



Police complaints

Statistics for England
and Wales 2024/25

(Experimental statistics)

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Introduction

This report presents figures on complaints about the police in England and Wales for 2024/25. 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).

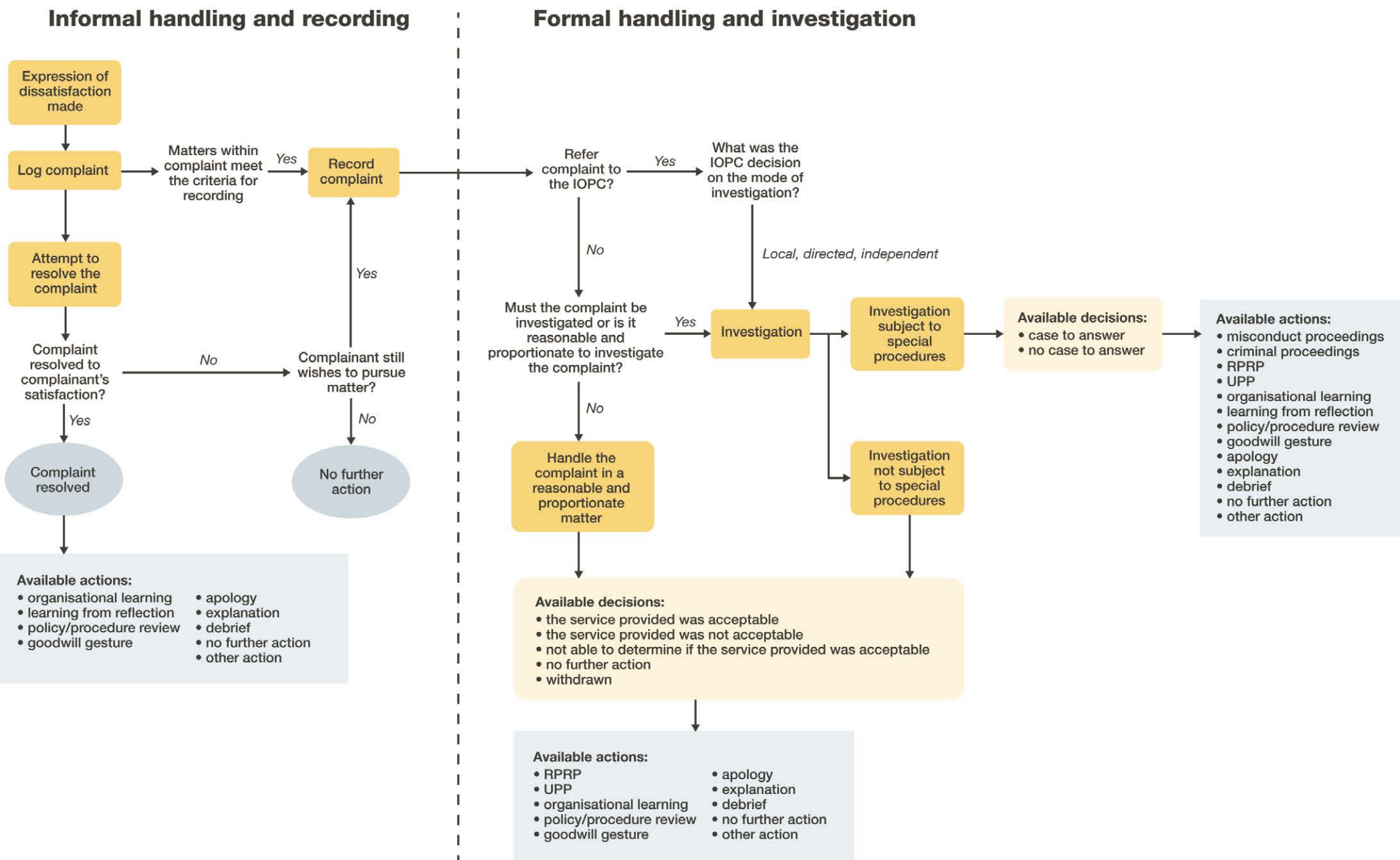
Most of the data referred to in this report was recorded on police force IT systems and collected by the IOPC. While data has undergone quality assurance checks, the statistics remain under evaluation until their quality, including their accuracy, reliability, and their value, is established and verified.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



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 2024/25

Police force	Complaint cases logged
Avon & Somerset	2,835
Bedfordshire	1,111
British Transport	811
Cambridgeshire	1,141
Cheshire	1,691
City of London (including Action Fraud)	570
Cleveland	2,109
Cumbria	1,117
Derbyshire	1,801
Devon & Cornwall	1,354
Dorset	1,325
Durham	960
Dyfed-Powys	893
Essex	3,163
Gloucestershire	1,474
Greater Manchester	6,664
Gwent	624
Hampshire	3,752
Hertfordshire	1,474
Humberside	1,682
Kent	3,480
Lancashire	1,998
Leicestershire	1,537
Lincolnshire	1,263
Merseyside	2,293
Metropolitan	12,039
Norfolk	380
North Wales	568
North Yorkshire	1,174
Northamptonshire	1,158
Northumbria	3,300
Nottinghamshire	1,708
South Wales	2,934
South Yorkshire	1,406
Staffordshire	1,811
Suffolk	320
Surrey	2,648
Sussex	2,258
Thames Valley	4,017
Warwickshire	942
West Mercia	1,922
West Midlands	4,130
West Yorkshire	3,772
Wiltshire	1,331
Total	94,940

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. Further details on these two organisations separately is available via the IOPC website.

Table 2: Number of complaint cases logged per 1,000 employees in 2024/25

Police force	Number of complaint cases	Number of employees*	Complaint cases per 1,000 employees
Avon & Somerset	2,835	6,657	426
Bedfordshire	1,111	2,745	405
British Transport	811	4,952	164
Cambridgeshire	1,141	2,809	406
Cheshire	1,691	4,192	403
City of London (with Action Fraud)	570	1,606	348
Cleveland	2,109	2,534	832
Cumbria	1,117	2,178	513
Derbyshire	1,801	3,948	456
Devon & Cornwall	1,354	6,843	198
Dorset	1,325	2,901	457
Durham	960	2,525	380
Dyfed-Powys	893	2,247	397
Essex	3,163	6,393	495
Gloucestershire	1,474	2,739	538
Greater Manchester	6,664	13,042	511
Gwent	624	2,596	240
Hampshire	3,752	6,294	596
Hertfordshire	1,474	4,461	330
Humberside	1,682	3,933	428
Kent	3,480	6,999	497
Lancashire	1,998	6,291	318
Leicestershire	1,537	4,246	362
Lincolnshire	1,263	2,382	530
Merseyside	2,293	7,062	325
Metropolitan	12,039	48,760	247
Norfolk	380	3,480	109
North Wales	568	3,152	180
North Yorkshire	1,174	3,127	375
Northamptonshire	1,158	2,757	420
Northumbria	3,300	6,044	546
Nottinghamshire	1,708	4,098	417
South Wales	2,934	6,733	436
South Yorkshire	1,406	5,561	253
Staffordshire	1,811	3,817	474
Suffolk	320	2,597	123
Surrey	2,648	4,397	602
Sussex	2,258	5,898	383
Thames Valley	4,017	9,470	424
Warwickshire	942	2,049	460
West Mercia	1,922	4,480	429
West Midlands	4,130	12,512	330
West Yorkshire	3,772	10,782	350
Wiltshire	1,331	2,578	516
Total	94,940	254,867	373

* "Number of employees" is taken from the Home Office publication Police Workforce, England and Wales, 31 March 2024.

Table 3: Time taken to log complaints and contact complainants in 2025/25 (customer perspective)

Police force	Average days to log complaints	Average number of days to contact complainants
Action Fraud	6	4
Avon & Somerset	5	9
Bedfordshire	4	2
British Transport	2	2
Cambridgeshire	5	5
Cheshire	2	2
City of London (with Action Fraud)	6	4
Cleveland	1	1
Cumbria	3	3
Derbyshire	4	6
Devon & Cornwall	89	80
Dorset	6	6
Durham	1	1
Dyfed-Powys	6	7
Essex	3	8
Gloucestershire	7	35
Greater Manchester	4	5
Gwent	51	26
Hampshire	1	2
Hertfordshire	2	2
Humberside	1	1
Kent	5	5
Lancashire	0	3
Leicestershire	2	2
Lincolnshire	10	2
Merseyside	2	17
Metropolitan	7	6
Norfolk	2	7
North Wales	2	3
North Yorkshire	63	56
Northamptonshire	2	1
Northumbria	10	17
Nottinghamshire	7	6
South Wales	10	10
South Yorkshire	17	11
Staffordshire	6	8
Suffolk	2	7
Surrey	2	5
Sussex	15	16
Thames Valley	2	3
Warwickshire	1	1
West Mercia	2	4
West Midlands	2	21
West Yorkshire	4	7
Wiltshire	4	4
Total	7	9

Table 4: Reasons complaint cases recorded under Schedule 3 in 2024/25

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	580	45	339	26	217	17	146	11	1,282
Bedfordshire	103	41	34	14	39	16	74	30	250
British Transport	137	51	13	5	15	6	104	39	269
Cambridgeshire	122	33	59	16	61	17	127	34	369
Cheshire	188	19	332	34	181	18	283	29	984
City of London (with Action Fraud)	9	17	20	38	3	6	20	38	52
Cleveland	11	3	12	4	90	26	227	67	340
Cumbria	62	34	62	34	8	4	48	27	180
Derbyshire	128	14	596	63	136	14	83	9	943
Devon & Cornwall	97	10	858	86	25	2	22	2	1,002
Dorset	259	38	311	46	78	12	29	4	677
Durham	48	37	2	2	13	10	66	51	129
Dyfed-Powys	41	11	233	62	80	21	21	6	375
Essex	558	35	515	32	300	19	230	14	1,603
Gloucestershire	141	31	263	58	23	5	26	6	453
Greater Manchester	283	15	967	51	369	19	287	15	1,906
Gwent	9	7	6	5	100	79	12	9	127
Hampshire	41	10	171	42	54	13	138	34	404
Hertfordshire	144	37	85	22	32	8	131	33	392
Humberside	42	10	149	37	104	26	108	27	403
Kent	450	34	631	47	6	0	246	18	1,333
Lancashire	201	31	135	21	268	41	48	7	652
Leicestershire	270	24	816	73	2	0	31	3	1,119
Lincolnshire	18	2	79	8	236	24	637	66	970
Merseyside	12	7	32	19	31	19	91	55	166
Metropolitan	309	9	2,501	70	550	15	204	6	3,564
Norfolk	86	30	117	40	51	18	35	12	289
North Wales	78	33	69	29	63	27	26	11	236
North Yorkshire	6	3	71	38	99	53	11	6	187
Northamptonshire	84	24	97	27	66	18	110	31	357
Northumbria	418	73		0	116	20	35	6	569
Nottinghamshire	102	24	51	12	44	10	236	55	433
South Wales	352	16	40	2	1,860	82	4	0	2,256
South Yorkshire	156	25	311	49	129	20	40	6	636
Staffordshire	188	35	183	34	22	4	142	27	535
Suffolk	57	24	111	47	35	15	34	14	237
Surrey	68	11	128	20	294	46	152	24	642
Sussex	56	5	779	73	102	10	128	12	1,065
Thames Valley	301	18	1,003	61	158	10	185	11	1,647
Warwickshire	21	14	73	47	18	12	42	27	154
West Mercia	2	1	140	53	67	25	56	21	265
West Midlands	459	52	184	21	118	13	129	14	890
West Yorkshire	807	58	57	4	148	11	385	28	1,397
Wiltshire	89	21	196	45	54	12	94	22	433
Total	7,593	24	12,831	40	6,465	20	5,283	16	32,172

Table 5: Number of allegations logged in 2024/25

Police force	Number of allegations	Number of employees*	Allegations per 1,000 employees
Avon & Somerset	6,075	6,657	913
Bedfordshire	1,756	2,745	640
British Transport	1,092	4,952	221
Cambridgeshire	1,947	2,809	693
Cheshire	2,877	4,192	686
City of London (with Action Fraud)	713	1,606	444
Cleveland	3,187	2,534	1,258
Cumbria	1,895	2,178	870
Derbyshire	4,324	3,948	1,095
Devon & Cornwall	3,509	6,843	513
Dorset	2,216	2,901	764
Durham	1,654	2,525	655
Dyfed-Powys	1,081	2,247	481
Essex	6,133	6,393	959
Gloucestershire	2,179	2,739	796
Greater Manchester	15,786	13,042	1,210
Gwent	1,022	2,596	394
Hampshire	5,156	6,294	819
Hertfordshire	2,728	4,461	612
Humberside	2,857	3,933	726
Kent	6,451	6,999	922
Lancashire	4,445	6,291	707
Leicestershire	2,976	4,246	701
Lincolnshire	2,049	2,382	860
Merseyside	2,883	7,062	408
Metropolitan	22,790	48,760	467
Norfolk	1,186	3,480	341
North Wales	1,067	3,152	339
North Yorkshire	1,462	3,127	468
Northamptonshire	2,117	2,757	768
Northumbria	6,221	6,044	1,029
Nottinghamshire	3,324	4,098	811
South Wales	5,733	6,733	851
South Yorkshire	3,401	5,561	612
Staffordshire	3,089	3,817	809
Suffolk	989	2,597	381
Surrey	4,270	4,397	971
Sussex	4,159	5,898	705
Thames Valley	5,325	9,470	562
Warwickshire	1,066	2,049	520
West Mercia	2,229	4,480	498
West Midlands	6,217	12,512	497
West Yorkshire	4,584	10,782	425
Wiltshire	2,029	2,578	787
Total	168,249	254,867	660

The figures for City of London include allegations 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 2024.

Table 6: Number of allegations logged - what has been complained about in 2024/25

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	3,274	1,024	210	99	82	247	167	895	31	42	4	6,075
Bedfordshire	944	382	55	41	14	79	3	218	1	7	12	1,756
British Transport	417	407	31	17	12	28	0	148	11	7	14	1,092
Cambridgeshire	904	493	48	38	21	77	5	352	4	1	4	1,947
Cheshire	1,332	732	103	72	38	76	57	459	4	3	1	2,877
City of London (with Action Fraud)	528	73	21	10	5	20	3	48	0	1	4	713
Cleveland	1,526	667	240	64	54	19	10	558	1	35	13	3,187
Cumbria	831	431	129	39	28	57	19	317	8	34	2	1,895
Derbyshire	2,435	972	80	58	44	62	65	530	7	34	37	4,324
Devon & Cornwall	2,049	704	73	56	34	65	73	383	13	32	27	3,509
Dorset	1,057	388	119	101	27	49	39	398	7	6	25	2,216
Durham	886	410	89	33	24	16	2	182	1	8	3	1,654
Dyfed-Powys	608	224	33	25	16	19	8	133	1	10	4	1,081
Essex	3,227	1,113	214	109	59	264	55	1,028	21	15	28	6,133
Gloucestershire	1,245	435	76	47	49	32	23	214	1	8	49	2,179
Greater Manchester	7,736	3,711	701	250	91	552	114	2,441	53	104	33	15,786
Gwent	636	163	33	8	7	7	5	150	0	7	6	1,022
Hampshire	2,582	1,362	190	162	94	95	19	599	6	26	21	5,156
Hertfordshire	1,527	514	114	43	29	75	4	412	0	10	0	2,728
Humberside	1,676	611	52	101	31	17	11	243	4	7	104	2,857
Kent	3,566	1,467	147	150	32	201	86	706	17	49	30	6,451
Lancashire	2,373	1,069	115	116	35	122	55	468	10	17	65	4,445
Leicestershire	1,539	586	125	72	30	108	31	467	3	3	12	2,976
Lincolnshire	1,166	511	43	47	22	31	16	195	1	9	8	2,049
Merseyside	1,350	712	202	77	56	46	24	360	2	15	39	2,883
Metropolitan	15,453	4,058	480	313	177	646	80	1,003	62	135	383	22,790
Norfolk	476	347	35	11	2	50	23	236	5	1	0	1,186
North Wales	445	249	18	29	7	20	14	178	13	30	64	1,067
North Yorkshire	679	380	38	40	38	26	13	171	5	30	42	1,462
Northamptonshire	1,177	455	54	65	17	56	30	252	4	5	2	2,117
Northumbria	2,824	1,272	272	242	85	143	33	1,081	4	5	260	6,221
Nottinghamshire	1,887	678	102	42	33	84	44	394	8	21	29	3,322
South Wales	2,710	1,033	223	125	84	229	130	1,126	11	41	21	5,733
South Yorkshire	1,960	718	68	59	19	85	52	389	8	29	14	3,401
Staffordshire	1,703	649	107	58	30	41	11	441	9	12	27	3,088
Suffolk	403	259	25	27	4	52	29	189	0	1	0	989
Surrey	1,905	1,083	227	188	70	124	31	509	11	49	73	4,270
Sussex	2,219	944	107	60	20	137	24	469	10	55	114	4,159
Thames Valley	3,098	1,219	147	103	59	199	51	392	7	15	35	5,325
Warwickshire	598	179	21	31	19	25	7	161	0	6	19	1,066
West Mercia	1,275	455	113	33	28	44	6	248	4	14	9	2,229
West Midlands	3,667	1,266	144	87	45	169	83	642	14	46	54	6,217
West Yorkshire	2,547	930	188	128	51	263	46	368	14	28	21	4,584
Wiltshire	920	499	78	42	44	75	13	328	8	18	4	2,029
Grand Total	91,360	35,834	5,690	3,518	1,766	4,832	1,614	20,481	404	1,031	1,716	168,246
% of Grand Total	54	21	3	2	1	3	1	12	0	1	1	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 7: Number of allegations logged - what has been complained about and subcategories in 2024/25

Allegation category	Allegation subcategory	N	% of total allegations logged
Delivery of duties and service	Police action following contact	37,667	22
	Decisions	13,479	8
	General level of service	29,691	18
	Information	10,515	6
	<i>No subcategory recorded</i>	4	0
	<i>Error in subcategories</i>	4	0
Police powers, policies and procedures	Stops, and stop and search	1,790	1
	Searches of premises and seizure of property	4,603	3
	Power to arrest and detain	6,460	4
	Detention in police custody	5,122	3
	Bail, identification and interview procedures	2,122	1
	Use of force	8,826	5
	Evidential procedures	2,631	2
	Out of court disposals	540	0
	Other policies and procedures	3,735	2
	<i>No subcategory recorded</i>	2	0
	<i>Error in subcategories</i>	3	0
Handling of or damage to property/premises	Handling of or damage to property/ premises	5,555	3
	<i>No subcategory recorded</i>	127	0
	<i>Error in subcategories</i>	8	0
Access and/or disclosure of information	Use of police systems	245	0
	Disclosure of information	2,349	1
	Handling of information	789	0
	Accessing and handling of information from other sources	133	0
	<i>Error in subcategories</i>	2	0
Use of police vehicles	Use of police vehicles	1,639	1
	<i>No subcategory recorded</i>	51	0
	<i>Error in subcategories</i>	76	0
Discriminatory behaviour	Age	73	0
	Disability	911	1
	Gender reassignment	56	0
	Marriage and civil partnership	2	0
	Pregnancy and maternity	4	0
	Race	2,335	1
	Religion or belief	127	0
	Sex	769	0
	Sexual orientation	134	0
	Other	421	0
Abuse of position/ corruption	Abuse of position for financial purpose	70	0
	Abuse of position for sexual purpose	80	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	23	0
	Abuse of position for other purpose	481	0
	Obstruction of justice	688	0
	Organisational corruption	272	0
	<i>No subcategory recorded</i>	0	0
Individual behaviours	Unprofessional attitude and disrespect	5,808	3
	Lack of fairness and impartiality	2,807	2
	Overbearing or harassing behaviours	3,415	2
	Impolite language / tone	5,352	3
	Impolite and intolerant actions	3,098	2
	<i>No subcategory recorded</i>	1	0
Sexual conduct	Sexual assault	290	0
	Sexual harassment	48	0
	Other sexual conduct	66	0
Discreditable conduct	Discreditable conduct	1,028	1
	<i>No subcategory recorded</i>	3	0
Other	Other	1,716	1
Total allegations		168,246	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.

*The erroneous categorisation in 'Use of police vehicles' is a typographical error only and can be considered valid to the category.

Table 8: Gender of complainants in 2024/25

Gender	N	%
Female	35,907	41
Male	42,717	49
Other	255	0
Prefer not to say	2,204	3
Unknown	6,235	7
Total	87,318	100

Table 9: Ethnicity of complainants in 2024/25

Ethnicity	N	%
White	49,979	57
Black	3,951	5
Asian	5,479	6
Mixed	1,962	2
Other	827	1
Prefer not to say	7,533	9
Not stated	16,030	18
Unknown	1,557	2
Total	87,318	100

Table 10: Age of complainants in 2024/25

Age group	N	%
17 or under	1,732	2
18-29	12,915	15
30-39	20,063	23
40-49	17,747	20
50-59	13,799	16
60+	9,566	11
Unknown	11,496	13
Total	87,318	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 2024/25.

Table 11: Gender of those subject to a complaint in 2024/25

Gender	N	%
Female	20,750	34
Male	36,591	60
Other	13	0
Prefer not to say	31	0
Unknown	3,679	6
Total	61,064	100

Table 12: Ethnicity of those subject to a complaint in 2024/25

Ethnicity	N	%
White	49,379	81
Black	868	1
Asian	2,191	4
Mixed	878	1
Other	111	0
Prefer not to say	551	1
Not stated	3,401	6
Unknown	3,685	6
Total	61,064	100

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

Tables 11 to 12: Subjects' demographic data is not recorded on Northumbria Police outside Schedule 3 complaints.

Table 13: Rank of those subject to a complaint in 2024/25

Rank	N	%
Police officer ranks	52,173	85
Police staff	5,227	8
Community support officers	900	1
Contracted staff	540	1
Special constables	489	1
Unknown	2,268	4
Total	61,597	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 2024/25

Police force	Outside of Schedule 3		Under Schedule 3 - not investigated		Under Schedule 3 - investigated		Total
	N	%	N	%	N	%	
Avon & Somerset	1,998	36	2,994	54	574	10	5,566
Bedfordshire	1,209	64	532	28	142	8	1,883
British Transport	575	56	409	39	52	5	1,036
Cambridgeshire	1,064	55	712	37	155	8	1,931
Cheshire	715	26	1,905	70	110	4	2,730
City of London (with Action Fraud)	474	81	76	13	35	6	585
Cleveland	2,216	70	846	27	89	3	3,151
Cumbria	1,373	68	551	27	85	4	2,009
Derbyshire	1,172	27	2,925	66	320	7	4,417
Devon & Cornwall	428	24	1,284	71	106	6	1,818
Dorset	741	37	1,087	55	152	8	1,980
Durham	1,223	60	752	37	70	3	2,045
Dyfed-Powys	502	46	552	51	38	3	1,092
Essex	1,535	29	2,737	51	1,084	20	5,356
Gloucestershire	916	44	1,097	52	85	4	2,098
Greater Manchester	7,093	44	8,178	51	689	4	15,960
Gwent	627	50	389	31	230	18	1,246
Hampshire	3,932	83	729	15	90	2	4,751
Hertfordshire	1,487	54	981	36	281	10	2,749
Humberside	1,649	60	981	35	137	5	2,767
Kent	2,010	34	3,250	54	716	12	5,976
Lancashire	1,471	38	1,699	44	719	18	3,889
Leicestershire	520	17	2,325	75	261	8	3,106
Lincolnshire	334	15	1,711	79	123	6	2,168
Merseyside	2,131	75	514	18	198	7	2,843
Metropolitan	8,548	35	11,758	48	4,033	17	24,339
Norfolk	151	16	703	73	105	11	959
North Wales	349	33	558	52	158	15	1,065
North Yorkshire	706	45	558	35	322	20	1,586
Northamptonshire	1,051	49	780	37	303	14	2,134
Northumbria	2,746	62	255	6	1,463	33	4,464
Nottinghamshire	1,661	52	1,149	36	386	12	3,196
South Wales	744	14	4,089	75	612	11	5,445
South Yorkshire	1,101	41	1,447	54	113	4	2,661
Staffordshire	1,501	47	1,562	49	123	4	3,186
Suffolk	135	14	665	69	161	17	961
Surrey	2,139	49	1,991	46	238	5	4,368
Sussex	1,528	36	2,648	62	61	1	4,237
Thames Valley	2,353	45	435	8	2,461	47	5,249
Warwickshire	801	75	77	7	189	18	1,067
West Mercia	1,862	78	516	22	17	1	2,395
West Midlands	3,694	60	2,152	35	352	6	6,198
West Yorkshire	2,394	53	1,909	42	242	5	4,545
Wiltshire	1,120	54	769	37	192	9	2,081
Total	71,979	44	73,237	45	18,072	11	163,288

Table 15: Time taken to finalise allegations in 2024/25

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	14	84	188
Bedfordshire	50	83	196
British Transport	9	24	317
Cambridgeshire	30	66	160
Cheshire	21	63	202
City of London (with Action Fraud)	111	89	147
Cleveland	15	124	365
Cumbria	19	97	179
Derbyshire	14	73	137
Devon & Cornwall	134	170	253
Dorset	44	88	169
Durham	9	240	351
Dyfed-Powys	13	100	229
Essex	18	89	150
Gloucestershire	82	230	248
Greater Manchester	7	92	277
Gwent	54	180	249
Hampshire	14	87	212
Hertfordshire	7	82	178
Humberside	7	67	104
Kent	19	75	197
Lancashire	4	308	315
Leicestershire	9	48	158
Lincolnshire	9	60	137
Merseyside	28	132	195
Metropolitan	9	146	248
Norfolk	35	145	368
North Wales	10	61	207
North Yorkshire	124	182	187
Northamptonshire	8	145	179
Northumbria	36	137	183
Nottinghamshire	29	92	219
South Wales	11	103	236
South Yorkshire	31	80	265
Staffordshire	13	103	255
Suffolk	46	118	233
Surrey	15	130	303
Sussex	26	57	127
Thames Valley	5	191	206
Warwickshire	32	49	144
West Mercia	21	162	289
West Midlands	27	89	322
West Yorkshire	6	74	140
Wiltshire	51	121	376
Total	20	109	220

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 2024/25

Police force	Investigated (not subject to special procedures)		Investigated (subject to special procedures)	
	N	%	N	%
Avon & Somerset	544	95	30	5
Bedfordshire	122	86	20	14
British Transport	27	52	25	48
Cambridgeshire	137	88	18	12
Cheshire	95	86	15	14
City of London (with Action Fraud)	32	91	3	9
Cleveland	73	82	16	18
Cumbria	69	81	16	19
Derbyshire	304	95	16	5
Devon & Cornwall	56	53	50	47
Dorset	147	97	5	3
Durham	59	84	11	16
Dyfed-Powys	36	95	2	5
Essex	1,054	97	30	3
Gloucestershire	52	61	33	39
Greater Manchester	552	80	137	20
Gwent	174	76	56	24
Hampshire	82	91	8	9
Hertfordshire	267	95	14	5
Humberside	114	83	23	17
Kent	674	94	42	6
Lancashire	672	93	47	7
Leicestershire	236	90	25	10
Lincolnshire	109	89	14	11
Merseyside	162	82	36	18
Metropolitan	3,178	79	855	21
Norfolk	96	91	9	9
North Wales	150	95	8	5
North Yorkshire	297	92	25	8
Northamptonshire	216	71	87	29
Northumbria	1,442	99	21	1
Nottinghamshire	344	89	42	11
South Wales	570	93	42	7
South Yorkshire	81	72	32	28
Staffordshire	98	80	25	20
Suffolk	157	98	4	2
Surrey	192	81	46	19
Sussex	37	61	24	39
Thames Valley	2,400	98	61	2
Warwickshire	166	88	23	12
West Mercia	17	100	0	0
West Midlands	324	92	28	8
West Yorkshire	211	87	31	13
Wiltshire	176	92	16	8
Total	16,001	89	2,071	11

Table 17: Nature of allegations finalised outside of Schedule 3 in 2024/25

Allegation category	Allegation subcategory	Number finalised	
		N	% of total allegations finalised outside Schedule 3
Delivery of duties and service	Police action following contact	20,037	28
	Decisions	5,981	8
	General level of service	15,057	21
	Information	4,609	6
	<i>No subcategory recorded</i>	1	0
	<i>Error in subcategories</i>	4	0
Police powers, policies and procedures	Stops, and stop and search	850	1
	Searches of premises and seizure of property	2,109	3
	Power to arrest and detain	1,872	3
	Detention in police custody	847	1
	Bail, identification and interview procedures	678	1
	Use of force	1,591	2
	Evidential procedures	701	1
	Out of court disposals	282	0
	Other policies and procedures	1,565	2
	<i>No subcategory recorded</i>	1	0
	<i>Error in subcategories</i>	3	0
Handling of or damage to property/premises	Handling of or damage to property/ premises	3,284	5
	<i>No subcategory recorded</i>	134	0
	<i>Error in subcategories</i>	8	0
Access and/or disclosure of information	Use of police systems	70	0
	Disclosure of information	729	1
	Handling of information	254	0
	Accessing and handling of information from other sources	46	0
	<i>Error in subcategories</i>	1	0
Use of police vehicles	Use of police vehicles	1,160	2
	<i>No subcategory recorded</i>	52	0
	<i>Error in subcategories</i>	63	0
Discriminatory behaviour	Age	14	0
	Disability	131	0
	Gender reassignment	10	0
	Marriage and civil partnership	1	0
	Pregnancy and maternity	1	0
	Race	302	0
	Religion or belief	16	0
	Sex	89	0
	Sexual orientation	26	0
Abuse of position/ corruption	Other	96	0
	Abuse of position for financial purpose	13	0
	Abuse of position for sexual purpose	4	0
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	2	0
	Abuse of position for other purpose	77	0
	Obstruction of justice	30	0
	Organisational corruption	33	0
Individual behaviours	Unprofessional attitude and disrespect	2,476	3
	Lack of fairness and impartiality	705	1
	Overbearing or harassing behaviours	1,067	1
	Impolite language / tone	2,645	4
	Impolite and intolerant actions	1,341	2
	<i>No subcategory recorded</i>	1	0
Sexual conduct	Sexual assault	17	0
	Sexual harassment	1	0
	Other sexual conduct	14	0
Discreditable conduct	Discreditable conduct	144	0
	<i>No subcategory recorded</i>	3	0
Other	Other	732	1
Total		71,979	100

*The erroneous categorisation in 'Use of police vehicles' is a typographical error only and can be considered valid to the category.

Table 18: Nature of allegations finalised under Schedule 3 by how they were handled in 2024/25

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	14,586	88	2,063	12	16,649
	Decisions	5,818	85	998	15	6,816
	General level of service	11,307	81	2,570	19	13,877
	Information	4,711	84	884	16	5,595
Police powers, policies and procedures	Stops, and stop and search	685	69	306	31	991
	Searches of premises and seizure of property	1,907	82	428	18	2,335
	Power to arrest and detain	3,559	81	845	19	4,404
	Detention in police custody	3,215	78	902	22	4,117
	Bail, identification and interview procedures	1,094	84	204	16	1,298
	Use of force	4,749	67	2,364	33	7,113
	Evidential procedures	1,534	83	306	17	1,840
	Out of court disposals	196	82	44	18	240
	Other policies and procedures	1,620	81	389	19	2,009
	No subcategory recorded	0	0	1	100	1
Handling of or damage to property/premises	Handling of or damage to property/premises	1,761	80	430	20	2,191
Access and/or disclosure of information	Use of police systems	103	64	58	36	161
	Disclosure of information	1,159	77	355	23	1,514
	Handling of information	348	75	119	25	467
	Accessing and handling of information from other sources	66	74	23	26	89
Use of police vehicles	Use of police vehicles	373	81	88	19	461
Discriminatory behaviour	Age	45	73	17	27	62
	Disability	553	77	164	23	717
	Gender reassignment	38	81	9	19	47
	Marriage and civil partnership	0	0	1	100	1
	Pregnancy and maternity	1	100	0	0	1
	Race	1,468	72	558	28	2,026
	Religion or belief	82	69	37	31	119
	Sex	459	78	132	22	591
	Sexual orientation	92	74	32	26	124
	Other	219	75	73	25	292
Abuse of position/corruption	Abuse of position for financial purpose	29	48	31	52	60
	Abuse of position for sexual purpose	16	26	45	74	61
	Abuse of position for the purpose of pursuing an inappropriate emotional relationship	8	36	14	64	22
	Abuse of position for other purpose	240	60	161	40	401
	Obstruction of justice	398	62	241	38	639
	Organisational corruption	170	64	95	36	265
Individual behaviours	Unprofessional attitude and disrespect	2,703	80	660	20	3,363
	Lack of fairness and impartiality	1,615	82	365	18	1,980
	Overbearing or harassing behaviours	1,802	78	517	22	2,319
	Impolite language / tone	2,220	84	410	16	2,630
	Impolite and intolerant actions	1,287	82	282	18	1,569
	No subcategory recorded	1	100	0	0	1
Sexual conduct	Sexual assault	110	49	116	51	226
	Sexual harassment	9	33	18	67	27
	Other sexual conduct	20	43	27	57	47
Discreditable conduct	Discreditable conduct	326	40	481	60	807
Other	Other	535	72	209	28	744
Total allegations		73,237	80	18,072	20	91,309

Table 19: Decisions on allegations by how they were handled in 2024/25

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	3,637	5						
Resolved	68,336	95						
Service provided - acceptable			48,901	67	11,450	72	338	16
Service provided - not acceptable			9,844	13	1,931	12	79	4
Service provided - unable to determine			6,698	9	1499	9	38	2
No further action			5,604	8	503	3	26	1
Withdrawal			2,080	3	426	3	52	3
Regulation 41 applies			107	0	192	1	2	0
No case to answer							1,081	52
Case to answer							454	22
Total	71,979	100	73,234	100	16,001	100	2,071	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 2024/25

Police force	Outside of Schedule 3	Under Schedule 3	Total number of complaint cases
	N	N	N
Avon & Somerset	1,543	1,104	2,647
Bedfordshire	1075	241	1,316
British Transport	534	243	777
Cambridgeshire	811	344	1,155
Cheshire	669	953	1,622
City of London (with Action Fraud)	423	50	473
Cleveland	1,765	348	2,113
Cumbria	974	241	1,215
Derbyshire	866	943	1,809
Devon & Cornwall	367	525	892
Dorset	603	560	1,163
Durham	815	199	1,014
Dyfed-Powys	474	378	852
Essex	1,517	1,284	2,801
Gloucestershire	773	208	981
Greater Manchester	4,737	1,990	6,727
Gwent	500	147	647
Hampshire	3,088	405	3,493
Hertfordshire	1070	351	1,421
Humberside	1,244	334	1,578
Kent	1,927	1,409	3,336
Lancashire	1,304	684	1,988
Leicestershire	425	1,182	1,607
Lincolnshire	282	1,067	1,349
Merseyside	1,953	231	2,184
Metropolitan	8,345	4,400	12,745
Norfolk	89	254	343
North Wales	347	232	579
North Yorkshire	617	233	850
Northamptonshire	788	353	1,141
Northumbria	2,092	647	2,739
Nottinghamshire	1,224	447	1,671
South Wales	627	2,099	2,726
South Yorkshire	711	490	1,201
Staffordshire	1,197	549	1,746
Suffolk	81	241	322
Surrey	1,931	689	2,620
Sussex	1,154	1,072	2,226
Thames Valley	2,289	1,461	3,750
Warwickshire	801	140	941
West Mercia	1,681	356	2,037
West Midlands	3,112	778	3,890
West Yorkshire	2,344	1,344	3,688
Wiltshire	894	481	1,375
Total	60,063	31,687	91,750

Table 21: Time taken to finalise complaint cases in 2024/25

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	1,543	14	1,104	123	119
Bedfordshire	1,075	53	241	140	136
British Transport	534	11	243	45	43
Cambridgeshire	811	29	344	130	126
Cheshire	668	21	953	69	61
City of London (with Action Fraud)	423	123	50	133	133
Cleveland	1,765	15	348	128	118
Cumbria	974	19	241	125	114
Derbyshire	866	15	943	106	104
Devon & Cornwall	367	200	525	347	338
Dorset	603	50	560	130	105
Durham	815	8	199	215	188
Dyfed-Powys	474	18	378	124	121
Essex	1,517	20	1,284	148	140
Gloucestershire	773	86	208	287	253
Greater Manchester	4,737	7	1,990	133	130
Gwent	500	49	147	202	185
Hampshire	3,088	16	405	120	116
Hertfordshire	1,070	7	351	139	136
Humberside	1,244	10	334	97	91
Kent	1,927	24	1,409	114	104
Lancashire	1,304	6	684	323	317
Leicestershire	425	9	1,182	71	61
Lincolnshire	282	10	1,067	81	79
Merseyside	1,953	29	231	183	165
Metropolitan	8,339	11	4,400	202	200
Norfolk	89	36	254	180	140
North Wales	347	11	232	83	82
North Yorkshire	617	145	233	261	256
Northamptonshire	788	9	353	155	153
Northumbria	2,069	36	647	194	189
Nottinghamshire	1,224	27	447	128	121
South Wales	627	12	2,099	113	110
South Yorkshire	711	30	490	121	118
Staffordshire	1,197	13	549	131	107
Suffolk	81	42	241	179	138
Surrey	1,931	16	689	133	122
Sussex	1,154	26	1,072	80	76
Thames Valley	2,289	6	1,461	181	170
Warwickshire	801	39	140	115	100
West Mercia	1,681	25	356	160	132
West Midlands	3,110	25	778	159	153
West Yorkshire	2,344	7	1,344	102	86
Wiltshire	894	51	481	204	183
Total	60,031	22	31,687	146	138

*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 2024/25

Action	Number	As a % of complaint cases finalised
Organisational learning	272	0
Learning from reflection	1,991	3
Policy/procedure review	59	0
Goodwill gesture	114	0
Apology	6,555	9
Debrief of original incident	545	1
Explanation provided	45,379	63
No further action	8,079	11
Other action (or action not recorded)	8,985	12
Total	71,979	100

Table 23: Actions on complaint cases handled under Schedule 3 in 2024/25

Action	Number	As a % of complaint cases finalised
Organisational learning	813	1
Learning from reflection	5,009	5
Policy/procedure review	28	0
Goodwill gesture	28	0
Apology	3,493	4
Debrief of original incident	2,874	3
Explanation provided	56,317	62
Referral to RPRP	1,426	2
Unsatisfactory Performance Procedure (UPP)	29	0
Misconduct proceedings	218	0
Other actions following a case to answer decision	139	0
Other actions (or action not recorded)	1,316	1
No further action	19,619	21
Total	91,309	100

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 2024/25

Police force	LPB reviews – not investigated		LPB reviews - investigation		Total LPB reviews received
	N	%	N	%	N
Avon & Somerset	136	97	4	3	140
Bedfordshire	32	100	0	0	32
British Transport	38	97	1	3	39
Cambridgeshire	38	100	0	0	38
Cheshire	108	99	1	1	109
City of London (with Action Fraud)	3	100	0	0	3
Cleveland	68	99	1	1	69
Cumbria	44	100	0	0	44
Derbyshire	106	99	1	1	107
Devon & Cornwall	82	99	1	1	83
Dorset	94	98	2	2	96
Durham	26	100	0	0	26
Dyfed-Powys	61	100	0	0	61
Essex	113	90	12	10	125
Gloucestershire	49	100	0	0	49
Greater Manchester	231	100	1	0	232
Gwent	43	98	1	2	44
Hampshire	48	100	0	0	48
Hertfordshire	65	100	0	0	65
Humberside	92	100	0	0	92
Kent	243	100	1	0	244
Lancashire	56	100	0	0	56
Leicestershire	170	100	0	0	170
Lincolnshire	126	99	1	1	127
Merseyside	52	95	3	5	55
Metropolitan	352	89	45	11	397
Norfolk	29	100	0	0	29
North Wales	28	100	0	0	28
North Yorkshire	29	78	8	22	37
Northamptonshire	66	100	0	0	66
Northumbria	7	9	70	91	77
Nottinghamshire	124	94	8	6	132
South Wales	99	97	3	3	102
South Yorkshire	57	100	0	0	57
Staffordshire	117	100	0	0	117
Suffolk	25	100	0	0	25
Surrey	151	99	2	1	153
Sussex	221	100	0	0	221
Thames Valley	47	28	121	72	168
Warwickshire	16	48	17	52	33
West Mercia	52	98	1	2	53
West Midlands	104	99	1	1	105
West Yorkshire	257	100	0	0	257
Wiltshire	33	92	3	8	36
Total	3,938	93	309	7	4,247

Table 25: Outcome of reviews completed by LPBs in 2024/25

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	N	%
Avon & Somerset	127	25	20	4	0	0
Bedfordshire	28	0	0	-	-	n/a
British Transport	43	3	7	1	0	0
Cambridgeshire	32	8	25	-	-	n/a
Cheshire	116	6	5	2	0	0
City of London (with Action Fraud)	-	-	n/a	-	-	n/a
Cleveland	63	24	38	1	1	100
Cumbria	49	9	18	-	-	n/a
Derbyshire	52	3	6	1	0	0
Devon & Cornwall	114	49	43	1	1	100
Dorset	88	22	25	2	0	0
Durham	26	6	23	-	-	n/a
Dyfed-Powys	62	11	18	-	-	n/a
Essex	111	37	33	-	-	n/a
Gloucestershire	43	8	19	-	-	n/a
Greater Manchester	233	79	34	1	0	0
Gwent	38	10	26	1	0	0
Hampshire	51	15	29	-	-	n/a
Hertfordshire	28	3	11	-	-	n/a
Humberside	93	13	14	-	-	n/a
Kent	223	34	15	1	0	0
Lancashire	108	12	11	-	-	n/a
Leicestershire	163	7	4	-	-	n/a
Lincolnshire	127	31	24	1	0	0
Merseyside	50	4	8	3	0	0
Metropolitan	426	187	44	28	9	32
Norfolk	30	3	10	-	-	n/a
North Wales	24	2	8	-	-	n/a
North Yorkshire	12	3	25	4	0	0
Northamptonshire	63	18	29	-	-	n/a
Northumbria	4	0	0	64	16	25
Nottinghamshire	114	21	18	8	2	25
South Wales	71	11	15	2	0	0
South Yorkshire	43	10	23	-	-	n/a
Staffordshire	106	16	15	-	-	n/a
Suffolk	20	2	10	-	-	n/a
Surrey	124	10	8	2	0	0
Sussex	210	22	10	-	-	n/a
Thames Valley	31	0	0	138	43	31
Warwickshire	11	1	9	15	9	60
West Mercia	56	6	11	1	0	0
West Midlands	70	18	26	1	0	0
West Yorkshire	234	47	20	-	-	n/a
Wiltshire	30	6	20	2	0	0
Total	3,747	802	21	284	81	29

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 2024/25

Police force	IOPC reviews – not investigated		IOPC reviews - investigation		Total
	N	%	N	%	N
Avon & Somerset	47	61	30	39	77
Bedfordshire	14	44	18	56	32
British Transport	0	0	3	100	3
Cambridgeshire	14	52	13	48	27
Cheshire	22	65	12	35	34
City of London (with Action Fraud)	1	25	3	75	4
Cleveland	2	50	2	50	4
Cumbria	3	43	4	57	7
Derbyshire	29	59	20	41	49
Devon & Cornwall	49	82	11	18	60
Dorset	25	74	9	26	34
Durham	25	64	14	36	39
Dyfed-Powys	13	68	6	32	19
Essex	63	54	54	46	117
Gloucestershire	12	75	4	25	16
Greater Manchester	131	83	27	17	158
Gwent	0	0	7	100	7
Hampshire	44	66	23	34	67
Hertfordshire	17	49	18	51	35
Humberside	9	45	11	55	20
Kent	12	26	35	74	47
Lancashire	20	45	24	55	44
Leicestershire	31	76	10	24	41
Lincolnshire	11	58	8	42	19
Merseyside	6	35	11	65	17
Metropolitan	413	64	233	36	646
Norfolk	16	70	7	30	23
North Wales	21	62	13	38	34
North Yorkshire	7	50	7	50	14
Northamptonshire	8	50	8	50	16
Northumbria	8	13	56	88	64
Nottinghamshire	6	30	14	70	20
South Wales	113	76	35	24	148
South Yorkshire	27	87	4	13	31
Staffordshire	7	41	10	59	17
Suffolk	16	48	17	52	33
Surrey	12	48	13	52	25
Sussex	0	0	4	100	4
Thames Valley	4	6	59	94	63
Warwickshire	3	38	5	63	8
West Mercia	0	0	0	0	0
West Midlands	83	69	38	31	121
West Yorkshire	122	78	35	22	157
Wiltshire	15	56	12	44	27
Total	1,481	61	947	39	2,428

*The IOPC counts any reviews relating to Action Fraud under City of London's figures.

Table 27: Outcome of reviews completed by the IOPC in 2024/25

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	N	%
Avon & Somerset	26	9	35	28	9	32
Bedfordshire	10	4	40	19	4	21
British Transport	-	-	n/a	4	1	25
Cambridgeshire	7	1	14	20	4	20
Cheshire	18	5	28	7	2	29
City of London (with Action Fraud)	1	1	100	2	0	0
Cleveland	2	0	0	-	-	n/a
Cumbria	8	2	25	5	2	40
Derbyshire	11	2	18	14	3	21
Devon & Cornwall	46	16	35	11	3	27
Dorset	14	7	50	8	2	25
Durham	10	2	20	11	3	27
Dyfed-Powys	9	5	56	4	0	0
Essex	56	12	21	55	15	27
Gloucestershire	6	2	33	1	0	0
Greater Manchester	78	32	41	25	9	36
Gwent	-	-	n/a	4	3	75
Hampshire	45	7	16	8	3	38
Hertfordshire	15	5	33	20	5	25
Humberside	6	0	0	7	2	29
Kent	13	5	38	48	14	29
Lancashire	16	4	25	16	5	31
Leicestershire	31	3	10	9	4	44
Lincolnshire	2	1	50	7	4	57
Merseyside	12	1	8	12	5	42
Metropolitan	271	71	26	246	83	34
Norfolk	13	2	15	13	3	23
North Wales	30	7	23	8	5	63
North Yorkshire	3	2	67	11	2	18
Northamptonshire	3	1	33	8	2	25
Northumbria	9	3	33	64	9	14
Nottinghamshire	4	2	50	10	2	20
South Wales	86	27	31	30	8	27
South Yorkshire	30	9	30	3	0	0
Staffordshire	8	1	13	10	3	30
Suffolk	16	7	44	11	5	45
Surrey	12	6	50	6	1	17
Sussex	2	0	0	6	4	67
Thames Valley	2	0	0	46	16	35
Warwickshire	-	-	n/a	6	1	17
West Mercia	-	-	n/a	2	1	50
West Midlands	64	23	36	23	7	30
West Yorkshire	99	30	30	44	20	45
Wiltshire	18	9	50	11	1	9
Total	1112	326	29	903	275	30

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.

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

*The IOPC counts any reviews relating to Action Fraud under City of London's figures.

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.

To find out more about our work or to request this report in an alternative format, you can contact us in a number of ways:

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Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg, ni fydd oedi mewn ymateb

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