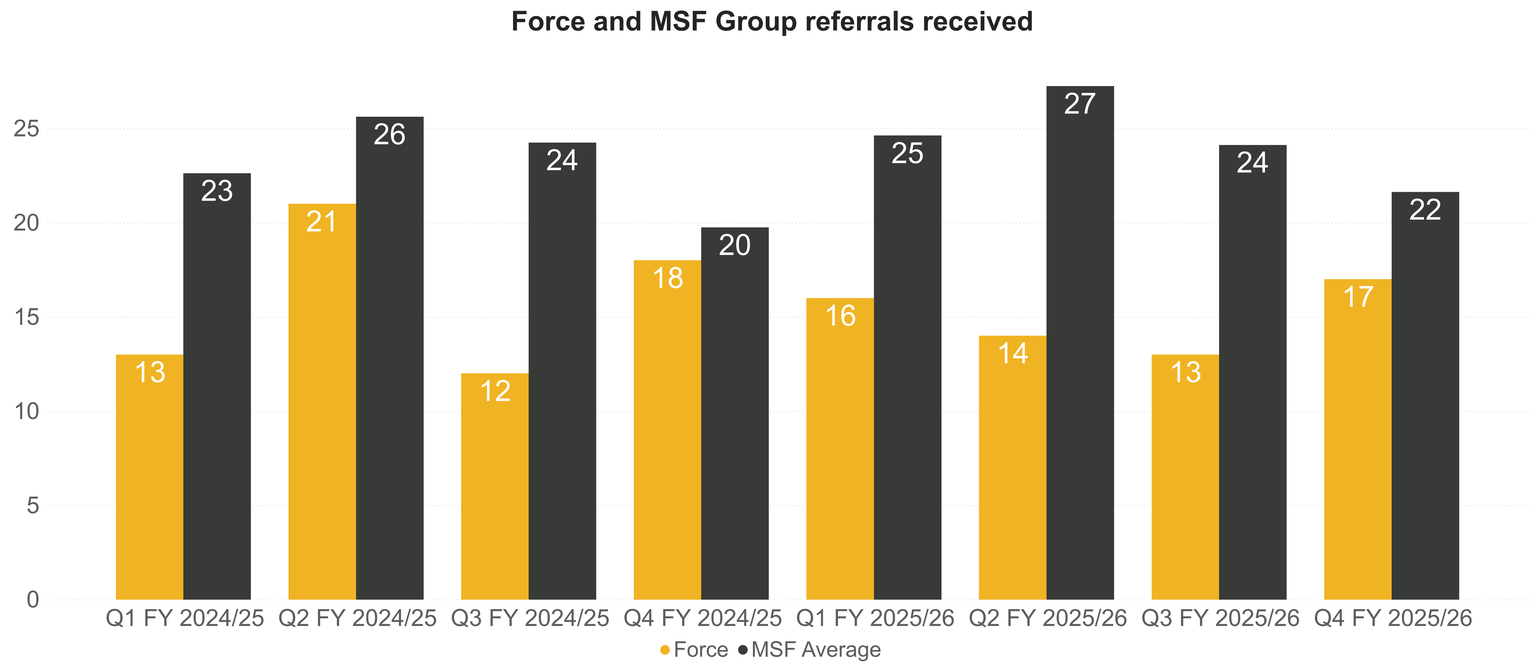
When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation.

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

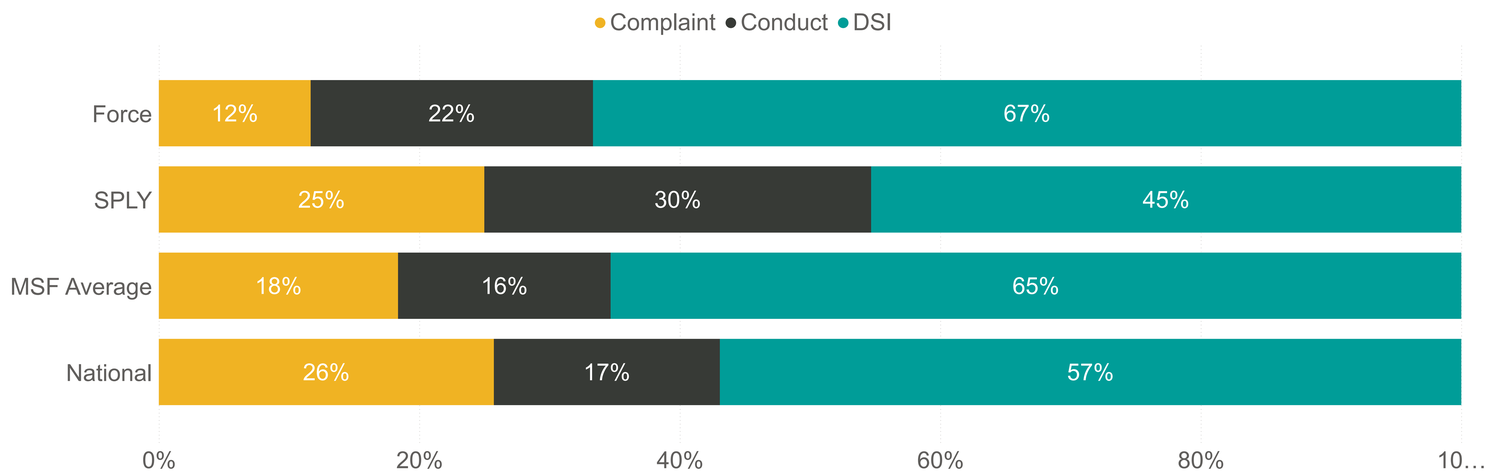
A referral may be made invalid if the matter does not fall within the IOPC's remit

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.

	Force	SPLY	MSF Average	National
Number Referrals Received	60	64	98	6,942
Number referrals completed	59	64	99	7,017
Decision: Directed Investigation			0	24
Decision: Independent Investigation	6	10	5	400
Decision: Invalid	1	5	1	98
Decision: Local Investigation	36	36	49	3,513
Decision: Return to Force	16	13	44	2,980



Referral type	Force	SPLY	MSF Average	National
Complaint	7	16	18	1,786
Conduct	13	19	16	1,204
DSI	40	29	64	3,952
Total	**60**	**64**	**98**	**6,942**



Most Similar Force (MSF) Group: Cheshire Constabulary, Devon & Cornwall Police, Norfolk Constabulary, North Wales Police, Suffolk Constabulary, Warwickshire Police, West Mercia Police, Wiltshire Police

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).