Police complaints

Statistics for England and Wales 2022/23

(Experimental statistics)

Contents

Introduction

This report presents figures on complaints about the police in England and Wales for 2022/23. These complaints are made by members of the public about the service they have received from a police force. They are handled under the *Police Reform Act 2002*, as amended by the *Policing and Crime Act 2017*.

The *Policing and Crime Act 2017* and supporting regulations made significant changes to the police complaints and disciplinary systems. These changes were designed to achieve a simpler, more proportionate, and customer-focused complaints system focused on learning and improvement. The changes were implemented on 1 February 2020.

A police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. Police forces and local policing bodies deal with the majority of complaints themselves. The IOPC sets the standards for complaints handling through its Statutory Guidance 2020.

Statutory Guidance helps local policing bodies and forces achieve high standards in handling complaints about the police. It also helps them to comply with their legal obligations. The IOPC oversees the complaints system and investigates the most serious and sensitive cases. It also carries out reviews of some complaints.

The first stage of complaint handling is for the relevant police force or local policing body to decide how it will handle the complaint. Legislation allows for certain types of complaints to be resolved informally, while allowing more flexibility in the formal handling of complaints. This allows the police to better meet the needs of the complainant, and quickly make improvements based on the complaints they handle.

A person can request a review if they are unhappy with the way their complaint was handled or the outcome. In some instances, this review will be carried out by the IOPC. Other reviews are handled by local policing bodies (Police and Crime Commissioners and Mayors).
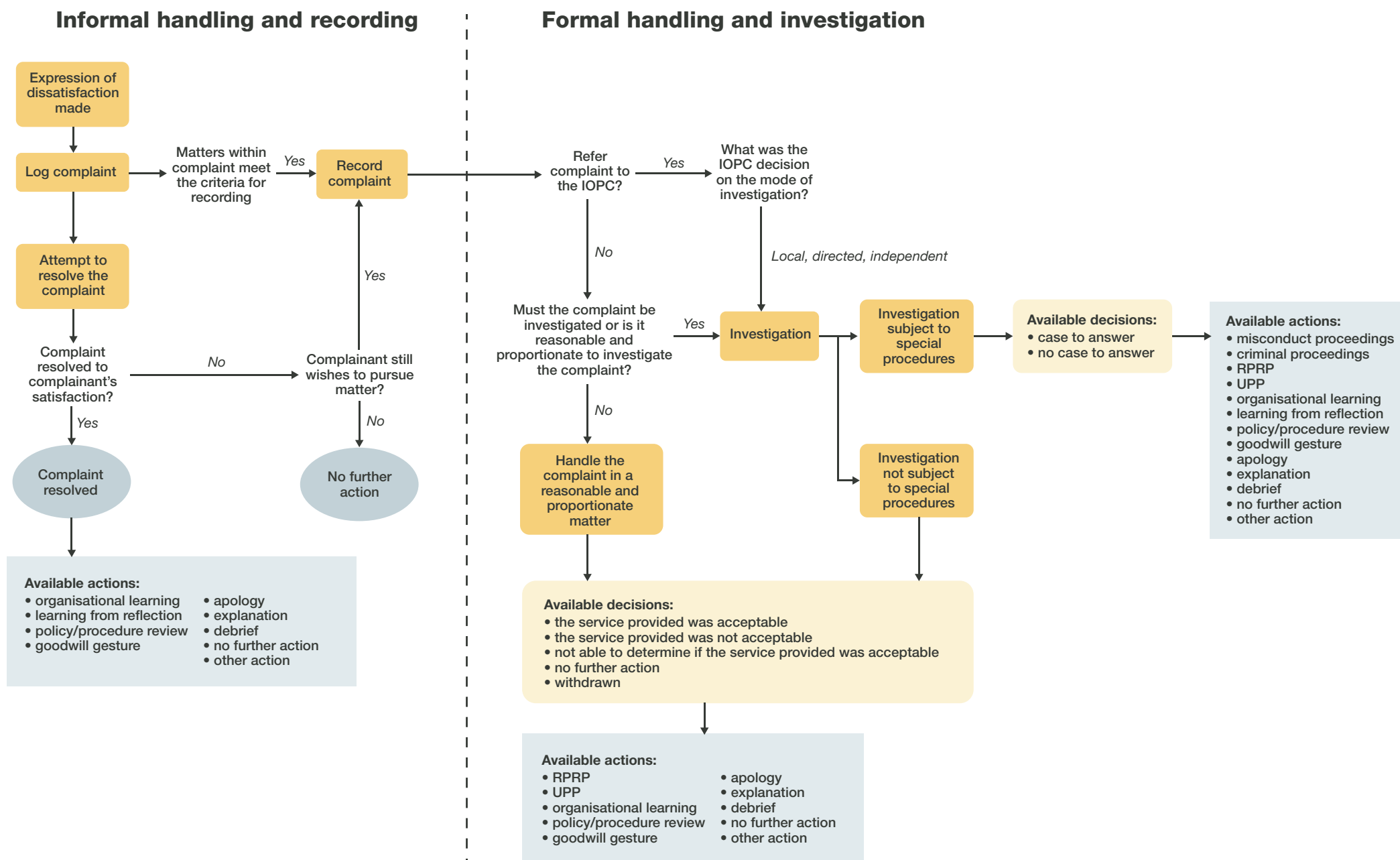
Most of the data referred to in this report was recorded on police force IT systems and collected by the IOPC. While data has undergone quality assurance checks, the statistics remain under evaluation until their quality, including their accuracy, reliability, and their value, is established and verified. Therefore they should be treated as experimental[1] to acknowledge that they should be interpreted with some caution and that further development and evaluation is currently taking place.

We have given police forces guidance setting out how we expect them to record the data we collect. Therefore, the consistency of the data we report relies on police forces applying our guidance correctly when they record data.

Our guidance on how police forces should record data about complaints under the *Police Reform Act 2002*, as amended by the *Policing and Crime Act 2017*, is available on our website: www.policeconduct.gov.uk.

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1 The Office for National Statistics describes these as 'a series of statistics that are in a testing phase and not yet fully developed'.

Formal and informal handling of complaints

Informal handling and recording

Expression of dissatisfaction made

↓

Log complaint → Matters within complaint meet the criteria for recording — *Yes* → **Record complaint**

↓

Attempt to resolve the complaint

↓

Complaint resolved to complainant's satisfaction? — *No* → Complainant still wishes to pursue matter?

Yes (from Complainant still wishes to pursue matter?) → **Record complaint**

No (from Complainant still wishes to pursue matter?) → **No further action**

Yes (from Complaint resolved to complainant's satisfaction?) ↓

Complaint resolved

↓

Available actions:
- organisational learning
- learning from reflection
- policy/procedure review
- goodwill gesture
- apology
- explanation
- debrief
- no further action
- other action

Formal handling and investigation

Refer complaint to the IOPC? — *Yes* → What was the IOPC decision on the mode of investigation?

No ↓ (from Refer complaint to the IOPC?)

Local, directed, independent ↓ (from What was the IOPC decision on the mode of investigation?)

Must the complaint be investigated or is it reasonable and proportionate to investigate the complaint? — *Yes* → **Investigation**

No ↓ (from Must the complaint be investigated...)

Handle the complaint in a reasonable and proportionate matter

Investigation → **Investigation subject to special procedures** → **Available decisions:**
- case to answer
- no case to answer

→ **Available actions:**
- misconduct proceedings
- criminal proceedings
- RPRP
- UPP
- organisational learning
- learning from reflection
- policy/procedure review
- goodwill gesture
- apology
- explanation
- debrief
- no further action
- other action

Investigation not subject to special procedures

Handle the complaint in a reasonable and proportionate matter ↓

Available decisions:
- the service provided was acceptable
- the service provided was not acceptable
- not able to determine if the service provided was acceptable
- no further action
- withdrawn

↓

Available actions:
- RPRP
- UPP
- organisational learning
- policy/procedure review
- goodwill gesture
- apology
- explanation
- debrief
- no further action
- other action

Findings

Initial handling of complaints and how long it takes

Complaint cases logged

The *Policing and Crime Act 2017* and supporting regulations made significant changes to the complaints system, widening the definition of a complaint to make the system more accessible. This means many more complaints will now be logged than in previous years.

The definition of a police complaint is an expression of dissatisfaction by a member of the public about the service they have received from a police force. All expressions of dissatisfaction must be logged. Some dissatisfaction, which does not meet the criteria for recording a complaint under Schedule 3 of the *PRA 2002*, may be resolved quickly to the satisfaction of the complainant. Other expressions of dissatisfaction must be recorded.

- In 2022/23, police forces and local policing bodies logged 81,142 complaint cases (table 1) – an 8% increase on 2021/22.

- Forces took on average five working days to log complaints from the date the complaint was made (table 3).

- Most forces (32 out of 44) logged complaints in an average of five working days or less.

There are considerable differences in the size of police forces across England and Wales. This impacts the number of complaint cases logged by forces. Direct comparison of the number of complaint cases across forces would not take into account these size variations.

A complaint cases rate per 1,000 police force employees is used to provide a meaningful comparison of complaints logged across forces.

- In 2022/23, 329 complaint cases per 1,000 employees across all forces were logged (table 2) – an increase of 20 complaints per 1,000 employees compared to 2021/22.

- Complaint case rates per 1,000 employees ranged from 82 in North Yorkshire Police to 736 in Cleveland Police.

Time taken to contact the complainant

When handling complaints, the body responsible must contact the complainant and seek their views about how the complaint should be handled. This should happen as soon as possible after the complaint is made.

- In 2022/23, forces took an average of five working days from the date the complaint was made to contact the complainant (table 3). This was a four-day improvement on the nine days taken in 2021/22.

- The time forces took to contact complainants ranged from an average of one day in five forces to 17 days in City of London (table 3).

Recording complaints

Schedule 3 of the *PRA 2002* sets out legal requirements for police complaint handling.

A complaint does not need to be formally recorded under Schedule 3 of the *PRA 2002* if it can be resolved quickly and to the satisfaction of the complainant. Even if attempts are made to initially handle the complaint outside of the requirements of Schedule 3, it may later be recorded and handled under Schedule 3 of the *PRA 2002*. Information about recording complaints is available in Chapter 6 of our Statutory Guidance (2020).

There are four reasons why a complaint must be recorded under Schedule 3:

- the complainant wants it to be recorded

- the nature of the allegation(s) mean it must be recorded

- the appropriate authority/body responsible for initial handling decides it is appropriate

- the complainant is dissatisfied following informal handling

- A total of 31,620 complaint cases logged in 2022/23 were subsequently recorded under Schedule 3 of the *PRA 2002* - a 12% decrease on 2021/22 (table 4).

- In 41% (13,120) of cases, the body responsible for the initial handling of the complaint decided it should be recorded.

- Just under a quarter (23%, 7,333) of complaints were recorded because the complainant wanted it to be recorded.

- 20% (6,318) of complaint cases were recorded due to the nature of the allegations made.

- In 15% (4,849) of cases, the complainant was dissatisfied with the informal handling and requested their complaint be recorded.

- There is variation across forces on the reasons for recording complaints under Schedule 3. In nine forces, 50% or more of the complaints they recorded were because the person who complained wanted it to be recorded. In four forces, 50% or more of complaints were recorded because the complainant was not satisfied with the initial handling of their complaint.
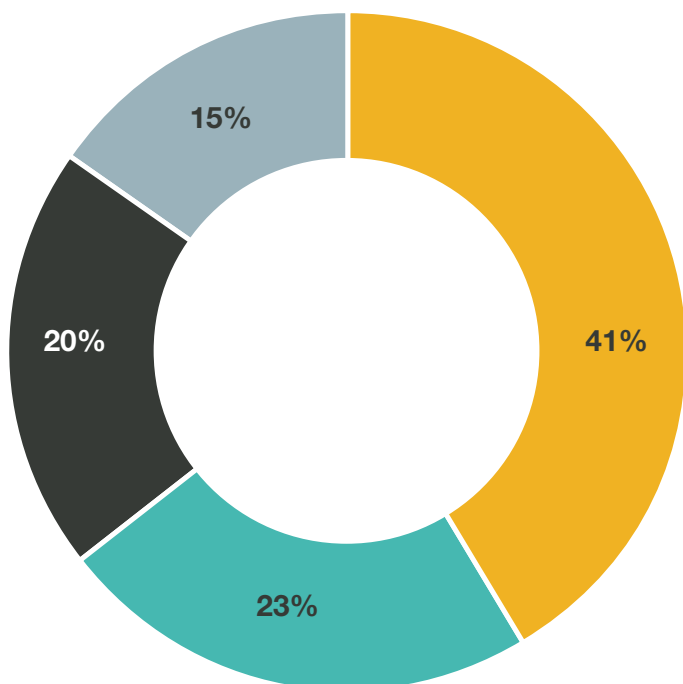

Figure 1: Reasons complaint cases recorded under Schedule 3 in 2022/23.

■ Body responsible for initial handling decides

■ Complainant wishes the complaint to be recorded

■ Nature of allegation(s)

■ Dissatisfaction after informal handling

What complaints were about

A complaint case may include one or more allegations. Each allegation is allocated to one of 11 categories and a subcategory if applicable. The purpose of the categories is to capture the root of the dissatisfaction expressed in a complaint.

- In 2022/23, 134,952 allegations were logged (table 5).

- The three most commonly logged allegation categories in 2022/23 were:

  - delivery of duties and service (55%)

  - police powers, policies and procedures (20%)

  - individual behaviours (13%)

These three categories account for 88% of all allegations logged (figure 2).

- Discriminatory behaviour made up 3% (4,062) of all allegations logged. 56% (2,266) of these were allegations of race discrimination, 17% (680) were about disability, and 13% (112) were about sex discrimination.
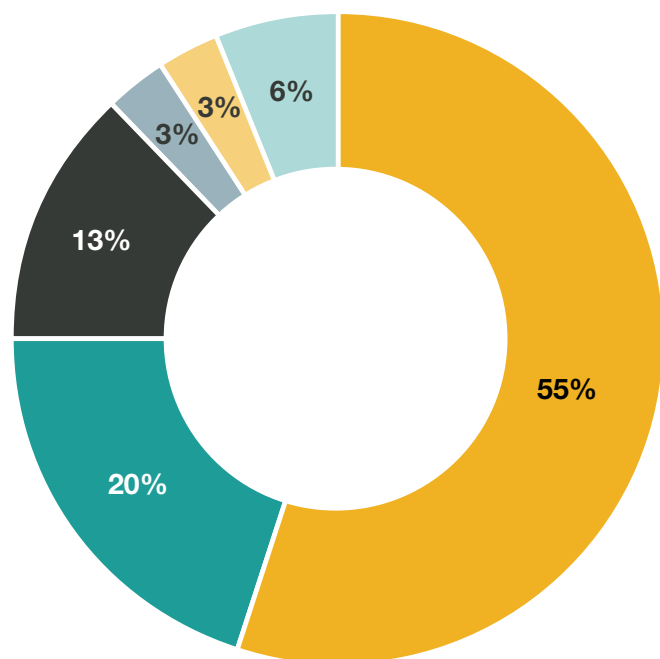

Figure 2: Allegations logged in 2022/23 by category.

- Delivery of duties and service
- Police powers, policies and procedures
- Individual behaviours
- Discriminatory behaviours
- Handling of or damage to property/premises
- All other categories

Who complains and who is subject to the complaints

Who makes the complaints

In 2022/23, 74,543 people complained about the police.

- Most complainants were men (51%, 37,662) (table 8).

- Where known, most complainants were White (55%, 41,292). It should be noted the ethnicity of 31% (23,274) of complainants was either not stated, unknown or the complainant preferred not to say (table 9).

- The most common age groups to complain about the police were those aged 30 to 39 years (21%, 15,996 complainants), closely followed by those aged 40 to 49 years (19%, 14,401). The people who complained least commonly were aged 17 or under. However, caution is advised when looking at the breakdown by age owing to 16% (12,067) of complainants whose age is unknown (table 10).

Who is complained about

In 2022/23, 51,720 people serving with the police were subject to a complaint.

- 62% (32,134) of those complained about were men and 32% (16,432) were women (table 11).

- Most people subject to a complaint were White (80%, 41,315). However, caution is advised when looking at the breakdown by ethnicity due to the number of subjects (14%, 7,076) with unknown or not stated ethnicity (table 12).

Time taken to informally handle a complaint and the outcomes

Informal complaint handling is an opportunity to address promptly the concerns raised by the complainant. The key consideration is whether a course of action is appropriate and whether it will be an effective response to a complaint.

Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2022/23, police forces finalised 55,524 allegations on complaint cases that were handled informally (table 14).

- On average, these allegations took 16 working days to finalise (table 15). This is one week less than in 2021/22.

Allegation decisions

Where a complaint case is handled informally, the allegation decision will be 'resolved' or 'not resolved'.

- In 2022/23, 92% of allegations handled informally were recorded as resolved. This means that they were either resolved to the satisfaction of the complainant and/or the complainant did not wish to pursue their complaint formally (table 19).

- The remaining 8% could not be resolved and will either have been recorded under Schedule 3 or withdrawn by the complainant.

Complaint cases finalised

A complaint case is finalised when all actions relating to that case are complete.

- In 2022/23, 48,204 complaint cases were finalised informally (table 20).

- These complaint cases took an average of 18 working days to finalise (table 21). This is longer than the 16 working days taken to handle allegations as it includes the time to complete all the actions on the case.

Actions

Any actions taken in response to the allegation are recorded; multiple actions can be recorded for each allegation.

- The most common action resulting from complaints handled informally was an explanation. 58% of complaint cases finalised resulted in an explanation being given to the complainant (table 22).

- 21% of complaint cases finalised informally had at least one allegation resulting in no further action (table 22). Previous data collections identified that this action was being recorded incorrectly in some forces and, as a result, the proportion of allegations resulting in no further action has decreased from 2021/22.

- Different types of learning can be selected as the outcome of complaints. These are organisational learning and learning from reflection. These amount to 2% of the outcomes. Actions such as providing an apology or conducting a debrief accounted for a further 10%. Therefore, some sort of learning/reflective activity accounted for the outcome in 12% of cases (table 22).

Time taken to formally handle a complaint and the outcomes

All complaints recorded formally should be handled in a reasonable and proportionate manner. This may mean:

- an investigation

- otherwise responding to concerns raised and seeking to resolve them

- notifying the complainant that no further action will be taken

Allegations finalised

An allegation is considered finalised when the complainant is notified about the outcome of the allegation (a decision) and any planned action.

- In 2022/23, police forces finalised 71,805 allegations on complaint cases handled formally (table 14).

Allegations handled by investigation

If an allegation is investigated, the investigation will fall into one of three types: local, directed, or independent. Please see the Glossary for an explanation of the different forms of investigation.

If at any time during an investigation, the investigating officer thinks a person complained about may have

- committed a criminal offence; or

- behaved in a manner which would justify the bringing of disciplinary proceedings

the investigation must be certified as subject to 'special procedures' (see explanation of 'special procedures' in the Glossary).

- In 2022/23, 24% of the 71,805 allegations handled under Schedule 3 were investigated (table 14).

- 9% of those (1,562 out of 17,098) were finalised by investigations subject to special procedures (table 16).

- Of allegations handled formally, the proportion investigated ranged from 2% in Cleveland Police to 98% in Thames Valley Police.

- Allegations finalised by local investigation took an average of just over seven months (159 working days) for forces to complete (table 15). A month longer than in 2021/22.

Allegations handled otherwise than by investigation

Most allegations will not need a full investigation to reach a conclusion and a decision.

- In 2022/23, the majority (76%) of allegations handled formally were finalised otherwise than by investigation (table 14).

- These allegations took forces almost five months (98 working days) on average to finalise (table 15).

Allegation decisions

Often a complaint case will contain several different allegations. Some may be subject to special procedures and others not. It is possible to handle all allegations in the same way. As such, a complaint case that is investigated subject to special procedures may contain non-special procedures allegations and the decision will reflect this.

- It was found there was a case to answer for misconduct or gross misconduct in 24% of allegations investigated subject to special procedures (table 19).

- 47% of allegations investigated subject to special procedures found no case to answer for misconduct or gross misconduct (table 19).

- 4% found that the service provided was not acceptable (table 19).

- The remaining allegations investigated subject to special procedures found that either the service was acceptable (or unable to determine), no further action was taken, or the complaint was withdrawn (table 19).

- It was found the service provided was acceptable in almost three quarters (74%) of allegations investigated where special procedures did not apply (table 19).

- The service provided was acceptable in the majority (67%) of the allegations finalised formally that were not investigated (table 19).

Complaint cases finalised

A complaint case is considered finalised when all actions relating to that case are complete.

This includes:

- the time during which an application to review can be made

- the time it takes to deal with a review

- the time it takes for actions resulting from a recommendation or direction, made either following an investigation or consideration of a review, to be completed

- the time for the actions arising from a reflective practice review process (RPRP) meeting to be communicated to the complainant or their representative

- the time it takes for misconduct and/or criminal proceedings to conclude

- the time for initial outcomes of unsatisfactory performance procedures to be decided

In 2022/23, a total of 30,521 complaint cases were finalised formally (table 20).

- It took an average of almost six months (125 working days) to finalise complaint cases formally in 2022/23 (table 21) (excluding time spent suspended due to criminal matters).

- The average time forces took to finalise complaint cases formally ranged from 51 in Durham to 231 working days in North Yorkshire (table 21).

Actions

- Of the 30,521 complaint cases handled formally in 2022/23, 40% had at least one allegation resulting in no further action being taken (table 23). Previous data collections identified that this action was being recorded incorrectly in some forces and in 2022/23 there was a decrease in the proportion of cases resulting in no further action (48% in 2021/22).

- 113 complaint cases that were handled formally and subject to a special procedures investigation had at least one allegation resulting in either misconduct meeting or hearing (table 23).

- 13% of complaint cases had at least one allegation resulting in learning for either the individual or the police force (table 23).

- 3% (998) of complaint cases handled formally had at least one allegation resulting in a referral to RPRP (table 23).

- 7% of complaint cases had at least one allegation resulting in an apology or debrief taking place (table 23).

- 46% of complaint cases had at least one allegation resulting in an explanation being provided (table 23).

Reviews

The complainant has a right to apply for a review where a complaint has been recorded under Schedule 3 of the *PRA 2002*. They can apply for a review if they are unhappy with the way their complaint was handled, or with the outcome.

The application for review will be considered by the local policing body or the IOPC. The relevant review body depends on the circumstances of the complaint. The relevant review body will look at whether the handling and the outcome of the complaint was reasonable and proportionate.

There is no right of review against a complaint handled informally outside of Schedule 3. The complainant can request the complaint be recorded and handled formally if they are not satisfied with the outcome given to them. This will bring it inside the scope of Schedule 3 and, when the complaint is finalised, the complainant will get a right of review to the relevant review body.

Local policing body (LPB) reviews

In 2022/23, LPBs received 4,366 applications from complainants requesting a review of how their complaint had been handled or its final outcome. This is a decrease of 13% from the 5,030 reviews received in 2021/22 (table 24).

- The number of reviews LPBs received following complaints that had not been investigated was 3,880.

- The number of reviews received following complaints that had been investigated was 486.

Outcome of LPB reviews

- In 2022/23, 19% of reviews about complaints that were not investigated found the complaint outcome was not reasonable and proportionate (table 25).

- The proportion of non-investigation reviews that found the outcome was not reasonable and proportionate varied considerably across police forces from 0% in two forces to 58% in Warwickshire Police (table 25).

- 27% (156 out of 574) of the investigation reviews completed by LPBs found the complaint outcome was not reasonable and proportionate (table 25).

- The number of investigation reviews completed by LPBs varied considerably across forces. Ten LPBs completed ten or more reviews of police force investigations, the highest being Thames Valley Police with 249 investigation reviews completed. Seventeen LPBs completed no investigation reviews (Table 25).

IOPC reviews

In 2022/23, the IOPC received 1,991 applications to review complaints dealt with by police forces, an increase of 24% on 2021/22 (table 26).

- In 2022/23, the IOPC received 1,188 applications to review complaints not investigated by police forces.

- The number of reviews received following complaints that had been investigated was 803.

Outcome of IOPC reviews

- In 2022/23, the IOPC found the outcome in 44% of complaints that had not been investigated was not reasonable and proportionate (table 27).

- 32% (177 out of 551) of the investigation reviews completed by the IOPC found the complaint outcome was not reasonable and proportionate (table 27).

Discussion

Numbers of complaints, and what is complained about

The past year has again been dominated by several high-profile cases of police misconduct. However the statistics in this report do not particularly reflect those cases of huge public concern because public complaints on their own do not necessarily show the full picture. Many of those high-profile cases will not be recorded in these statistics, as they do not arise from public complaints but rather from internal conduct matters, which are reported separately. Instead they show that while the overall volume of complaints has increased by 8% since last year, for the majority of forces the number of complaints has remained very similar, There are a couple of larger forces that have seen a more significant increase than the rest.

This year's statistics also show that by far the largest proportion of complaints relate to 'delivery of duties and service'. This covers police action after contact with the public and the general level of service the police offer. Most categories have increased slightly but 'delivery of duties and service' has increased by two percentage points compared to last year's report. So while the public perceptions of the police show a fall in confidence due to these high profile cases there is still an increasing dissatisfaction with the general levels of service that the public receive too.

Who complains and who is subject to the complaints

84% of complaints made relate to police officers, which is as expected given the amount of contact they have with the public. The next largest group complained about is police staff at 9%. These proportions have remained the same as 2021/22.

There have been some improvements in capturing data about those that are complaining. 'Not stated' entries for the ethnicity question have dropped by five percentage points compared to last year. This is positive to see but there is still further work to be done around collecting data for both complainants and those subject to complaints.

Although proportions have remained the same or very similar, the numbers of complaints by female members of public have increased by 8% this year and 13% last year. This compares to an 8% rise from 2021/22 and 4% rise from 2020/21 for male members of public. It is also noted that complaints by younger people, aged 17 and under, have increased by 28%, which is a one percentage point rise. Although there is still not parity with other age groups, it is positive to see that this age group are increasingly choosing to access the system.

There has been an increase in female police staff members being subject to complaints. This increased by 7% this year and 24% last year (compared to 1% and 22% for male subjects), although the proportions have remained similar. This may be as a result of more representation across forces, particularly with the increase in officer numbers.

Handling and outcomes of complaints

Once a complaint is made, it is important that the complainant is contacted so that the complaint can be understood fully. Last year we noted that this was an area that could be improved and PSDs have responded to this. Forces have improved from an average of 9 days to an average of 5 days.

Notably, there were four forces who considerably improved the time it took to contact complainants: West Midlands (44 to 5 days), Gwent (8 to 2 days), Durham (8 to 1 day) and Devon and Cornwall (19 to 4 days). This is through a focus on the front end of complaint handling, to ensure dissatisfaction can be resolved as quickly as possible. Where early contact is made with the complainant and the main points of the complaint are set and agreed together, we see that this sets a positive tone for the complaint handling. It also helps set the scope for the enquiries that are needed, gives an opportunity to find what the complainant wants and this lends itself to a successful resolution of the complaint.

Informal handling and outcomes

Complaints that are handled informally should be dealt with flexibly, focusing on customer service. These complaints should be dealt with quickly - usually within days rather than weeks. There has been an increase in the number of complaints forces have dealt with informally. This increase is partly due to forces' systems recording this data better, but forces must be sure that they are dealing with the correct cases informally - more serious complaints must not be handled by this method.

In this report we can see 136 allegations that forces have classified as abuse of position or sexual conduct were handled informally, which on the face of it does not seem correct. Where we can identify these cases we will take this up with the police forces involved to work out the reasons why.

However, overall forces have done well in decreasing the amount of time to finalise informal cases from 24 days last year to 18 this year. This is despite an increase in the number of cases dealt with informally.

South Wales, Northumbria, Hertfordshire and West Yorkshire all complete these cases in seven days or fewer. Cleveland, Leicestershire, West Midlands, Warwickshire, Sussex, Wiltshire and Metropolitan Police Service have all significantly improved their timeliness in this area as well.

The most common outcome was that complainants were offered an explanation. There was also a further increase in the number of apologies given. It is positive to see that 'no further action' (NFA) continues to reduce as an action, following advice given to forces. Forces were previously using NFA for complaints where they had tried to resolve the dissatisfaction, whereas it should only be used where no action is being taken (for example where a complaint is repeated). The numbers of learning outcomes from these complaints are still small. Given the volume of cases, it is likely there are more opportunities to learn and improve the service to the public from this type of complaint.

Formal handling and outcomes

Of those allegations handled formally, 13% were subject to formal investigations, 2% fewer than last year. Of those investigated, 9% were investigated through special procedures, where specific conduct is assessed, compared to 7% last year and 1% the year before. It took forces an average of 159 days to complete a complaint investigation - an increase of 25 days, potentially as a result of increased complexity of cases.

The remaining 87% of allegations handled formally were assessed as not requiring a full investigation to reach a conclusion and outcomes. These allegations should be handled more quickly and flexibly. They took on average 98 days to complete - an increase of 14 days. Notable exceptions to the increase are Gwent, Warwickshire and West Midlands.

Of those cases completed in 2022/23, proceedings were held for 113 compared to 68 the year before and 18 the year before that. Only 3% of cases were referred to reflective practice, which has stayed the same from the previous year. This year we provided further guidance for forces on reflective practice to bring improved use and understanding of what it entails and we expect to see it being used more often in the future.

Following workshops and advice from the IOPC, data quality has improved so that 'no further action' is no longer the most common outcome of formally recorded complaints. Previously, action was taken to resolve complaints in the vast majority of cases but was incorrectly being finalised on police systems. This has now improved with the number of cases where an explanation, debrief or apology have increased, with explanation being the most common outcome. This helps to clarify the reality of how complaints are being resolved and gives a more tangible outcome to complainants.

Reviews

A complainant can request a review if they are not satisfied with how their complaint was handled. The nature of the complaint determines whether the review should be handled by the Local Policing Body (LPB) or the IOPC. There has been a rise in reviews received for the IOPC, and a drop for LPBs leading to a small decrease overall. This is likely to be because of workshops and individual assistance we have given in relation to the test so there is increased understanding in this area. It may also be due to a small drop in the number of cases finalised formally; either due to forces using informal complaint handling more often or due to backlogs within complaint handling departments.

The proportion of investigation reviews upheld have remained very similar to last year, 27% in both years for LPBs and a rise of one percentage point from 31% to 32% for the IOPC. There is a more significant rise for reviews where the complaint has been handled outside of investigation, from 15% to 19% for LPBs and 37% to 44% for the IOPC. One of a few notable exceptions to this rise is Lancashire, who have sought advice to improve their complaint handling. The IOPC is working closely with forces to help them get complaints right first time and we would like to see these numbers reducing in the future.

Conclusion

There have not been dramatic changes in terms of public complaints this year from last year, although there are some slight variances particularly at individual force levels. It suggests that the changes to complaints legislation are now becoming embedded and access to complaining is well established.

We are seeing changes relating to the guidance and advice we have given and expect to see further changes in the future. We are continuing to work with forces to try and improve their handling of complaints where we have noticed that there are areas for improvement and will provide further guidance for police forces to use to drive these improvements through this year.

Data considerations

This report only presents information about complaints handled under the new regime implemented 1 February 2020 and 4 January 2021 for the British Transport Police.

Hampshire Constabulary only started capturing information about complaints handled outside of Schedule 3 from February 2021.

The flexibility in the new system means there will be different ways to handle complaints in a reasonable and proportionate manner. Some forces will choose to handle matters in a different way to other forces.

Figures for City of London include complaints about 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.

Statistical notes

- In the percentage columns presented in the following tables, '-' denotes no data and '0' denotes less than 0.5%.

- Some percentages may add up to more or less than 100% due to rounding.

- Average times are presented as working days and do not include weekends or bank holidays.

- 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 finalised.

Data tables

Table 1: Number of complaint cases logged in 2022/23

Police force	Number of complaint cases
Avon & Somerset	2,248
Bedfordshire	813
British Transport	788
Cambridgeshire	1,169
Cheshire	1,726
City of London	594
Cleveland	1,755
Cumbria	931
Derbyshire	1,490
Devon & Cornwall	2,058
Dorset	1,216
Durham	1,068
Dyfed-Powys	1,057
Essex	1,416
Gloucestershire	1,238
Greater Manchester	2,677
Gwent	514
Hampshire	3,729
Hertfordshire	1,167
Humberside	1,706
Kent	1,421
Lancashire	1,606
Leicestershire	1,193
Lincolnshire	1,134
Merseyside	2,408
Metropolitan	11,779
Norfolk	406
North Wales	492
North Yorkshire	269
Northamptonshire	952
Northumbria	3,401
Nottinghamshire	1,593
South Wales	2,509
South Yorkshire	1,847
Staffordshire	1,759
Suffolk	361
Surrey	2,117
Sussex	2,414
Thames Valley	3,808
Warwickshire	702
West Mercia	1,351
West Midlands	3,635
West Yorkshire	3,222
Wiltshire	1,403
Total	**81,142**

The 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.

Table 2: Number of complaint cases logged per 1,000 employees in 2022/23

Police force	Number of complaint cases	Number of employees*	Complaint cases per 1,000 employees
Avon & Somerset	2,248	6,570	342
Bedfordshire	813	2,689	302
British Transport	788	4,874	162
Cambridgeshire	1,169	2,735	427
Cheshire	1,726	4,183	413
City of London	594	1,446	411
Cleveland	1,755	2,384	736
Cumbria	931	2,124	438
Derbyshire	1,490	3,637	410
Devon & Cornwall	2,058	6,579	313
Dorset	1,216	2,879	422
Durham	1,068	2,424	441
Dyfed-Powys	1,057	2,235	473
Essex	1,416	6,464	219
Gloucestershire	1,238	2,597	477
Greater Manchester	2,677	12,110	221
Gwent	514	2,501	206
Hampshire	3,729	5,771	646
Hertfordshire	1,167	4,290	272
Humberside	1,706	3,735	457
Kent	1,421	7,195	197
Lancashire	1,606	6,197	259
Leicestershire	1,193	4,244	281
Lincolnshire	1,134	1,931	587
Merseyside	2,408	6,811	354
Metropolitan	11,779	47,670	247
Norfolk	406	3,383	120
North Wales	492	3,043	162
North Yorkshire	269	3,290	82
Northamptonshire	952	2,711	351
Northumbria	3,401	5,833	583
Nottinghamshire	1,593	3,959	402
South Wales	2,509	6,275	400
South Yorkshire	1,847	5,393	342
Staffordshire	1,759	3,629	485
Suffolk	361	2,498	145
Surrey	2,117	4,305	492
Sussex	2,414	5,670	426
Thames Valley	3,808	9,033	422
Warwickshire	702	1,872	375
West Mercia	1,351	4,395	307
West Midlands	3,635	12,300	296
West Yorkshire	3,222	10,278	313
Wiltshire	1,403	2,485	565
Total	**81,142**	**246,627**	**329**

* "Number of employees" is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2022.

Table 3: Time taken to log complaints and contact complainants in 2022/23

Police force	Average days to log complaints	Average number of days to contact complainants
Avon & Somerset	6	4
Bedfordshire	3	2
British Transport	3	3
Cambridgeshire	1	1
Cheshire	3	12
City of London	21	17
Cleveland	1	1
Cumbria	11	9
Derbyshire	5	7
Devon & Cornwall	3	4
Dorset	4	5
Durham	6	1
Dyfed-Powys	20	11
Essex	6	5
Gloucestershire	4	4
Greater Manchester	17	6
Gwent	1	2
Hampshire	2	2
Hertfordshire	1	4
Humberside	6	8
Kent	24	13
Lancashire	1	6
Leicestershire	3	3
Lincolnshire	10	5
Merseyside	3	6
Metropolitan	5	5
Norfolk	2	6
North Wales	2	7
North Yorkshire	35	7
Northamptonshire	2	1
Northumbria	1	2
Nottinghamshire	5	4
South Wales	3	5
South Yorkshire	2	8
Staffordshire	4	4
Suffolk	3	7
Surrey	1	2
Sussex	3	3
Thames Valley	4	10
Warwickshire	1	1
West Mercia	6	6
West Midlands	1	5
West Yorkshire	5	7
Wiltshire	2	2
Total	**5**	**5**

Table 4: Reasons complaint cases recorded under Schedule 3 in 2022/23

Police force	Nature of allegation(s)		Body responsible for initial handling decides		Complainant wishes the complaint to be recorded		Dissatisfaction after initial handling		Total recorded under Schedule 3
	N	%	N	%	N	%	N	%	
Avon & Somerset	431	36	480	41	199	17	74	6	1,184
Bedfordshire	112	39	80	28	49	17	46	16	287
British Transport	8	5	86	51	2	1	73	43	169
Cambridgeshire	117	32	119	33	32	9	98	27	366
Cheshire	119	18	370	55	71	11	116	17	676
City of London	8	11	26	35	3	4	37	50	74
Cleveland	1	0	14	6	80	34	139	59	234
Cumbria	104	37	98	35	41	15	35	13	278
Derbyshire	33	3	464	49	370	39	87	9	954
Devon & Cornwall	184	17	764	70	88	8	56	5	1,092
Dorset	43	7	572	90	16	3	8	1	639
Durham	112	36	0	-	28	9	170	55	310
Dyfed-Powys	57	16	187	51	91	25	32	9	367
Essex	10	1	1,217	96	36	3	7	1	1,270
Gloucestershire	50	8	410	67	119	19	36	6	615
Greater Manchester	100	7	902	65	200	14	182	13	1,384
Gwent	28	16	14	8	102	60	27	16	171
Hampshire	60	9	232	36	79	12	273	42	644
Hertfordshire	182	43	83	20	44	10	113	27	422
Humberside	9	1	264	36	374	51	80	11	727
Kent	479	35	672	48	2	0	233	17	1,386
Lancashire	227	33	152	22	225	33	88	13	692
Leicestershire	233	25	705	75	2	0	2	0	942
Lincolnshire	10	1	328	47	348	50	10	1	696
Merseyside	11	5	38	17	138	61	39	17	226
Metropolitan	577	17	1,165	34	1,398	41	271	8	3,411
Norfolk	28	8	99	29	181	53	35	10	343
North Wales	42	17	33	14	163	68	3	1	241
North Yorkshire	73	27	72	27	62	23	62	23	269
Northamptonshire	84	25	72	21	98	29	82	24	336
Northumbria	421	47	8	1	74	8	393	44	896
Nottinghamshire	109	20	251	46	55	10	130	24	545
South Wales	801	51	71	5	670	43	33	2	1,575
South Yorkshire	16	1	1,133	84	181	13	22	2	1,352
Staffordshire	167	42	118	30	12	3	96	24	393
Suffolk	26	9	89	30	160	53	25	8	300
Surrey	45	8	41	8	286	53	166	31	538
Sussex	41	4	385	42	27	3	465	51	918
Thames Valley	91	6	430	27	918	57	183	11	1,622
Warwickshire	31	20	83	54	16	10	23	15	153
West Mercia	9	3	106	34	116	38	78	25	309
West Midlands	440	46	182	19	98	10	233	24	953
West Yorkshire	562	52	55	5	42	4	419	39	1,078
Wiltshire	27	5	450	77	37	6	69	12	583
Total	**6,318**	**20**	**13,120**	**41**	**7,333**	**23**	**4,849**	**15**	**31,620**

Table 5: Number of allegations logged in 2022/23

Police force	Number of allegations	Number of employees*	Allegations per 1,000 employees
Avon & Somerset	4,212	6,570	641
Bedfordshire	1,299	2,689	483
British Transport	938	4,874	192
Cambridgeshire	1,921	2,735	702
Cheshire	2,609	4,183	624
City of London	666	1,446	461
Cleveland	2,936	2,384	1,232
Cumbria	1,518	2,124	715
Derbyshire	2,992	3,637	823
Devon & Cornwall	3,439	6,579	523
Dorset	1,566	2,879	544
Durham	2,389	2,424	986
Dyfed-Powys	1,171	2,235	524
Essex	4,336	6,464	671
Gloucestershire	2,206	2,597	849
Greater Manchester	4,634	12,110	383
Gwent	1,133	2,501	453
Hampshire	5,177	5,771	897
Hertfordshire	2,253	4,290	525
Humberside	2,076	3,735	556
Kent	4,365	7,195	607
Lancashire	2,939	6,197	474
Leicestershire	2,436	4,244	574
Lincolnshire	1,621	1,931	839
Merseyside	2,793	6,811	410
Metropolitan	20,202	47,670	424
Norfolk	1,420	3,383	420
North Wales	1,300	3,043	427
North Yorkshire	1,173	3,290	357
Northamptonshire	1,451	2,711	535
Northumbria	4,822	5,833	827
Nottinghamshire	2,748	3,959	694
South Wales	3,957	6,275	631
South Yorkshire	3,125	5,393	579
Staffordshire	2,628	3,629	724
Suffolk	1,140	2,498	456
Surrey	3,569	4,305	829
Sussex	4,030	5,670	711
Thames Valley	6,744	9,033	747
Warwickshire	746	1,872	399
West Mercia	1,698	4,395	386
West Midlands	4,846	12,300	394
West Yorkshire	3,820	10,278	372
Wiltshire	1,908	2,485	768
Total	**134,952**	**246,627**	**547**

The 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.
*Number of employees is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2022.

Table 6: Number of allegations logged - what has been complained about in 2022/23

Police force	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*
Avon & Somerset	2,124	742	107	72	64	198	203	655	7	35	5	4,212
Bedfordshire	614	287	45	32	14	79	20	169	4	5	30	1,299
British Transport	408	250	17	12	17	28	1	167	3	4	31	938
Cambridgeshire	867	436	45	54	21	52	36	387	6	11	6	1,921
Cheshire	1,328	621	97	57	38	74	34	348	6	5	1	2,609
City of London	537	63	4	1	1	11	3	41	4	0	1	666
Cleveland	1,589	590	117	57	45	24	10	484	4	2	14	2,936
Cumbria	682	329	85	35	27	32	5	288	1	11	23	1,518
Derbyshire	1,598	550	69	47	20	54	17	520	5	16	96	2,992
Devon & Cornwall	1,981	667	85	67	28	52	13	518	0	8	20	3,439
Dorset	822	280	53	54	19	26	48	245	2	13	4	1,566
Durham	1,266	523	71	54	17	51	14	364	0	7	22	2,389
Dyfed-Powys	702	200	44	21	22	15	14	142	1	4	6	1,171
Essex	2,023	953	126	106	28	207	92	744	10	17	30	4,336
Gloucestershire	1,165	461	55	50	32	47	25	300	6	11	54	2,206
Greater Manchester	2,262	1,015	210	148	33	235	52	590	15	53	21	4,634
Gwent	640	218	12	24	11	14	11	191	0	7	5	1,133
Hampshire	2,802	1,280	133	111	103	70	42	586	7	31	12	5,177
Hertfordshire	1,092	400	99	49	30	88	19	462	2	12	0	2,253
Humberside	1,174	383	66	73	29	25	22	255	3	2	44	2,076
Kent	2,034	1,086	45	140	6	261	108	643	9	11	22	4,365
Lancashire	1,559	699	42	76	36	72	33	366	3	6	47	2,939
Leicestershire	1,191	468	104	57	20	90	65	435	1	3	2	2,436
Lincolnshire	910	327	41	36	27	16	19	212	6	8	19	1,621
Merseyside	1,274	751	122	30	50	29	6	342	6	6	177	2,793
Metropolitan	12,200	3,990	652	245	199	646	126	1,346	50	156	592	20,202
Norfolk	593	329	50	40	10	61	38	295	3	0	1	1,420
North Wales	583	208	29	62	11	37	89	244	5	6	26	1,300
North Yorkshire	552	260	30	21	11	26	14	245	7	5	2	1,173
Northamptonshire	860	286	37	35	10	40	9	169	1	4	0	1,451
Northumbria	2,504	989	184	126	65	105	62	647	8	27	62	4,779
Nottinghamshire	1,724	457	44	36	23	49	14	239	15	39	108	2,748
South Wales	1,943	689	165	91	47	180	109	705	6	13	9	3,957
South Yorkshire	1,783	602	88	47	21	71	8	484	3	3	15	3,125
Staffordshire	1,506	524	90	43	37	16	8	363	9	15	17	2,628
Suffolk	454	287	39	29	2	56	40	229	2	0	2	1,140
Surrey	2,244	565	89	74	53	100	33	330	9	18	54	3,569
Sussex	2,089	918	90	79	21	113	22	551	7	22	118	4,030
Thames Valley	4,063	1,119	144	125	45	254	63	778	24	55	74	6,744
Warwickshire	473	110	17	21	16	7	2	86	2	2	10	746
West Mercia	1,087	283	25	34	22	37	3	164	6	13	24	1,698
West Midlands	3,063	756	122	92	17	161	47	510	11	33	34	4,846
West Yorkshire	2,355	724	121	83	51	184	51	197	9	37	8	3,820
Wiltshire	926	397	73	44	37	69	26	317	5	7	7	1,908
Total	**73,646**	**27,072**	**3,983**	**2,790**	**1,436**	**4,062**	**1,676**	**17,353**	**293**	**743**	**1,855**	**134,909**

*The number of allegations logged presented in this table are only those with a category recorded. Therefore they may not match the actual number of allegations logged presented in Table 5.

Table 7: Number of allegations logged - what has been complained about and subcategories in 2022/23

Allegation category	Allegation subcategory	N	% of total allegations logged
Delivery of duties and service	Police action following contact	32,666	24
	Decisions	9,307	7
	General level of service	24,653	18
	Information	7,019	5
	No subcategory recorded	1	0
Police powers, policies and procedures	Stops, and stop and search	1,578	1
	Searches of premises and seizure of property	3,569	3
	Power to arrest and detain	4,388	3
	Detention in police custody	3,674	3
	Bail, identification and interview procedures	1,115	1
	Use of force	7,280	5
	Evidential procedures	1,967	1
	Out of court disposals	430	0
	Other policies and procedures	3,069	2
	No subcategory recorded	1	0
Handling of or damage to property/ premises	Handling of or damage to property/ premises	3,983	3
Access and/or disclosure of information	Use of police systems	190	0
	Disclosure of information	1,934	1
	Handling of information	564	0
	Accessing and handling of information from other sources	103	0
Use of police vehicles	Use of police vehicles	1,436	1
Discriminatory behaviour	Age	42	0
	Disability	680	1
	Gender reassignment	42	0
	Marriage and civil partnership	5	0
	Pregnancy and maternity	3	0
	Race	2,266	2
	Religion or belief	98	0
	Sex	513	0
	Sexual orientation	112	0
	Other	301	0
Abuse of position/ corruption	Abuse of position for financial purpose	67	0
	Abuse of position for sexual purpose	74	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	22	0
	Abuse of position for other purpose	422	0
	Obstruction of justice	830	1
	Organisational corruption	261	0
Individual behaviours	Unprofessional attitude and disrespect	5,020	4
	Lack of fairness and impartiality	2,638	2
	Overbearing or harassing behaviours	3,089	2
	Impolite language / tone	4,517	3
	Impolite and intolerant actions	2,087	2
	No subcategory recorded	2	0
Sexual conduct	Sexual assault	208	0
	Sexual harassment	20	0
	Other sexual conduct	65	0
Discreditable conduct	Discreditable conduct	743	1
Other	Other	1,855	1
Total		**134,909**	**100**

The number of allegations logged presented in this table are only those with a category recorded. Therefore they may not match the actual number of allegations logged presented in Table 5.

Table 8: Gender of complainants in 2022/23

Gender	N	%
Female	30,862	41
Male	37,662	51
Other	196	0
Prefer not to say	1,222	2
Unknown	4,601	6
Total	**74,543**	**100**

Table 9: Ethnicity of complainants in 2022/23

Ethnicity	N	%
White	41,292	55
Black	3,379	5
Asian	4,235	6
Mixed	1,724	2
Other	639	1
Prefer not to say	4,822	6
Not stated	17,246	23
Unknown	1,206	2
Total	**74,543**	**100**

Table 10: Age of complainants in 2022/23

Age group	N	%
17 or under	1,282	2
18-29	10,675	14
30-39	15,996	21
40-49	14,401	19
50-59	11,912	16
60+	8,210	11
Unknown	12,067	16
Total	**74,543**	**100**

Tables 8 to 10: Complainants are only counted once in these tables regardless of how many complaints they have made throughout the year.

Table 10: Complainant's age data for allegations handled outside of Schedule 3 by Bedfordshire, Cambridgeshire and Hertfordshire is not available in 2022/23.

Table 11: Gender of those subject to a complaint in 2022/23

Gender	N	%
Female	16,432	32
Male	32,134	62
Other	11	0
Prefer not to say	23	0
Unknown	3,120	6
Total	**51,720**	**100**

Table 12: Ethnicity of those subject to a complaint in 2022/23

Ethnicity	N	%
White	41,315	80
Black	772	1
Asian	1,756	3
Mixed	725	1
Other	76	0
Prefer not to say	388	1
Not stated	3,641	7
Unknown	3,047	6
Total	**51,720**	**100**

Tables 11 and 12: Subjects are only counted once in these tables, regardless of how many complaints they have been subject to in the year.

Subjects' demographic data is not recorded on Northumbria Police outside Schedule 3 complaints.

Table 13: Rank of those subject to a complaint in 2022/23

Rank	N	%
Police officer ranks	44,051	84
Police staff	4,479	9
Community support officers	1,026	2
Contracted staff	457	1
Special constables	460	1
Unknown	1,836	4
Total	**52,309**	**100**

Table 13: The total number of subjects will not match the figures in tables 11 and 12. This is because people subject to more than one complaint in the year may have held different ranks at the time each allegation was logged. In such cases they will be counted more than once (for each rank).

Table 14: Means by which allegations were finalised in 2022/23

Police force	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 - investigated		Total
	N	%	N	%	N	%	
Avon & Somerset	1,274	32	2,410	60	336	8	4,020
Bedfordshire	678	48	452	32	279	20	1,409
British Transport	670	71	248	26	30	3	948
Cambridgeshire	1,118	55	646	32	268	13	2,032
Cheshire	1,035	51	927	45	78	4	2,040
City of London	507	88	43	7	29	5	579
Cleveland	2,107	75	675	24	16	1	2,798
Cumbria	762	58	491	38	50	4	1,303
Derbyshire	628	26	1,667	68	157	6	2,452
Devon & Cornwall	1,177	38	1,736	55	220	7	3,133
Dorset	574	39	773	53	111	8	1,458
Durham	1,386	65	672	31	80	4	2,138
Dyfed-Powys	638	55	455	39	61	5	1,154
Essex	306	8	2,219	60	1,170	32	3,695
Gloucestershire	753	38	1,164	58	86	4	2,003
Greater Manchester	1,363	30	2,801	61	399	9	4,563
Gwent	473	44	163	15	427	40	1,063
Hampshire	3,632	68	1,542	29	174	3	5,348
Hertfordshire	1,123	54	699	34	248	12	2,070
Humberside	868	42	1,173	56	40	2	2,081
Kent	33	1	2,502	64	1,400	36	3,935
Lancashire	1,029	53	757	39	159	8	1,945
Leicestershire	322	14	1,869	79	170	7	2,361
Lincolnshire	450	29	1,001	64	124	8	1,575
Merseyside	2,119	75	658	23	58	2	2,835
Metropolitan	8,560	42	8,348	41	3,448	17	20,356
Norfolk	137	11	900	75	163	14	1,200
North Wales	235	23	739	71	62	6	1,036
North Yorkshire	0	0	733	85	127	15	860
Northamptonshire	669	42	601	37	334	21	1,604
Northumbria	2,488	58	352	8	1,438	34	4,278
Nottinghamshire	1,352	47	1,139	40	374	13	2,865
South Wales	1,019	44	1,144	49	172	7	2,335
South Yorkshire	468	17	2,195	81	58	2	2,721
Staffordshire	1,571	58	1,031	38	104	4	2,706
Suffolk	109	11	765	80	77	8	951
Surrey	1,644	45	1,897	52	75	2	3,616
Sussex	1,882	46	2,103	51	101	2	4,086
Thames Valley	2,190	36	79	1	3,741	62	6,010
Warwickshire	536	73	102	14	92	13	730
West Mercia	1,022	78	265	20	22	2	1,309
West Midlands	3,587	64	1,732	31	245	4	5,564
West Yorkshire	2,179	49	2,122	48	117	3	4,418
Wiltshire	851	49	717	41	178	10	1,746
Total	**55,524**	**44**	**54,707**	**43**	**17,098**	**13**	**127,329**

Table 15: Time taken to finalise allegations in 2022/23

Police force	Average number of days to finalise allegations outside of Schedule 3	Average number of days to finalise allegations - not investigated under Schedule 3	Average number of days to finalise allegations - by local investigation under Schedule 3
Avon & Somerset	12	83	123
Bedfordshire	76	86	138
British Transport	21	53	188
Cambridgeshire	33	62	142
Cheshire	14	53	185
City of London	25	53	180
Cleveland	21	115	198
Cumbria	14	103	151
Derbyshire	8	81	137
Devon & Cornwall	34	95	294
Dorset	26	69	177
Durham	9	57	300
Dyfed-Powys	8	79	166
Essex	65	87	136
Gloucestershire	21	85	162
Greater Manchester	10	95	262
Gwent	12	53	114
Hampshire	7	83	219
Hertfordshire	7	67	132
Humberside	8	47	122
Kent	85	76	128
Lancashire	11	205	210
Leicestershire	9	37	156
Lincolnshire	16	82	118
Merseyside	9	127	285
Metropolitan	14	171	222
Norfolk	40	117	167
North Wales	12	77	155
North Yorkshire	-	117	168
Northamptonshire	7	116	233
Northumbria	5	62	116
Nottinghamshire	9	100	124
South Wales	6	65	116
South Yorkshire	18	47	120
Staffordshire	14	82	170
Suffolk	49	124	190
Surrey	13	93	182
Sussex	18	50	209
Thames Valley	7	152	121
Warwickshire	36	87	129
West Mercia	56	190	301
West Midlands	26	54	172
West Yorkshire	5	138	132
Wiltshire	19	117	178
Total	**16**	**98**	**159**

Only allegations with valid dates are used in the calculation for the average number of days to finalise allegations.

Table 16: Allegations finalised by investigation under Schedule 3 in 2022/23

Police force	Investigated (not subject to special procedures)		Investigated (subject to special procedures)	
	N	%	N	%
Avon & Somerset	296	88	40	12
Bedfordshire	265	95	14	5
British Transport	21	70	9	30
Cambridgeshire	257	96	11	4
Cheshire	76	97	2	3
City of London	23	79	6	21
Cleveland	13	81	3	19
Cumbria	35	70	15	30
Derbyshire	152	97	5	3
Devon & Cornwall	197	90	23	10
Dorset	95	86	16	14
Durham	76	95	4	5
Dyfed-Powys	60	98	1	2
Essex	1,119	96	51	4
Gloucestershire	42	49	44	51
Greater Manchester	286	72	113	28
Gwent	415	97	12	3
Hampshire	152	87	22	13
Hertfordshire	236	95	12	5
Humberside	13	33	27	68
Kent	1,360	97	40	3
Lancashire	136	86	23	14
Leicestershire	142	84	28	16
Lincolnshire	114	92	10	8
Merseyside	47	81	11	19
Metropolitan	2,809	81	639	19
Norfolk	158	97	5	3
North Wales	55	89	7	11
North Yorkshire	114	90	13	10
Northamptonshire	267	80	67	20
Northumbria	1,426	99	12	1
Nottinghamshire	302	81	72	19
South Wales	170	99	2	1
South Yorkshire	34	59	24	41
Staffordshire	97	93	7	7
Suffolk	76	99	1	1
Surrey	49	65	26	35
Sussex	68	67	33	33
Thames Valley	3,705	99	36	1
Warwickshire	90	98	2	2
West Mercia	22	100	0	-
West Midlands	211	86	34	14
West Yorkshire	96	82	21	18
Wiltshire	159	89	19	11
Total	**15,536**	**91**	**1,562**	**9**

Table 17: Nature of allegations finalised outside of Schedule 3 in 2022/23

Allegation category	Allegation subcategory	Number finalised	
		N	% of total allegations finalised
Delivery of duties and service	Police action following contact	17,702	32
	Decisions	4,083	7
	General level of service	12,655	23
	Information	2,673	5
	No subcategory recorded	1	0
Police powers, policies and procedures	Stops, and stop and search	602	1
	Searches of premises and seizure of property	1,421	3
	Power to arrest and detain	1,010	2
	Detention in police custody	518	1
	Bail, identification and interview procedures	280	1
	Use of force	998	2
	Evidential procedures	555	1
	Out of court disposals	209	0
	Other policies and procedures	1,372	2
Handling of or damage to property/premises	Handling of or damage to property/ premises	2,089	4
Access and/or disclosure of information	Use of police systems	54	0
	Disclosure of information	482	1
	Handling of information	160	0
	Accessing and handling of information from other sources	32	0
Use of police vehicles	Use of police vehicles	995	2
Discriminatory behaviour	Age	3	0
	Disability	63	0
	Gender reassignment	5	0
	Pregnancy and maternity	1	0
	Race	236	0
	Religion or belief	12	0
	Sex	54	0
	Sexual orientation	15	0
	Other	40	0
Abuse of position/corruption	Abuse of position for financial purpose	9	0
	Abuse of position for sexual purpose	3	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	3	0
	Abuse of position for other purpose	62	0
	Obstruction of justice	26	0
	Organisational corruption	22	0
Individual behaviours	Unprofessional attitude and disrespect	1,812	3
	Lack of fairness and impartiality	605	1
	Overbearing or harassing behaviours	786	1
	Impolite language / tone	1,988	4
	Impolite and intolerant actions	715	1
	No subcategory recorded	1	0
Sexual conduct	Sexual assault	8	0
	Sexual harassment	0	-
	Other sexual conduct	3	0
Discreditable conduct	Discreditable conduct	95	0
Other	Other	1,066	2
Total allegations		**55,524**	**100**

Table 18: Nature of allegations finalised under Schedule 3 by how they were handled in 2022/23

Allegation category	Allegation subcategory	Not investigated		Total investigated		Total number of allegations finalised under Schedule 3
		N	% of total number finalised under Schedule 3	N	% of total number finalised under Schedule 3	
Delivery of duties and service	Police action following contact	11,261	82	2,434	18	13,695
	Decisions	4,003	83	828	17	4,831
	General level of service	9,004	79	2,398	21	11,402
	Information	3,053	85	549	15	3,602
Police powers, policies and procedures	Stops, and stop and search	686	68	329	32	1,015
	Searches of premises and seizure of property	1,464	77	426	23	1,890
	Power to arrest and detain	2,269	72	863	28	3,132
	Detention in police custody	1,970	72	767	28	2,737
	Bail, identification and interview procedures	522	75	172	25	694
	Use of force	3,607	62	2,178	38	5,785
	Evidential procedures	977	75	321	25	1,298
	Out of court disposals	154	87	23	13	177
	Other policies and procedures	1,180	75	388	25	1,568
	No subcategory recorded	0	-	1	100	1
Handling of or damage to property/premises	Handling of or damage to property/ premises	1,352	76	419	24	1,771
Access and/ or disclosure of information	Use of police systems	83	62	51	38	134
	Disclosure of information	980	72	382	28	1,362
	Handling of information	297	82	65	18	362
	Accessing and handling of information from other sources	45	66	23	34	68
Use of police vehicles	Use of police vehicles	326	78	90	22	416
Discriminatory behaviour	Age	21	60	14	40	35
	Disability	367	71	152	29	519
	Gender reassignment	21	68	10	32	31
	Marriage and civil partnership	3	100	0	-	3
	Pregnancy and maternity	2	100	0	-	2
	Race	1,173	65	628	35	1,801
	Religion or belief	50	63	29	37	79
	Sex	237	66	124	34	361
	Sexual orientation	58	65	31	35	89
	Other	166	72	66	28	232
Abuse of position/corruption	Abuse of position for financial purpose	26	53	23	47	49
	Abuse of position for sexual purpose	8	21	31	79	39
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	11	35	20	65	31
	Abuse of position for other purpose	221	58	162	42	383
	Obstruction of justice	406	70	173	30	579
	Organisational corruption	105	73	38	27	143
Individual behaviours	Unprofessional attitude and disrespect	2,092	74	749	26	2,841
	Lack of fairness and impartiality	1,330	75	448	25	1,778
	Overbearing or harassing behaviours	1,457	74	517	26	1,974
	Impolite language / tone	1,952	85	333	15	2,285
	Impolite and intolerant actions	969	80	245	20	1,214
Sexual conduct	Sexual assault	70	43	93	57	163
	Sexual harassment	8	47	9	53	17
	Other sexual conduct	29	53	26	47	55
Discreditable conduct	Discreditable conduct	181	40	267	60	448
Other	Other	511	72	203	28	714
Total allegations		**54,707**	**76**	**17,098**	**24**	**71,805**

Table 19: Decisions on allegations by how they were handled in 2022/23

Allegation decision	Outside of Schedule 3		Under Schedule 3 – not investigated		Under Schedule 3 – investigated (not subject to special procedures)		Under Schedule 3 – investigated (subject to special procedures)	
	N	**%**	**N**	**%**	**N**	**%**	**N**	**%**
Not resolved	4,590	8						
Resolved	50,931	92						
Service provided - acceptable			36,437	67	11,422	74	321	21
Service provided - not acceptable			7,640	14	1,909	12	66	4
Service provided - unable to determine			3,776	7	921	6	12	1
No further action			4,797	9	727	5	20	1
Withdrawal			1,988	4	458	3	34	2
Regulation 41 applies			53	0	92	1	0	-
No case to answer							736	47
Case to answer							372	24
Total	**55,521**	100	**54,691**	100	**15,529**	100	**1,561**	100

The number of allegations presented in this table may not match the totals in Table 14. This is due to a small number of finalised allegations which had recorded decisions incompatible with the way they were handled. These have been excluded from the totals.

Table 20: Number of complaint cases finalised in 2022/23

Police force	Outside of Schedule 3	Under Schedule 3	Total number of complaint cases
	N	N	N
Avon & Somerset	1,053	1,125	2,178
Bedfordshire	661	268	929
British Transport	606	205	811
Cambridgeshire	928	359	1,287
Cheshire	1,000	485	1,485
City of London	448	76	524
Cleveland	1,406	278	1,684
Cumbria	568	216	784
Derbyshire	511	684	1,195
Devon & Cornwall	910	555	1,465
Dorset	534	613	1,147
Durham	724	246	970
Dyfed-Powys	640	367	1,007
Essex	227	1,305	1,532
Gloucestershire	616	482	1,098
Greater Manchester	1,131	1,378	2,509
Gwent	341	175	516
Hampshire	3,111	684	3,795
Hertfordshire	747	351	1,098
Humberside	822	784	1,606
Kent	28	1,307	1,335
Lancashire	925	349	1,274
Leicestershire	260	921	1,181
Lincolnshire	442	686	1,128
Merseyside	2,085	276	2,361
Metropolitan	8,019	4,722	12,741
Norfolk	66	341	407
North Wales	236	223	459
North Yorkshire	0	286	286
Northamptonshire	588	302	890
Northumbria	2211	935	3,146
Nottinghamshire	1,011	558	1,569
South Wales	883	657	1,540
South Yorkshire	420	1,297	1,717
Staffordshire	1,325	387	1,712
Suffolk	68	271	339
Surrey	1,541	635	2,176
Sussex	1,462	1,038	2,500
Thames Valley	2,035	1,562	3,597
Warwickshire	519	153	672
West Mercia	952	284	1,236
West Midlands	3,289	1,105	4,394
West Yorkshire	2,121	1,110	3,231
Wiltshire	734	480	1,214
Total	**48,204**	**30,521**	**78,725**

Table 21: Time taken to finalise complaint cases in 2022/23

Police force	Number of valid complaint cases finalised outside of Schedule 3*	Average number of days to finalise outside of Schedule 3	Number of valid complaint cases finalised under Schedule 3*	Average number of days to finalise under Schedule 3 (inc suspension)	Average number of days to finalise under Schedule 3 (exc suspension)
Avon & Somerset	1,053	13	1,125	115	114
Bedfordshire	661	80	268	132	127
British Transport	602	21	204	79	70
Cambridgeshire	928	31	359	109	104
Cheshire	1,000	15	485	83	78
City of London	448	49	76	83	67
Cleveland	1,406	22	278	132	122
Cumbria	568	14	216	101	87
Derbyshire	511	11	684	121	120
Devon & Cornwall	910	50	555	204	196
Dorset	534	30	613	94	74
Durham	724	12	246	68	51
Dyfed-Powys	640	11	367	118	109
Essex	227	67	1,305	142	135
Gloucestershire	616	20	482	135	120
Greater Manchester	1,131	10	1,378	140	139
Gwent	341	13	175	114	111
Hampshire	3,111	8	684	102	99
Hertfordshire	747	7	351	119	116
Humberside	822	9	784	66	63
Kent	28	127	1,307	92	88
Lancashire	925	13	349	198	185
Leicestershire	260	9	921	67	60
Lincolnshire	442	17	686	140	138
Merseyside	2,085	11	276	143	126
Metropolitan	8,017	16	4,722	217	214
Norfolk	66	47	341	152	125
North Wales	236	15	223	87	83
North Yorkshire	0	-	286	231	231
Northamptonshire	588	8	302	164	156
Northumbria	2,195	5	935	119	116
Nottinghamshire	1,011	12	558	104	73
South Wales	883	6	657	75	73
South Yorkshire	420	19	1,297	74	74
Staffordshire	1,325	16	387	116	109
Suffolk	68	58	271	138	117
Surrey	1,541	13	635	106	102
Sussex	1,461	21	1,038	84	78
Thames Valley	2,035	9	1,562	135	128
Warwickshire	519	39	153	110	97
West Mercia	952	67	284	190	175
West Midlands	3,289	32	1,105	97	91
West Yorkshire	2,121	5	1,110	142	110
Wiltshire	734	24	480	128	117
Total	**48,181**	**18**	**30,520**	**132**	**125**

*The number of complaint cases presented in this table are only those with valid dates that are used in the calculation for the average number of days to finalise complaint cases. Therefore they may not match the actual number of complaint cases finalised presented in Table 20.

Table 22: Actions on complaint cases handled outside of Schedule 3 in 2022/23

Action	Number	As a % of complaint cases finalised
Organisational learning	173	0
Learning from reflection	1,064	2
Policy/procedure review	35	0
Goodwill gesture	150	0
Apology	4,546	9
Debrief of original incident	433	1
Explanation provided	27,778	58
No further action	9,943	21

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

Table 23: Actions on complaint cases handled under Schedule 3 in 2022/23

Action	Number	As a % of complaint cases finalised
Organisational learning	547	2
Learning from reflection	3,415	11
Policy/procedure review	37	0
Goodwill gesture	35	0
Apology	1,876	6
Debrief of original incident	343	1
Explanation provided	14,021	46
Referral to RPRP	998	3
Unsatisfactory Performance Procedure (UPP)	18	0
Misconduct proceedings	113	0
Other actions following a case to answer decision	24	0
Other action	567	2
No further action	12,107	40

Actions are captured at allegation level and multiple actions can be selected on a single allegation. The figures in the table are based on complaint cases finalised in the year with at least one allegation that resulted in the corresponding action.

Not all of the available actions arising from the complaint handling are shown. The actions presented in the table are those that focus on putting the issue right and preventing it from happening again.

Table 24: Applications for a review received by local policing bodies in 2022/23

Police force	LPB reviews – not investigated		LPB reviews - investigation		Total LPB reviews received
	N	%	N	%	N
Avon & Somerset	62	39	98	61	160
Bedfordshire	22	96	1	4	23
British Transport	17	55	14	45	31
Cambridgeshire	44	96	2	4	46
Cheshire	85	100	0	-	85
City of London	4	100	0	-	4
Cleveland	70	100	0	-	70
Cumbria	49	100	0	-	49
Derbyshire	71	97	2	3	73
Devon & Cornwall	97	93	7	7	104
Dorset	89	97	3	3	92
Durham	42	100	0	-	42
Dyfed-Powys	48	94	3	6	51
Essex	109	99	1	1	110
Gloucestershire	50	100	0	-	50
Greater Manchester	250	100	0	-	250
Gwent	12	46	14	54	26
Hampshire	100	100	0	-	100
Hertfordshire	53	98	1	2	54
Humberside	111	100	0	-	111
Kent	198	99	2	1	200
Lancashire	43	100	0	-	43
Leicestershire	129	100	0	-	129
Lincolnshire	46	100	0	-	46
Merseyside	64	91	6	9	70
Metropolitan	493	99	6	1	499
Norfolk	41	95	2	5	43
North Wales	25	96	1	4	26
North Yorkshire	55	96	2	4	57
Northamptonshire	59	100	0	-	59
Northumbria	39	37	67	63	106
Nottinghamshire	107	98	2	2	109
South Wales	84	95	4	5	88
South Yorkshire	144	100	0	-	144
Staffordshire	50	100	0	-	50
Suffolk	39	100	0	-	39
Surrey	127	100	0	-	127
Sussex	191	99	1	1	192
Thames Valley	11	5	227	95	238
Warwickshire	20	63	12	38	32
West Mercia	104	99	1	1	105
West Midlands	152	100	0	-	152
West Yorkshire	195	97	6	3	201
Wiltshire	79	99	1	1	80
Total	**3,880**	**89**	**486**	**11**	**4,366**

Table 25: Outcome of reviews completed by LPBs in 2022/23

Police force	LPB reviews – not investigated			LPB reviews - investigation		
	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate
	N	N	%	N	N	%
Avon & Somerset	52	12	23	97	24	25
Bedfordshire	18	0	0	0	0	-
British Transport	16	1	6	14	3	21
Cambridgeshire	33	2	6	1	1	100
Cheshire	80	8	10	0	0	-
City of London	1	0	0	1	0	0
Cleveland	72	8	11	1	0	0
Cumbria	48	8	17	0	0	-
Derbyshire	78	11	14	1	0	0
Devon & Cornwall	106	35	33	10	4	40
Dorset	92	16	17	4	2	50
Durham	49	5	10	0	0	-
Dyfed-Powys	70	19	27	2	0	0
Essex	113	18	16	1	0	0
Gloucestershire	41	11	27	0	0	-
Greater Manchester	219	58	26	0	0	-
Gwent	13	2	15	15	3	20
Hampshire	126	19	15	0	0	-
Hertfordshire	36	1	3	0	0	-
Humberside	104	16	15	0	0	-
Kent	196	20	10	2	0	0
Lancashire	60	6	10	0	0	-
Leicestershire	142	3	2	0	0	-
Lincolnshire	88	19	22	0	0	-
Merseyside	58	9	16	6	2	33
Metropolitan	645	186	29	47	14	30
Norfolk	39	8	21	2	1	50
North Wales	24	5	21	1	0	0
North Yorkshire	50	24	48	10	4	40
Northamptonshire	50	10	20	0	0	-
Northumbria	40	4	10	61	19	31
Nottinghamshire	109	14	13	3	1	33
South Wales	70	16	23	3	0	0
South Yorkshire	155	42	27	2	1	50
Staffordshire	50	7	14	1	0	0
Suffolk	33	6	18	0	0	-
Surrey	145	10	7	0	0	-
Sussex	198	21	11	3	1	33
Thames Valley	7	2	29	249	68	27
Warwickshire	19	11	58	18	6	33
West Mercia	84	23	27	13	0	0
West Midlands	195	33	17	0	0	-
West Yorkshire	192	39	20	6	2	33
Wiltshire	77	9	12	0	0	-
Total	**4,093**	**777**	**19**	**574**	**156**	**27**

Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

Table 26: Applications for a review received by the IOPC in 2022/23

Police force	IOPC reviews – not investigated		IOPC reviews - investigation		Total
	N	%	N	%	N
Avon & Somerset	17	40	26	60	43
Bedfordshire	11	38	18	62	29
British Transport	0	0	4	100	4
Cambridgeshire	13	52	12	48	25
Cheshire	23	72	9	28	32
City of London	2	67	1	33	3
Cleveland	0	-	3	100	3
Cumbria	5	50	5	50	10
Derbyshire	5	36	9	64	14
Devon & Cornwall	63	81	15	19	78
Dorset	11	55	9	45	20
Durham	17	89	2	11	19
Dyfed-Powys	16	80	4	20	20
Essex	67	50	68	50	135
Gloucestershire	16	84	3	16	19
Greater Manchester	41	60	27	40	68
Gwent	0	-	3	100	3
Hampshire	55	80	14	20	69
Hertfordshire	6	26	17	74	23
Humberside	20	69	9	31	29
Kent	24	26	67	74	91
Lancashire	15	45	18	55	33
Leicestershire	41	76	13	24	54
Lincolnshire	10	48	11	52	21
Merseyside	33	73	12	27	45
Metropolitan	207	61	134	39	341
Norfolk	23	70	10	30	33
North Wales	27	93	2	7	29
North Yorkshire	14	67	7	33	21
Northamptonshire	20	59	14	41	34
Northumbria	11	11	90	89	101
Nottinghamshire	4	20	16	80	20
South Wales	69	70	29	30	98
South Yorkshire	24	77	7	23	31
Staffordshire	18	72	7	28	25
Suffolk	22	79	6	21	28
Surrey	10	59	7	41	17
Sussex	5	33	10	67	15
Thames Valley	0	-	21	100	21
Warwickshire	1	11	8	89	9
West Mercia	2	100	0	-	2
West Midlands	117	91	12	9	129
West Yorkshire	79	68	38	32	117
Wiltshire	24	80	6	20	30
Total	**1,188**	**60**	**803**	**40**	**1,991**

Table 27: Outcome of reviews completed by the IOPC in 2022/23

Police force	IOPC reviews – not investigated			IOPC reviews - investigation		
	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate	Valid completed	Outcome not reasonable and proportionate	Outcome not reasonable and proportionate
	N	N	%	N	N	%
Avon & Somerset	10	8	80	12	2	17
Bedfordshire	6	2	33	9	0	0
British Transport	0	0	-	3	2	67
Cambridgeshire	4	3	75	11	7	64
Cheshire	25	7	28	4	1	25
City of London	1	1	100	2	1	50
Cleveland	0	0	-	3	2	67
Cumbria	5	4	80	1	1	100
Derbyshire	3	1	33	3	0	0
Devon & Cornwall	31	10	32	7	3	43
Dorset	4	1	25	1	1	100
Durham	1	0	0	5	2	40
Dyfed-Powys	17	4	24	4	1	25
Essex	33	9	27	41	9	22
Gloucestershire	14	6	43	3	0	0
Greater Manchester	33	19	58	27	8	30
Gwent	0	0	-	3	0	0
Hampshire	47	18	38	12	4	33
Hertfordshire	3	0	0	27	12	44
Humberside	22	9	41	7	2	29
Kent	27	6	22	24	9	38
Lancashire	13	4	31	14	7	50
Leicestershire	29	6	21	10	0	0
Lincolnshire	15	8	53	5	2	40
Merseyside	30	19	63	9	3	33
Metropolitan	189	88	47	111	35	32
Norfolk	14	3	21	10	4	40
North Wales	24	12	50	3	2	67
North Yorkshire	11	3	27	2	1	50
Northamptonshire	8	5	63	4	2	50
Northumbria	17	5	29	53	10	19
Nottinghamshire	4	3	75	16	7	44
South Wales	53	20	38	22	8	36
South Yorkshire	11	7	64	3	0	0
Staffordshire	12	3	25	7	1	14
Suffolk	17	10	59	6	3	50
Surrey	7	4	57	6	2	33
Sussex	4	4	100	7	4	57
Thames Valley	1	0	0	6	3	50
Warwickshire	0	0	-	4	1	25
West Mercia	2	0	0	0	-	-
West Midlands	107	72	67	5	1	20
West Yorkshire	77	31	40	33	14	42
Wiltshire	18	6	33	6	1	17
Total	**949**	**421**	**44**	**551**	**177**	**32**

Some reviews may be deemed 'invalid' and these have been excluded from the number of "valid completed" and the calculation for "% outcome not reasonable and proportionate".
Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

Glossary

Allegation

This describes what is being complained about. An allegation is made by someone defined as a complainant under the *Police Reform Act 2002* (see 'complainant'). An allegation may be made by one or more complainants about the service they received from a police force. For example, about force-wide crime initiatives, organisation of policing resources, or general policing standards. However, it can also be about the conduct of any person serving with the police.

A complaint case may involve more than one allegation. For example, a person may allege that an officer pushed and was rude to them. This would be logged as two separate allegations forming one complaint case. Each allegation is logged against a specific category (a full list of the allegation categories and their definitions can be found in the IOPC's Guidance on capturing data about police complaints).

Appropriate authority
(Section 29, *Police Reform Act 2002*)

The organisation responsible for assessing how to deal with a complaint. For example, whether it can be handled locally or reaches the criteria for referral to the IOPC. The appropriate authority may be the chief officer of the police force or the police and crime commissioner for the force. If a complaint investigation finds someone has a case to answer for misconduct, the appropriate authority is responsible for arranging any misconduct proceedings. If you make a complaint, the appropriate authority for your case will contact you.

Complainant

A person who makes a complaint about the conduct of someone serving with the police or about a police force. The law sets out the circumstances that need to exist for someone to make a complaint (see section 5.6 of the IOPC Statutory guidance on the police complaints system).

Complaint

A complaint is any expression of dissatisfaction raised by or on behalf of a member of the public to a police force. A complaint does not have to be made in writing and does not have to state explicitly that it is a complaint.

Complaint case

A complaint may involve more than one allegation. The allegation/s may be made by one or more complainants, against one or more persons serving with the police. 'Complaint case' refers to all the allegations and complainants connected with a complaint.

Directed investigation

An investigation conducted by the appropriate authority under the direction and control of the IOPC. The IOPC directs the investigation by appointing an investigator and setting out its scope and investigative strategy. The IOPC controls the investigation by reviewing the policy books, confirming the investigation has met the terms of reference and making the decisions at the end of the case.

Independent investigation
An investigation carried out by IOPC staff (Paragraph 19, Schedule 3, *Police Reform Act 2002*).

An independent investigation is often used for the most serious incidents and/or those with the greatest public interest. For example, incidents that cause the greatest level of public concern, have a high potential to impact on communities, or have serious implications for the reputation of the police service.

Local investigation
An investigation carried out by the appropriate authority on its own behalf (Paragraph 16, Schedule 3, *Police Reform Act 2002*).

Local policing body
The body responsible for all policing in their area. It holds the chief constable and the force to account. This is a collective term for:

- Police and Crime Commissioners

- the Mayor's Office for Policing and Crime (for the Metropolitan Police Service district)

- the Common Council (for the City of London police area) (Section 101, *Police Act 1996*)

Reflective practice review process (RPRP)
This focuses on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn from them. It is not a disciplinary process or a disciplinary outcome.

Review
Where a complaint has been recorded under Schedule 3 to the *Police Reform Act 2002*, the complainant has a right to apply for a review of the outcome of the complaint. The review will consider whether the outcome of the handling of the complaint is reasonable and proportionate. It will uphold the review where the relevant review body finds that the outcome of the complaint is not reasonable and proportionate. This applies whether the complaint has been investigated or handled in another way.

Special procedures
Special procedures only apply to investigations of complaints about a member of a police force or a special constable. In the case of any other person, the investigator must adhere to the relevant policies and procedures for investigating allegations of any form of misconduct.

Investigators must apply special procedures:

- in a complaint investigation, when there is an indication a person being investigated may have committed a criminal offence or behaved in a manner that would justify disciplinary proceedings

- in all investigations into recordable conduct matters (Paragraph 19A, Schedule 3, *Police Reform Act 2002*)

Unsatisfactory performance procedure (UPP)
A series of steps used to improve someone's performance. It is used when a person was unable or failed to perform their role to a satisfactory level but did not breach the Standards of Professional Behaviour.

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