



Police complaints

Statistics for England and
Wales 2023/24

(Experimental statistics)

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Introduction

This report presents figures on complaints about the police in England and Wales for 2023/24. 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 with the British Transport Police falling under the new legislation from 4 January 2021.

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).

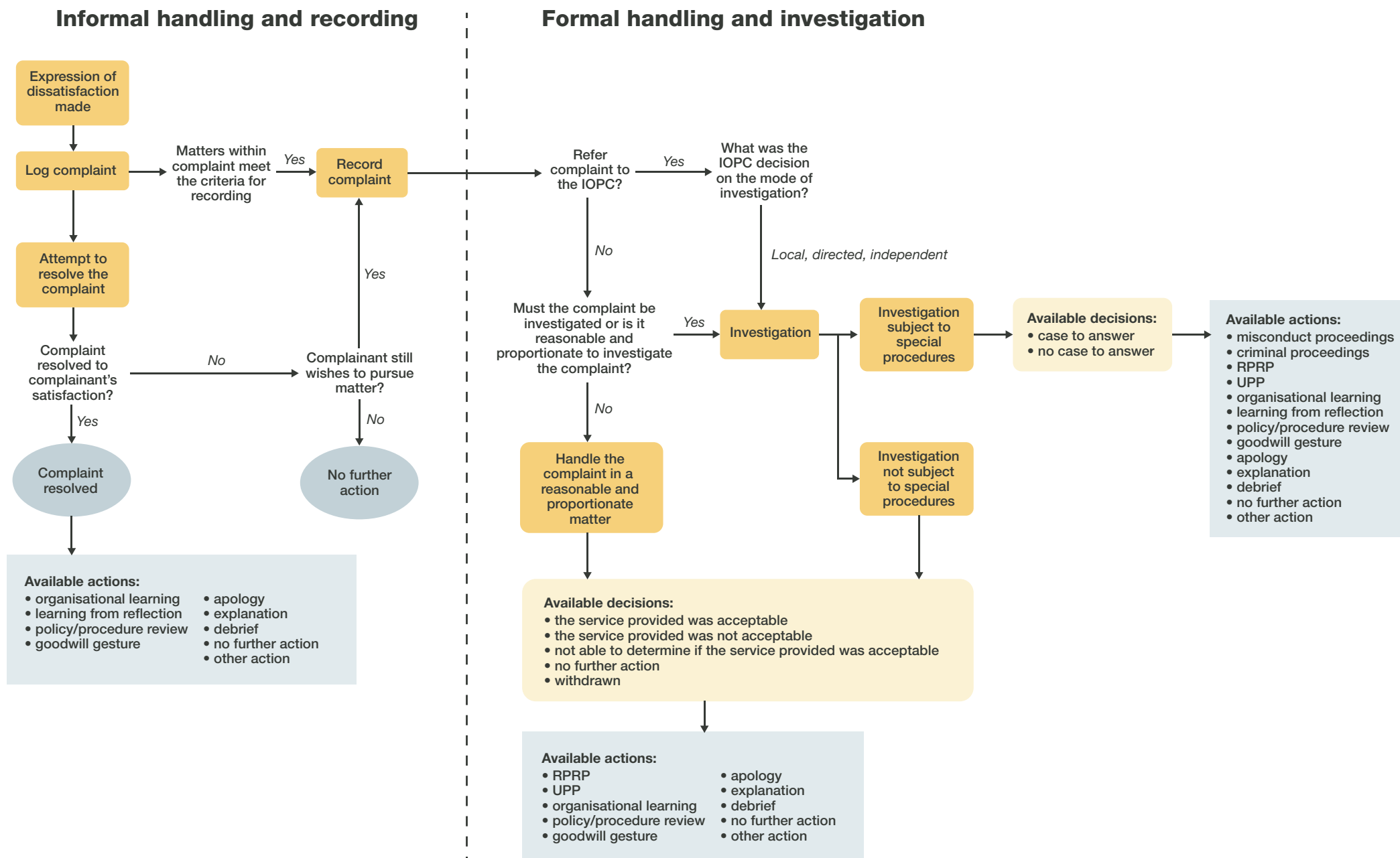
Most of the data referred to in this report was recorded on police force IT systems and collected by the IOPC. While data has undergone quality assurance checks, the statistics remain under evaluation until their quality, including their accuracy, reliability, and their value, is established and verified. Therefore they should be treated as experimental¹ 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.

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



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 2023/24, police forces and local policing bodies logged 85,458 complaint cases (table 1) – a 5% increase on 2022/23.
- 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 2023/24, 338 complaint cases per 1,000 employees across all forces were logged (table 2) – an increase of 9 complaints per 1,000 employees compared to 2022/23.
- Complaint case rates per 1,000 employees ranged from 96 in Norfolk to 812 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 2023/24, forces took an average of six working days from the date the complaint was made to contact the complainant (table 3), one day longer than 2022/23.
- The time forces took to contact complainants ranged from an average of one day in five forces to 28 days in City of London and Devon & Cornwall (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 32,511 complaint cases logged in 2023/24 were subsequently recorded under Schedule 3 of the *PRA 2002* - a 3% increase on 2022/23 (table 4).
- In 43% (13,962) of cases, the body responsible for the initial handling of the complaint decided it should be recorded.
- Just under a quarter (21%, 6,808) of complaints were recorded because the complainant wanted it to be recorded.
- 21% (6,962) of complaint cases were recorded due to the nature of the allegations made.
- In 15% (4,779) 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 six forces, 50% or more of the complaints they recorded were because the person who complained wanted it to be recorded. In 15 forces, 50% or more of complaints were recorded because the body responsible for initial handling decided to do so.

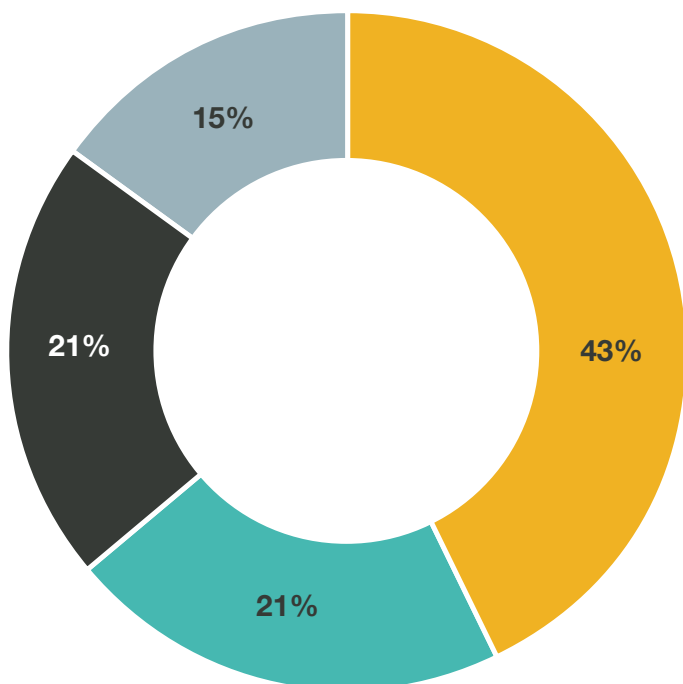


Figure 1: Reasons complaint cases recorded under Schedule 3 in 2023/24.

- 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 2023/24, 151,539 allegations were logged (table 5).
- The three most commonly logged allegation categories in 2023/24 were:
 - delivery of duties and service (53%)
 - police powers, policies and procedures (21%)
 - individual behaviours (13%)

These three categories account for 87% of all allegations logged (figure 2).

- Discriminatory behaviour made up 3% (4,575) of all allegations logged. 50% (2,279) of these were allegations of race discrimination, 18% (838) were about disability, and 14% (645) were about sex discrimination.

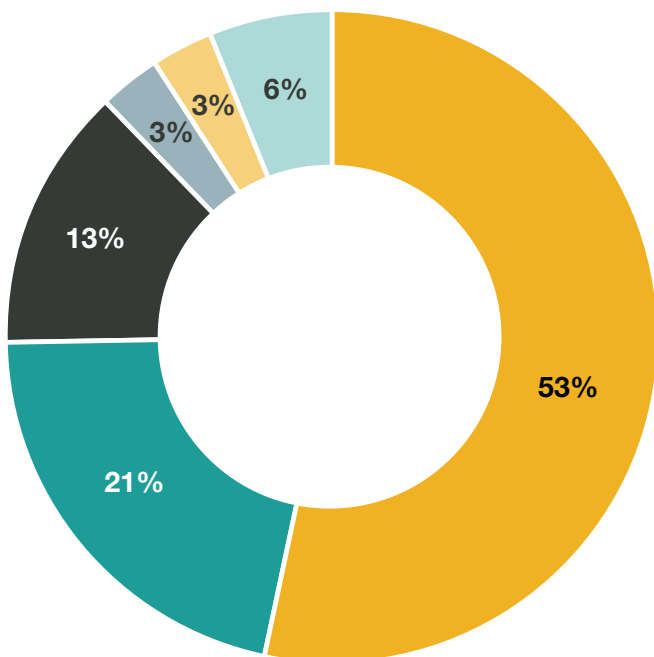


Figure 2: Allegations logged in 2023/24 by category.

- 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 2023/24, 79,041 people complained about the police.

- Most complainants were men (49%, 32,166) (table 8).
- Where known, most complainants were White (56%, 43,915). It should be noted the ethnicity of 31% (24,647) 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 (22%, 17,189 complainants), closely followed by those aged 40 to 49 years (20%, 15,458). 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% (12,581) of complainants whose age is unknown (table 10).

Who is complained about

In 2023/24, 56,410 people serving with the police were subject to a complaint.

- 61% (34,512) of those complained about were men and 33% (18,565) were women (table 11).
- Most people subject to a complaint were White (81%, 45,150). However, caution is advised when looking at the breakdown by ethnicity due to the number of subjects (14%, 7,563) 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 2023/24, police forces finalised 60,166 allegations on complaint cases that were handled informally (42%) (table 14).
- On average, these allegations took 18 working days to finalise (table 15). This is two days more than in 2022/23.

Allegation decisions

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

- In 2023/24, 93% 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 7% 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 2023/24, 50,594 complaint cases were finalised informally (table 20).
- These complaint cases took an average of 20 working days to finalise (table 21). This is longer than the 18 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. 59% of complaint cases finalised resulted in an explanation being given to the complainant (table 22).
- 14% of complaint cases finalised informally had at least one allegation resulting in no further action (table 22). This is a reduction of seven percentage points from 2022/23.
- Different types of learning can be selected as the outcome of complaints. These are organisational learning and learning from reflection. These amount to 3% of the outcomes.
- Actions such as providing an apology or conducting a debrief accounted for a further 11%.
- Therefore, some sort of learning/reflective activity accounted for the outcome in 14% 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 2023/24, police forces finalised 82,492 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 2023/24, 23% of the 82,492 allegations handled under Schedule 3 were investigated (table 14).
- 10% of those (1,959 out of 18,860) were finalised by investigations subject to special procedures (table 16).

- Of allegations handled formally, the proportion investigated ranged from 2% in South Yorkshire Police to 98% in Thames Valley Police.
- Allegations finalised by local investigation took on average around 191 working days, 32 working days longer than in 2022/23.

Allegations handled otherwise than by investigation

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

- In 2023/24, the majority (77%) of allegations handled formally were finalised otherwise than by investigation (table 14).
- These allegations took forces 106 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 26% of allegations investigated subject to special procedures (table 19).
- 42% 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 over two-thirds (71%) 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 2023/24, a total of 31,182 complaint cases were finalised formally (table 20).

- It took an average of almost six months (133 working days) to finalise complaint cases formally in 2023/24 (table 21) (excluding time spent suspended due to criminal matters).
- The average time forces took to finalise complaint cases formally ranged from 62 in Sussex to 335 working days in Lancashire. British Transport Police took the shortest amount of time at 61 working days (table 21).

Actions

- Of the 31,182 complaint cases handled formally in 2023/24, 30% 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 2023/24 there was a decrease in the proportion of cases resulting in no further action (40% in 2022/23).
- 141 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% (881) 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).
- 57% 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 2023/24, LPBs received 4,275 applications from complainants requesting a review of how their complaint had been handled or its final outcome. This is a small decrease from the 4,366 reviews received in 2022/23 (table 24).

- The number of reviews LPBs received following complaints that had not been investigated was 3,845.
- The number of reviews received following complaints that had been investigated was 430.

Outcome of LPB reviews

- In 2023/24, 21% of reviews about complaints that were not investigated found the complaint handling or outcome was not reasonable and proportionate (table 25).
- The proportion of non-investigation reviews that found the handling or outcome was not reasonable and proportionate varied considerably across police forces from 0% in three forces to 45% in Metropolitan Police (table 25).
- 25% (99 out of 393) of the investigation reviews completed by LPBs found the complaint handling or outcome was not reasonable and proportionate (table 25).
- The number of investigation reviews completed by LPBs varied considerably across forces. Only three LPBs completed ten or more reviews of police force investigations, the highest, by a considerable margin, being Thames Valley Police with 234 investigation reviews completed. Twenty-one LPBs completed no investigation reviews (Table 25).

IOPC reviews

In 2023/24, the IOPC received 2,136 applications to review complaints dealt with by police forces, an increase of 7% on 2022/23 (table 26).

- In 2023/24, the IOPC received 1,246 applications to review complaints not investigated by police forces.
- The number of reviews received following complaints that had been investigated was 890.

Outcome of IOPC reviews

- In 2023/24, the IOPC found that in 32% of complaints that had not been investigated, the complaint handling or outcome was not reasonable and proportionate (table 27).
- 33% (289 out of 864) of the investigation reviews completed by the IOPC found the complaint handling or outcome was not reasonable and proportionate (table 27).

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 2023/24

Police force	Number of complaint cases
Avon & Somerset	2,646
Bedfordshire	914
British Transport	736
Cambridgeshire	1,036
Cheshire	1,545
City of London	541
Cleveland	1,993
Cumbria	976
Derbyshire	1,696
Devon & Cornwall	1,550
Dorset	1,502
Durham	973
Dyfed-Powys	884
Essex	2,266
Gloucestershire	1,260
Greater Manchester	3,386
Gwent	807
Hampshire	3,524
Hertfordshire	1,263
Humberside	1,652
Kent	2,089
Lancashire	1,894
Leicestershire	1,522
Lincolnshire	1,169
Merseyside	2,278
Metropolitan	11,843
Norfolk	334
North Wales	599
North Yorkshire	337
Northamptonshire	1,316
Northumbria	3,228
Nottinghamshire	1,544
South Wales	2,744
South Yorkshire	1,651
Staffordshire	1,743
Suffolk	335
Surrey	2,333
Sussex	2,226
Thames Valley	3,652
Warwickshire	819
West Mercia	1,939
West Midlands	3,956
West Yorkshire	3,383
Wiltshire	1,374
Total	85,458

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 2023/24

Police force	Number of complaint cases	Number of employees*	Complaint cases per 1,000 employees
Avon & Somerset	2,646	6,710	394
Bedfordshire	914	2,734	334
British Transport	736	4,962	148
Cambridgeshire	1,036	2,799	370
Cheshire	1,545	4,204	368
City of London	541	1,554	348
Cleveland	1,993	2,454	812
Cumbria	976	2,181	448
Derbyshire	1,696	3,886	436
Devon & Cornwall	1,550	6,829	227
Dorset	1,502	2,900	518
Durham	973	2,520	386
Dyfed-Powys	884	2,257	392
Essex	2,266	6,471	350
Gloucestershire	1,260	2,739	460
Greater Manchester	3,386	12,962	261
Gwent	807	2,612	309
Hampshire	3,524	5,747	613
Hertfordshire	1,263	4,403	287
Humberside	1,652	3,794	435
Kent	2,089	7,081	295
Lancashire	1,894	6,208	305
Leicestershire	1,522	4,187	364
Lincolnshire	1,169	2,354	497
Merseyside	2,278	6,850	333
Metropolitan	11,843	48,834	243
Norfolk	334	3,481	96
North Wales	599	3,080	194
North Yorkshire	337	3,204	105
Northamptonshire	1,316	2,747	479
Northumbria	3,228	6,066	532
Nottinghamshire	1,544	4,044	382
South Wales	2,744	6,618	415
South Yorkshire	1,651	5,583	296
Staffordshire	1,743	3,765	463
Suffolk	335	2,588	129
Surrey	2,333	4,344	537
Sussex	2,226	5,811	383
Thames Valley	3,652	9,209	397
Warwickshire	819	1,945	421
West Mercia	1,939	4,456	435
West Midlands	3,956	12,567	315
West Yorkshire	3,383	10,722	316
Wiltshire	1,374	2,490	552
Total	85,458	252,952	338

* "Number of employees" is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2023.

Table 3: Time taken to log complaints and contact complainants in 2023/24

Police force	Average days to log complaints	Average number of days to contact complainants
Avon & Somerset	5	9
Bedfordshire	5	2
British Transport	3	3
Cambridgeshire	5	2
Cheshire	1	2
City of London	6	28
Cleveland	1	1
Cumbria	3	4
Derbyshire	6	6
Devon & Cornwall	30	28
Dorset	5	5
Durham	4	2
Dyfed-Powys	5	8
Essex	13	12
Gloucestershire	11	7
Greater Manchester	8	7
Gwent	33	14
Hampshire	1	1
Hertfordshire	2	1
Humberside	1	5
Kent	20	12
Lancashire	1	3
Leicestershire	2	3
Lincolnshire	12	3
Merseyside	1	10
Metropolitan	5	5
Norfolk	3	8
North Wales	3	8
North Yorkshire	39	16
Northamptonshire	3	1
Northumbria	3	5
Nottinghamshire	6	7
South Wales	4	10
South Yorkshire	3	6
Staffordshire	4	5
Suffolk	3	8
Surrey	1	3
Sussex	8	9
Thames Valley	2	4
Warwickshire	1	1
West Mercia	3	3
West Midlands	2	12
West Yorkshire	4	8
Wiltshire	4	3
Total	5	6

Table 4: Reasons complaint cases recorded under Schedule 3 in 2023/24

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	475	37	448	35	247	19	114	9	1,284
Bedfordshire	139	48	68	23	39	13	46	16	292
British Transport	57	28	87	43	5	2	52	26	201
Cambridgeshire	100	34	77	26	26	9	90	31	293
Cheshire	129	16	353	45	123	16	180	23	785
City of London	19	27	30	43	1	1	20	29	70
Cleveland	9	3	12	3	182	51	151	43	354
Cumbria	73	29	91	37	20	8	65	26	249
Derbyshire	165	17	404	42	277	29	123	13	969
Devon & Cornwall	127	14	703	79	35	4	24	3	889
Dorset	76	11	515	76	77	11	14	2	682
Durham	165	50	2	1	31	9	133	40	331
Dyfed-Powys	62	14	291	65	63	14	30	7	446
Essex	3	0	1,377	99	5	0	0	0	1,385
Gloucestershire	19	6	202	59	70	20	54	16	345
Greater Manchester	245	14	984	57	244	14	258	15	1,731
Gwent	12	8	3	2	116	78	18	12	149
Hampshire	48	11	172	39	30	7	188	43	438
Hertfordshire	153	41	53	14	32	9	133	36	371
Humberside	4	1	161	53	84	27	57	19	306
Kent	190	13	930	62	6	0	371	25	1,497
Lancashire	296	48	77	12	174	28	74	12	621
Leicestershire	284	25	793	71	22	2	24	2	1,123
Lincolnshire	11	1	577	69	55	7	193	23	836
Merseyside	7	3	37	16	178	76	13	6	235
Metropolitan	728	17	2,278	54	1,047	25	182	4	4,235
Norfolk	46	18	113	45	51	20	41	16	251
North Wales	2	1	60	26	166	71	6	3	234
North Yorkshire	27	11	111	47	83	35	16	7	237
Northamptonshire	114	25	85	18	141	31	120	26	460
Northumbria	573	69		0	157	19	106	13	836
Nottinghamshire	89	22	48	12	56	14	203	51	396
South Wales	776	41	41	2	1,076	56	12	1	1,905
South Yorkshire	72	9	520	62	173	21	70	8	835
Staffordshire	127	29	167	38	18	4	124	28	436
Suffolk	67	25	117	44	43	16	38	14	265
Surrey	82	13	61	9	315	49	185	29	643
Sussex	19	2	860	69	58	5	316	25	1,253
Thames Valley	115	7	301	18	1,059	62	222	13	1,697
Warwickshire	20	23	38	43	6	7	24	27	88
West Mercia	8	2	221	58	40	11	110	29	379
West Midlands	397	55	109	15	77	11	133	19	716
West Yorkshire	779	62	38	3	56	4	385	31	1,258
Wiltshire	53	10	347	69	44	9	61	12	505
Total	6,962	21	13,962	43	6,808	21	4,779	15	32,511

Table 5: Number of allegations logged in 2023/24

Police force	Number of allegations	Number of employees*	Allegations per 1,000 employees
Avon And Somerset	5,123	6,710	763
Bedfordshire	1,520	2,734	556
British Transport	878	4,962	177
Cambridgeshire	1,717	2,799	613
Cheshire	2,494	4,204	593
City of London	651	1,554	419
Cleveland	3,065	2,454	1,249
Cumbria	1,597	2,181	732
Derbyshire	3,546	3,886	913
Devon And Cornwall	3,074	6,829	450
Dorset	2,318	2,900	799
Durham	2,375	2,520	942
Dyfed-Powys	1,171	2,257	519
Essex	5,705	6,471	882
Gloucestershire	2,257	2,739	824
Greater Manchester	9,736	12,962	751
Gwent	1,380	2,612	528
Hampshire	4,793	5,747	834
Hertfordshire	2,622	4,403	596
Humberside	2,216	3,794	584
Kent	4,497	7,081	635
Lancashire	3,988	6,208	642
Leicestershire	3,082	4,187	736
Lincolnshire	2,002	2,354	850
Merseyside	2,805	6,850	409
Metropolitan	21,759	48,834	446
Norfolk	1,132	3,481	325
North Wales	1,134	3,080	368
North Yorkshire	964	3,204	301
Northamptonshire	2,213	2,747	806
Northumbria	6,193	6,066	1,021
Nottinghamshire	2,604	4,044	644
South Wales	4,873	6,618	736
South Yorkshire	3,522	5,583	631
Staffordshire	2,758	3,765	733
Suffolk	1,108	2,588	428
Surrey	4,018	4,344	925
Sussex	4,163	5,811	716
Thames Valley	4,931	9,209	535
Warwickshire	850	1,945	437
West Mercia	2,302	4,456	517
West Midlands	6,067	12,567	483
West Yorkshire	4,186	10,722	390
Wiltshire	2,150	2,490	863
Total	151,539	252,952	599

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 2023.

Table 6: Number of allegations logged - what has been complained about in 2023/24

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	2,651	872	145	96	80	223	166	845	9	31	5	5,123
Bedfordshire	726	358	59	37	14	87	11	193	3	15	17	1,520
British Transport	363	271	29	11	26	21	3	117	5	8	24	878
Cambridgeshire	776	395	65	39	26	54	19	331	4	6	2	1,717
Cheshire	1,176	702	84	48	30	46	51	338	6	13	0	2,494
City of London	447	82	20	6	12	21	2	51	1	5	4	651
Cleveland	1,457	718	238	53	59	26	10	483	1	6	14	3,065
Cumbria	700	340	70	37	39	37	20	318	2	23	11	1,597
Derbyshire	1,901	757	106	85	45	63	30	464	4	30	61	3,546
Devon & Cornwall	1,761	679	68	53	14	60	33	373	7	18	8	3,074
Dorset	1,095	452	120	74	29	65	46	404	3	6	24	2,318
Durham	1,251	626	72	31	31	53	3	281	4	5	18	2,375
Dyfed-Powys	587	276	37	41	31	14	2	171	2	9	1	1,171
Essex	2,996	1,084	229	92	45	221	54	898	15	11	60	5,705
Gloucestershire	1,224	494	47	47	33	32	19	290	4	2	65	2,257
Greater Manchester	4,342	2,421	366	237	90	325	125	1,638	32	125	35	9,736
Gwent	842	190	28	30	12	12	11	237	0	10	8	1,380
Hampshire	2,562	1,117	127	92	88	92	21	638	10	28	18	4,793
Hertfordshire	1,329	482	127	46	23	88	20	497	1	9	0	2,622
Humberside	1,246	464	52	81	19	16	20	284	3	4	27	2,216
Kent	2,199	1,071	55	125	11	229	222	503	15	33	34	4,497
Lancashire	2,214	977	73	79	42	109	37	389	7	12	49	3,988
Leicestershire	1,471	645	118	64	25	108	89	540	7	2	13	3,082
Lincolnshire	1,052	503	63	28	28	19	11	275	1	9	13	2,002
Merseyside	1,459	630	138	68	44	68	27	298	2	7	64	2,805
Metropolitan	13,812	4,144	560	274	232	719	98	1,206	52	230	432	21,759
Norfolk	480	275	29	28	11	39	28	239	1	2	0	1,132
North Wales	552	229	30	29	12	28	44	151	3	13	43	1,134
North Yorkshire	357	233	33	34	1	49	28	202	3	20	4	964
Northamptonshire	1,413	409	30	63	17	44	12	210	7	6	2	2,213
Northumbria	2,969	1,257	187	195	88	150	56	1,096	9	20	165	6,192
Nottinghamshire	1,427	483	65	32	25	38	17	439	11	34	32	2,603
South Wales	2,222	886	218	132	60	239	127	938	6	32	13	4,873
South Yorkshire	2,010	875	40	54	22	82	7	413	2	6	11	3,522
Staffordshire	1,497	608	75	30	32	36	14	418	2	15	31	2,758
Suffolk	431	280	39	36	8	46	31	235	0	1	1	1,108
Surrey	2,045	823	233	100	66	107	39	513	11	28	53	4,018
Sussex	1,888	1,212	78	85	29	144	17	528	9	43	130	4,163
Thames Valley	2,807	1,002	147	112	60	180	77	471	6	14	55	4,931
Warwickshire	516	97	35	18	13	17	0	122	6	4	22	850
West Mercia	1,277	461	116	44	47	51	4	263	9	23	7	2,302
West Midlands	3,669	1,140	182	84	37	190	96	577	15	52	25	6,067
West Yorkshire	2,259	947	127	101	63	261	69	281	19	37	22	4,186
Wiltshire	1,086	443	76	38	39	66	22	356	5	12	7	2,150
Total	80,544	32,410	4,836	3,089	1,758	4,575	1,838	19,514	324	1,019	1,630	151,537

*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 2023/24

Allegation category	Allegation subcategory	N	% of total allegations logged
Delivery of duties and service	Police action following contact	33,905	22
	Decisions	11,127	7
	General level of service	27,022	18
	Information	8,484	6
	<i>No subcategory recorded</i>	2	0
	<i>Error in subcategories</i>	4	0
Police powers, policies and procedures	Stops, and stop and search	1,755	1
	Searches of premises and seizure of property	4,011	3
	Power to arrest and detain	5,404	4
	Detention in police custody	4,406	3
	Bail, identification and interview procedures	1,694	1
	Use of force	8,552	6
	Evidential procedures	2,509	2
	Out of court disposals	527	0
	Other policies and procedures	3,545	2
		<i>No subcategory recorded</i>	3
	<i>Error in subcategories</i>	4	0
Handling of or damage to property/premises	Handling of or damage to property/ premises	4,657	3
	<i>No subcategory recorded</i>	177	0
	<i>Error in subcategories</i>	2	0
Access and/or disclosure of information	Use of police systems	243	0
	Disclosure of information	2,084	1
	Handling of information	617	0
	Accessing and handling of information from other sources	144	0
	<i>Error in subcategories</i>	1	0
Use of police vehicles	Use of police vehicles	1,701	1
	<i>No subcategory recorded</i>	56	0
	<i>Error in subcategories</i>	1	0
Discriminatory behaviour	Age	73	0
	Disability	838	1
	Gender reassignment	45	0
	Marriage and civil partnership	4	0
	Pregnancy and maternity	1	0
	Race	2,279	2
	Religion or belief	141	0
	Sex	645	0
	Sexual orientation	156	0
Other	393	0	
Abuse of position/ corruption	Abuse of position for financial purpose	59	0
	Abuse of position for sexual purpose	61	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	44	0
	Abuse of position for other purpose	497	0
	Obstruction of justice	792	1
	Organisational corruption	385	0
Individual behaviours	Unprofessional attitude and disrespect	5,604	4
	Lack of fairness and impartiality	2,613	2
	Overbearing or harassing behaviours	3,510	2
	Impolite language / tone	5,035	3
	Impolite and intolerant actions	2,751	2
	<i>No subcategory recorded</i>	1	0
Sexual conduct	Sexual assault	227	0
	Sexual harassment	32	0
	Other sexual conduct	65	0
Discreditable conduct	Discreditable conduct	1,016	1
	<i>No subcategory recorded</i>	3	0
Other	Other	1,630	1
Total		151,537	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 2023/24

Gender	N	%
Female	32,166	41
Male	38,719	49
Other	207	0
Prefer not to say	1,590	2
Unknown	6,359	8
Total	79,041	100

Table 9: Ethnicity of complainants in 2023/24

Ethnicity	N	%
White	43,915	56
Black	3,406	4
Asian	4,673	6
Mixed	1,685	2
Other	715	1
Prefer not to say	5,797	7
Not stated	17,091	22
Unknown	1,759	2
Total	79,041	100

Table 10: Age of complainants in 2023/24

Age group	N	%
17 or under	1,496	2
18-29	11,165	14
30-39	17,189	22
40-49	15,458	20
50-59	12,708	16
60+	8,444	11
Unknown	12,581	16
Total	79,041	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 2023/24.

Table 11: Gender of those subject to a complaint in 2023/24

Gender	N	%
Female	18,565	33
Male	34,512	61
Other	11	0
Prefer not to say	29	0
Unknown	3,293	6
Total	56,410	100

Table 12: Ethnicity of those subject to a complaint in 2023/24

Ethnicity	N	%
White	45,150	80
Black	767	1
Asian	2,010	4
Mixed	837	1
Other	83	0
Prefer not to say	500	1
Not stated	3,907	7
Unknown	3,156	6
Total	56,410	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 2023/24

Rank	N	%
Police officer ranks	48,390	85
Police staff	4,879	9
Community support officers	937	2
Contracted staff	459	1
Special constables	416	1
Unknown	1,996	3
Total	57,077	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 2023/24

Police force	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 - investigated		Total
	N	%	N	%	N	%	
Avon & Somerset	1,650	34	2,520	52	671	14	4,841
Bedfordshire	800	46	656	38	280	16	1,736
British Transport	600	68	254	29	30	3	884
Cambridgeshire	937	50	625	33	324	17	1,886
Cheshire	740	31	1,470	62	175	7	2,385
City of London	355	69	95	19	62	12	512
Cleveland	1,949	68	862	30	44	2	2,855
Cumbria	888	54	646	39	115	7	1,649
Derbyshire	803	24	2,438	73	108	3	3,349
Devon & Cornwall	578	34	1,028	60	111	6	1,717
Dorset	846	40	1,110	53	154	7	2,110
Durham	1,117	63	589	33	66	4	1,772
Dyfed-Powys	426	37	651	57	63	6	1,140
Essex	737	15	2,877	58	1,304	27	4,918
Gloucestershire	944	49	921	48	56	3	1,921
Greater Manchester	3,012	39	4,397	57	337	4	7,746
Gwent	774	61	191	15	308	24	1,273
Hampshire	3,567	75	1,067	22	121	3	4,755
Hertfordshire	1,415	53	937	35	295	11	2,647
Humberside	1,562	67	690	30	65	3	2,317
Kent	447	10	2,696	62	1,222	28	4,365
Lancashire	1,404	36	2,106	54	403	10	3,913
Leicestershire	493	18	2,173	77	145	5	2,811
Lincolnshire	355	19	1,467	77	93	5	1,915
Merseyside	2,019	75	567	21	112	4	2,698
Metropolitan	8,182	37	9,582	43	4,442	20	22,206
Norfolk	132	11	868	75	151	13	1,151
North Wales	365	25	1,006	68	98	7	1,469
North Yorkshire	22	2	644	69	270	29	936
Northamptonshire	1,084	48	936	41	255	11	2,275
Northumbria	2,892	59	246	5	1,745	36	4,883
Nottinghamshire	1,427	54	891	34	315	12	2,633
South Wales	936	25	2,524	68	252	7	3,712
South Yorkshire	1,020	31	2,240	68	41	1	3,301
Staffordshire	1,609	57	1,116	40	89	3	2,814
Suffolk	124	14	624	71	137	15	885
Surrey	1,622	43	1,976	52	192	5	3,790
Sussex	1,229	30	2,782	68	79	2	4,090
Thames Valley	1,984	36	86	2	3,492	63	5,562
Warwickshire	598	83	43	6	79	11	720
West Mercia	1,822	70	740	28	39	1	2,601
West Midlands	3,760	66	1,796	31	151	3	5,707
West Yorkshire	2,121	53	1,671	42	217	5	4,009
Wiltshire	819	46	828	46	152	8	1,799
Total	60,166	42	63,632	45	18,860	13	142,658

Table 15: Time taken to finalise allegations in 2023/24

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	13	97	190
Bedfordshire	63	77	216
British Transport	13	34	198
Cambridgeshire	18	72	186
Cheshire	21	73	125
City of London	87	158	175
Cleveland	14	104	215
Cumbria	25	135	167
Derbyshire	11	94	204
Devon & Cornwall	45	138	324
Dorset	25	80	183
Durham	12	95	242
Dyfed-Powys	15	62	167
Essex	17	85	170
Gloucestershire	34	148	223
Greater Manchester	25	80	248
Gwent	33	110	191
Hampshire	6	79	253
Hertfordshire	7	77	200
Humberside	13	88	107
Kent	14	86	152
Lancashire	6	336	361
Leicestershire	12	45	145
Lincolnshire	13	69	141
Merseyside	16	89	183
Metropolitan	16	157	229
Norfolk	51	139	221
North Wales	16	93	253
North Yorkshire	36	146	205
Northamptonshire	8	118	238
Northumbria	18	104	131
Nottinghamshire	16	97	172
South Wales	11	92	221
South Yorkshire	15	63	195
Staffordshire	11	82	198
Suffolk	59	133	259
Surrey	13	93	264
Sussex	19	44	177
Thames Valley	6	128	152
Warwickshire	25	85	139
West Mercia	34	169	265
West Midlands	20	79	244
West Yorkshire	6	74	121
Wiltshire	44	122	299
Total	18	106	191

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 2023/24

Police force	Investigated (not subject to special procedures)		Investigated (subject to special procedures)	
	N	%	N	%
Avon & Somerset	596	89	75	11
Bedfordshire	271	97	9	3
British Transport	17	57	13	43
Cambridgeshire	298	92	26	8
Cheshire	164	94	11	6
City of London	53	85	9	15
Cleveland	43	98	1	2
Cumbria	104	90	11	10
Derbyshire	106	98	2	2
Devon & Cornwall	96	86	15	14
Dorset	149	97	5	3
Durham	40	61	26	39
Dyfed-Powys	50	79	13	21
Essex	1,286	99	18	1
Gloucestershire	24	43	32	57
Greater Manchester	254	75	83	25
Gwent	288	94	20	6
Hampshire	90	74	31	26
Hertfordshire	271	92	24	8
Humberside	48	74	17	26
Kent	1,188	97	34	3
Lancashire	384	95	19	5
Leicestershire	119	82	26	18
Lincolnshire	89	96	4	4
Merseyside	84	75	28	25
Metropolitan	3,605	81	837	19
Norfolk	141	93	10	7
North Wales	68	69	30	31
North Yorkshire	242	90	28	10
Northamptonshire	210	82	45	18
Northumbria	1,726	99	19	1
Nottinghamshire	240	76	75	24
South Wales	245	97	7	3
South Yorkshire	32	78	9	22
Staffordshire	74	83	15	17
Suffolk	125	91	12	9
Surrey	109	57	83	43
Sussex	26	33	53	67
Thames Valley	3,405	98	87	2
Warwickshire	69	87	10	13
West Mercia	32	82	7	18
West Midlands	121	80	30	20
West Yorkshire	194	89	23	11
Wiltshire	125	82	27	18
Total	16,901	90	1,959	10

Table 17: Nature of allegations finalised outside of Schedule 3 in 2023/24

Allegation category	Allegation subcategory	Number finalised	
		N	% of total allegations finalised outside Schedule 3
Delivery of duties and service	Police action following contact	17,181	29
	Decisions	4,629	8
	General level of service	14,083	23
	Information	3,169	5
	<i>No subcategory recorded</i>	1	0
	<i>Error in subcategories</i>	3	0
Police powers, policies and procedures	Stops, and stop and search	661	1
	Searches of premises and seizure of property	1,611	3
	Power to arrest and detain	1,294	2
	Detention in police custody	546	1
	Bail, identification and interview procedures	444	1
	Use of force	1,245	2
	Evidential procedures	577	1
	Out of court disposals	264	0
	Other policies and procedures	1,331	2
	<i>No subcategory recorded</i>	3	0
Handling of or damage to property/premises	Handling of or damage to property/ premises	2,362	4
	<i>No subcategory recorded</i>	184	0
	<i>Error in subcategories</i>	2	0
Access and/or disclosure of information	Use of police systems	70	0
	Disclosure of information	545	1
	Handling of information	214	0
	Accessing and handling of information from other sources	45	0
	<i>Error in subcategories</i>	1	0
Use of police vehicles	Use of police vehicles	1,102	2
	<i>No subcategory recorded</i>	61	0
	<i>Error in subcategories</i>	1	0
Discriminatory behaviour	Age	16	0
	Disability	109	0
	Gender reassignment	5	0
	Marriage and civil partnership	1	0
	Pregnancy and maternity	0	0
	Race	260	0
	Religion or belief	20	0
	Sex	75	0
	Sexual orientation	14	0
Other	47	0	
Abuse of position/ corruption	Abuse of position for financial purpose	13	0
	Abuse of position for sexual purpose	10	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	1	0
	Abuse of position for other purpose	62	0
	Obstruction of justice	25	0
	Organisational corruption	31	0
Individual behaviours	Unprofessional attitude and disrespect	2,016	3
	Lack of fairness and impartiality	611	1
	Overbearing or harassing behaviours	977	2
	Impolite language / tone	2,204	4
	Impolite and intolerant actions	1,081	2
	<i>No subcategory recorded</i>	1	0
Sexual conduct	Sexual assault	16	0
	Sexual harassment	5	0
	Other sexual conduct	8	0
Discreditable conduct	Discreditable conduct	125	0
	<i>No subcategory recorded</i>	3	0
Other	Other	798	1
Total		60,166	100

Table 18: Nature of allegations finalised under Schedule 3 by how they were handled in 2023/24

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	12,517	15	2,376	3	14,893
	Decisions	4,800	6	1,053	1	5,853
	General level of service	9,749	12	2,683	3	12,432
	Information	3,887	5	724	1	4,611
	<i>No subcategory recorded</i>	1	0	0	0	1
Police powers, policies and procedures	Stops, and stop and search	733	1	343	0	1,076
	Searches of premises and seizure of property	1,707	2	455	1	2,162
	Power to arrest and detain	2,713	3	915	1	3,628
	Detention in police custody	2,598	3	931	1	3,529
	Bail, identification and interview procedures	814	1	171	0	985
	Use of force	4,261	5	2,265	3	6,526
	Evidential procedures	1,345	2	342	0	1,687
	Out of court disposals	195	0	39	0	234
	Other policies and procedures	1,515	2	445	1	1,960
	<i>No subcategory recorded</i>	1	0	0	0	1
<i>Error in subcategories</i>	0	0	1	0	1	
Handling of or damage to property/premises	Handling of or damage to property/premises	1,583	2	401	0	1,984
Access and/or disclosure of information	Use of police systems	87	0	68	0	155
	Disclosure of information	1,020	1	372	0	1,392
	Handling of information	307	0	80	0	387
	Accessing and handling of information from other sources	53	0	42	0	95
Use of police vehicles	Use of police vehicles	399	0	130	0	529
Discriminatory behaviour	Age	22	0	16	0	38
	Disability	454	1	195	0	649
	Gender reassignment	18	0	10	0	28
	Marriage and civil partnership	1	0	1	0	2
	Pregnancy and maternity	0	0	1	0	1
	Race	1,331	2	651	1	1,982
	Religion or belief	59	0	34	0	93
	Sex	403	0	126	0	529
	Sexual orientation	85	0	28	0	113
Other	225	0	73	0	298	
Abuse of position/corruption	Abuse of position for financial purpose	23	0	22	0	45
	Abuse of position for sexual purpose	14	0	48	0	62
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	4	0	18	0	22
	Abuse of position for other purpose	194	0	140	0	334
	Obstruction of justice	458	1	302	0	760
Organisational corruption	237	0	73	0	310	
Individual behaviours	Unprofessional attitude and disrespect	2,460	3	794	1	3,254
	Lack of fairness and impartiality	1,398	2	378	0	1,776
	Overbearing or harassing behaviours	1,690	2	603	1	2,293
	Impolite language / tone	2,090	3	426	1	2,516
	Impolite and intolerant actions	1,204	1	343	0	1,547
Sexual conduct	Sexual assault	73	0	99	0	172
	Sexual harassment	10	0	6	0	16
	Other sexual conduct	18	0	40	0	58
Discreditable conduct	Discreditable conduct	320	0	366	0	686
Other	Other	556	1	231	0	787
Total allegations		63,632	77	18,660	23	82,492

Table 19: Decisions on allegations by how they were handled in 2023/24

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	4,102	7						
Resolved	56,062	93						
Service provided - acceptable			42,794	67	12,054	71	443	23
Service provided - not acceptable			8,389	13	2,014	12	86	4
Service provided - unable to determine			5,111	8	1,462	9	59	3
No further action			5,116	8	703	4	9	0
Withdrawal			2,060	3	486	3	39	2
Regulation 41 applies			162	0	181	1	5	0
No case to answer							818	42
Case to answer							500	26
Total	60,164	100	63,632	100	16,900	100	1,959	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 2023/24

Police force	Outside of	Under	Total number of
	Schedule 3	Schedule 3	complaint cases
	N	N	N
Avon & Somerset	1,333	1,031	2,364
Bedfordshire	737	363	1,100
British Transport	582	214	796
Cambridgeshire	762	379	1,141
Cheshire	710	790	1,500
City of London	306	96	402
Cleveland	1,504	348	1,852
Cumbria	654	267	921
Derbyshire	657	1,023	1,680
Devon & Cornwall	441	469	910
Dorset	755	663	1,418
Durham	631	220	851
Dyfed-Powys	407	469	876
Essex	734	1,363	2,097
Gloucestershire	774	293	1,067
Greater Manchester	1,716	1,623	3,339
Gwent	652	132	784
Hampshire	2,980	415	3,395
Hertfordshire	893	439	1,332
Humberside	1,369	478	1,847
Kent	410	1,343	1,753
Lancashire	1,255	750	2,005
Leicestershire	387	1,047	1,434
Lincolnshire	338	829	1,167
Merseyside	1,939	260	2,199
Metropolitan	7,812	3,883	11,695
Norfolk	81	332	413
North Wales	363	279	642
North Yorkshire	16	203	219
Northamptonshire	841	444	1,285
Northumbria	2,109	766	2,875
Nottinghamshire	1,054	468	1,522
South Wales	765	1,472	2,237
South Yorkshire	828	857	1,685
Staffordshire	1,290	448	1,738
Suffolk	74	254	328
Surrey	1,525	660	2,185
Sussex	927	1,292	2,219
Thames Valley	1,923	1,633	3,556
Warwickshire	570	100	670
West Mercia	1,620	526	2,146
West Midlands	3,130	698	3,828
West Yorkshire	2,062	1,034	3,096
Wiltshire	678	529	1,207
Total	50,594	31,182	81,776

Table 21: Time taken to finalise complaint cases in 2023/24

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	1,333	13	1,031	135	131
Bedfordshire	737	66	363	130	126
British Transport	578	49	214	65	61
Cambridgeshire	762	17	379	138	134
Cheshire	710	22	790	85	75
City of London	306	97	96	204	199
Cleveland	1,504	14	348	108	97
Cumbria	654	26	267	125	111
Derbyshire	657	12	1,023	126	125
Devon & Cornwall	441	59	469	243	230
Dorset	755	29	663	110	88
Durham	631	13	220	98	84
Dyfed-Powys	407	18	469	111	109
Essex	734	17	1,363	143	134
Gloucestershire	774	36	293	193	169
Greater Manchester	1,716	28	1,623	148	146
Gwent	652	34	132	135	126
Hampshire	2,980	7	415	118	108
Hertfordshire	893	6	439	135	127
Humberside	1,369	15	478	103	91
Kent	410	18	1,343	105	101
Lancashire	1,255	7	750	341	335
Leicestershire	387	12	1,047	71	64
Lincolnshire	338	13	829	117	116
Merseyside	1,939	17	260	113	100
Metropolitan	7,810	19	3,883	211	208
Norfolk	81	53	332	171	144
North Wales	363	18	279	101	96
North Yorkshire	16	55	203	246	245
Northamptonshire	841	9	444	152	143
Northumbria	2,085	17	766	159	150
Nottinghamshire	1,054	18	468	123	99
South Wales	765	13	1,472	101	99
South Yorkshire	828	16	857	89	85
Staffordshire	1,290	15	448	108	98
Suffolk	74	44	254	154	124
Surrey	1,525	14	660	112	106
Sussex	926	19	1,292	67	62
Thames Valley	1,923	7	1,633	147	139
Warwickshire	570	26	100	146	133
West Mercia	1,620	36	526	178	168
West Midlands	3,130	27	698	127	121
West Yorkshire	2,062	6	1,034	109	97
Wiltshire	678	45	529	141	122
Total	50,563	20	31,182	140	133

*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 2023/24

Action	Number	As a % of complaint cases finalised
Organisational learning	167	0
Learning from reflection	1,346	3
Policy/procedure review	47	0
Goodwill gesture	101	0
Apology	4,826	10
Debrief of original incident	437	1
Explanation provided	29,826	59
No further action	6,964	14

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 2023/24

Action	Number	As a % of complaint cases finalised
Organisational learning	648	2
Learning from reflection	3,404	11
Policy/procedure review	31	0
Goodwill gesture	23	0
Apology	1,822	6
Debrief of original incident	378	1
Explanation provided	17,815	57
Referral to RPRP	881	3
Unsatisfactory Performance Procedure (UPP)	28	0
Misconduct proceedings	141	0
Other actions following a case to answer decision	20	0
Other action	735	2
No further action	9,458	30

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 2023/24

Police force	LPB reviews – not investigated		LPB reviews - investigation		Total LPB reviews received
	N	%	N	%	N
Avon & Somerset	147	97	5	3	152
Bedfordshire	52	100	0	-	52
British Transport	21	66	11	34	32
Cambridgeshire	47	98	1	2	48
Cheshire	104	98	2	2	106
City of London	1	100	0	-	1
Cleveland	68	100	0	-	68
Cumbria	42	100	0	-	42
Derbyshire	77	100	0	-	77
Devon & Cornwall	112	99	1	1	113
Dorset	109	96	5	4	114
Durham	37	100	0	-	37
Dyfed-Powys	63	100	0	-	63
Essex	101	100	0	-	101
Gloucestershire	37	100	0	-	37
Greater Manchester	240	99	2	1	242
Gwent	23	79	6	21	29
Hampshire	73	100	0	-	73
Hertfordshire	53	100	0	-	53
Humberside	97	99	1	1	98
Kent	199	99	2	1	201
Lancashire	34	100	0	-	34
Leicestershire	142	100	0	-	142
Lincolnshire	104	100	0	-	104
Merseyside	67	99	1	1	68
Metropolitan	424	96	18	4	442
Norfolk	42	93	3	7	45
North Wales	32	100	0	-	32
North Yorkshire	49	89	6	11	55
Northamptonshire	74	99	1	1	75
Northumbria	8	9	85	91	93
Nottinghamshire	103	95	5	5	108
South Wales	76	94	5	6	81
South Yorkshire	98	100	0	-	98
Staffordshire	71	100	0	-	71
Suffolk	29	100	0	-	29
Surrey	124	99	1	1	125
Sussex	218	100	0	-	218
Thames Valley	6	2	248	98	254
Warwickshire	9	36	16	64	25
West Mercia	99	100	0	-	99
West Midlands	73	100	0	-	73
West Yorkshire	195	99	1	1	196
Wiltshire	65	94	4	6	69
Total	3,845	90	430	10	4,275

Table 25: Outcome of reviews completed by LPBs in 2023/24

Police force	LPB reviews – not investigated			LPB reviews - investigation		
	Valid completed	Handling or outcome not reasonable and proportionate	Handling or outcome not reasonable and proportionate	Valid completed	Handling or outcome not reasonable and proportionate	Handling or outcome not reasonable and proportionate
		N	N		%	N
Avon & Somerset	146	33	23	5	1	20
Bedfordshire	47	3	6	0	-	-
British Transport	18	1	6	9	0	0
Cambridgeshire	41	9	22	1	0	0
Cheshire	97	6	6	2	1	50
City of London	1	0	0	0	-	-
Cleveland	70	17	24	0	-	-
Cumbria	34	12	35	0	-	-
Derbyshire	81	8	10	0	-	-
Devon & Cornwall	75	36	48	2	0	0
Dorset	98	22	22	4	0	0
Durham	34	3	9	1	0	0
Dyfed-Powys	59	6	10	0	-	-
Essex	46	7	15	0	-	-
Gloucestershire	33	13	39	0	-	-
Greater Manchester	407	125	31	2	0	0
Gwent	18	0	0	7	1	14
Hampshire	56	8	14	0	-	-
Hertfordshire	59	7	12	1	1	100
Humberside	103	16	16	1	0	0
Kent	151	30	20	2	0	0
Lancashire	41	6	15	0	-	-
Leicestershire	148	6	4	0	-	-
Lincolnshire	107	28	26	0	-	-
Merseyside	66	7	11	1	0	0
Metropolitan	335	151	45	8	2	25
Norfolk	38	8	21	3	0	0
North Wales	30	4	13	0	-	-
North Yorkshire	33	18	55	0	-	-
Northamptonshire	70	19	27	0	-	-
Northumbria	7	0	0	84	24	29
Nottinghamshire	96	20	21	3	0	0
South Wales	67	15	22	4	0	0
South Yorkshire	91	27	30	0	-	-
Staffordshire	76	10	13	0	-	-
Suffolk	33	2	6	0	-	-
Surrey	121	12	10	1	1	100
Sussex	216	30	14	0	-	-
Thames Valley	7	2	29	234	61	26
Warwickshire	8	2	25	13	7	54
West Mercia	105	7	7	0	-	-
West Midlands	81	22	27	0	-	-
West Yorkshire	202	31	15	1	0	0
Wiltshire	60	7	12	4	0	0
Total	3,712	796	21	393	99	25

Some caution is advised when looking at the percentage of reviews that found the complaint case handling or 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 2023/24

Police force	IOPC reviews – not investigated		IOPC reviews - investigation		Total
	N	%	N	%	N
Avon & Somerset	27	47	30	53	57
Bedfordshire	22	52	20	48	42
British Transport	0	0	6	100	6
Cambridgeshire	13	41	19	59	32
Cheshire	25	78	7	22	32
City of London	2	40	3	60	5
Cleveland	1	33	2	67	3
Cumbria	10	59	7	41	17
Derbyshire	8	40	12	60	20
Devon & Cornwall	52	80	13	20	65
Dorset	11	61	7	39	18
Durham	15	65	8	35	23
Dyfed-Powys	7	64	4	36	11
Essex	59	51	57	49	116
Gloucestershire	9	69	4	31	13
Greater Manchester	63	71	26	29	89
Gwent	0	0	2	100	2
Hampshire	62	85	11	15	73
Hertfordshire	18	53	16	47	34
Humberside	11	58	8	42	19
Kent	21	26	59	74	80
Lancashire	17	57	13	43	30
Leicestershire	34	81	8	19	42
Lincolnshire	11	55	9	45	20
Merseyside	18	58	13	42	31
Metropolitan	284	54	243	46	527
Norfolk	19	59	13	41	32
North Wales	34	87	5	13	39
North Yorkshire	3	27	8	73	11
Northamptonshire	10	53	9	47	19
Northumbria	11	14	69	86	80
Nottinghamshire	2	22	7	78	9
South Wales	80	70	34	30	114
South Yorkshire	45	94	3	6	48
Staffordshire	13	68	6	32	19
Suffolk	19	68	9	32	28
Surrey	6	50	6	50	12
Sussex	4	33	8	67	12
Thames Valley	1	3	30	97	31
Warwickshire	1	14	6	86	7
West Mercia	0	0	2	100	2
West Midlands	81	83	17	17	98
West Yorkshire	97	71	39	29	136
Wiltshire	20	63	12	38	32
Total	1,246	58	890	42	2,136

Table 27: Outcome of reviews completed by the IOPC in 2023/24

Police force	IOPC reviews – not investigated			IOPC reviews - investigation		
	Valid completed	Handling or outcome not reasonable and proportionate	Handling or outcome not reasonable and proportionate	Valid completed	Handling or outcome not reasonable and proportionate	Handling or outcome not reasonable and proportionate
		N	N		%	N
Avon And Somerset	23	8	35	31	5	16
Bedfordshire	20	2	10	23	6	26
British Transport	0	0	-	4	2	50
Cambridgeshire	19	4	21	17	5	29
Cheshire	25	5	20	10	4	40
City of London	2	0	0	1	1	100
Cleveland	0	0	-	4	1	25
Cumbria	6	4	67	6	3	50
Derbyshire	9	3	33	12	4	33
Devon And Cornwall	69	29	42	17	6	35
Dorset	14	7	50	13	4	31
Durham	21	10	48	7	3	43
Dyfed-Powys	11	3	27	6	1	17
Essex	79	23	29	67	30	45
Gloucestershire	11	2	18	4	2	50
Greater Manchester	48	31	65	22	10	45
Gwent	0	0	-	3	1	33
Hampshire	65	13	20	11	5	45
Hertfordshire	10	3	30	16	4	25
Humberside	20	5	25	11	4	36
Kent	24	9	38	69	17	25
Lancashire	15	6	40	10	3	30
Leicestershire	36	5	14	13	3	23
Lincolnshire	13	5	38	13	2	15
Merseyside	25	8	32	11	4	36
Metropolitan	229	63	28	168	56	33
Norfolk	27	13	48	7	2	29
North Wales	30	3	10	3	2	67
North Yorkshire	5	2	40	7	4	57
Northamptonshire	21	7	33	13	3	23
Northumbria	11	4	36	92	22	24
Nottinghamshire	2	1	50	12	2	17
South Wales	74	22	30	32	12	38
South Yorkshire	48	14	29	9	2	22
Staffordshire	24	6	25	10	3	30
Suffolk	18	6	33	6	3	50
Surrey	6	1	17	6	3	50
Sussex	3	1	33	10	6	60
Thames Valley	0	0	-	25	8	32
Warwickshire	1	1	100	6	3	50
West Mercia	0	0	-	0	0	-
West Midlands	78	34	44	18	8	44
West Yorkshire	86	34	40	34	18	53
Wiltshire	26	4	15	5	2	40
Total	1254	401	32	864	289	33

Some reviews may be deemed 'invalid' and these have been excluded from the number of 'valid completed' and the calculation for '% handling or outcome not reasonable and proportionate'.

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

Handling or outcome not reasonable and proportionate on reviews not investigated differs slightly to the bulletins due to an updated outcome.

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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