

Police Complaints Information Bulletin: South Wales

Reporting Period: 01 April 2023 - 31 December 2023 (Q3 2023/24)

Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

About this bulletin

This bulletin presents information about complaints defined under the Police Reform Act 2002 (PRA 2002), as amended by the Police and Crime Act 2017. The legislation came into effect on 1 February 2020 (4 January 2021 for the British Transport Police).

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (where applicable) and with the overall result for all forces (national).

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Acronyms used in this bulletin

Force – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

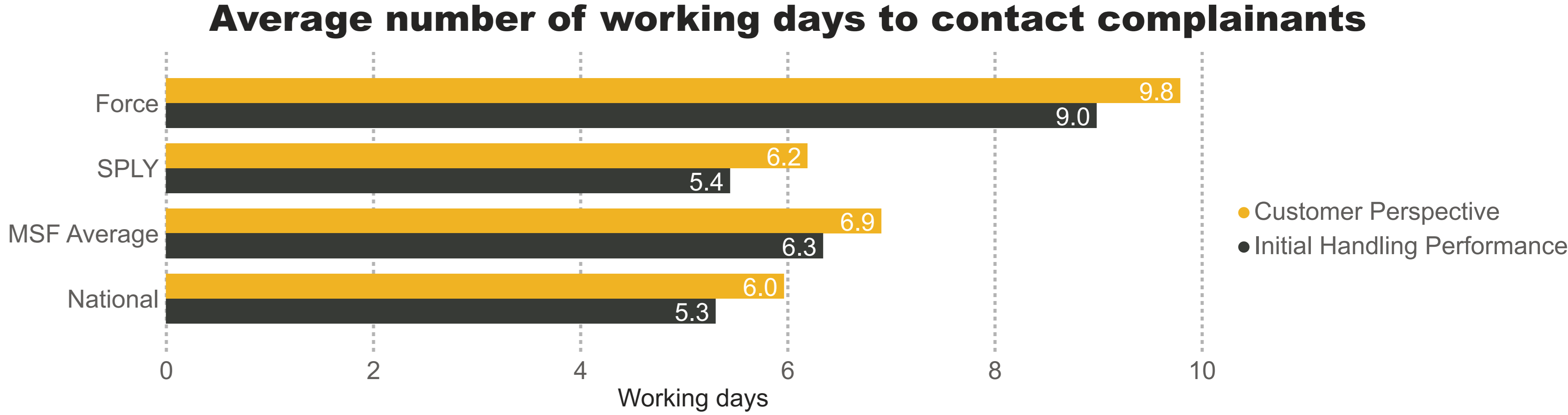
Ind – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases logged and initial handling

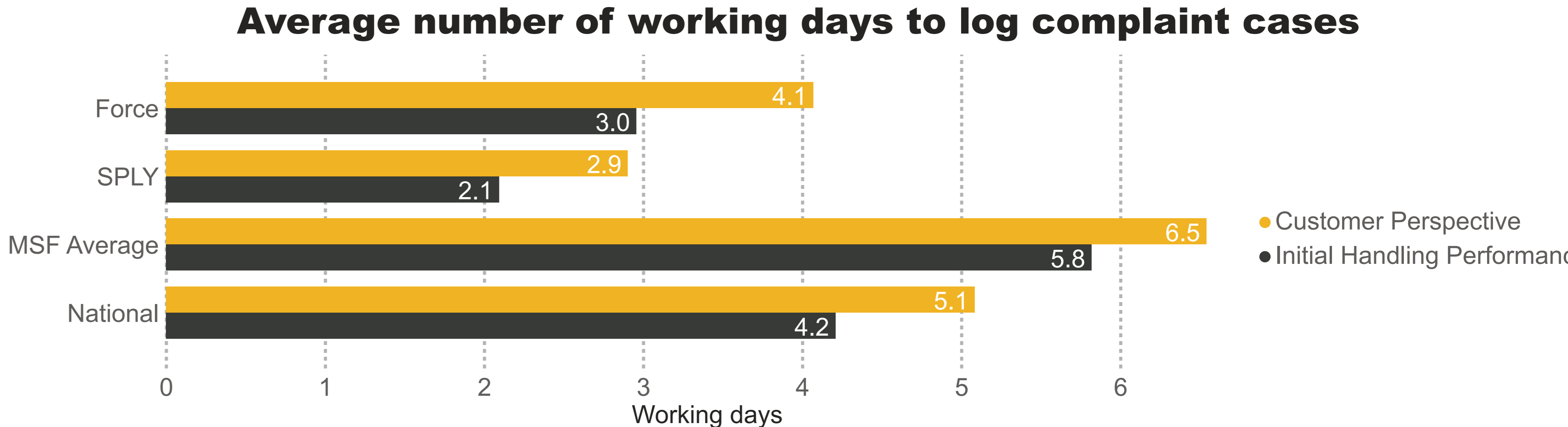
This section presents information relating to the force’s contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer’s perspective from when they made the complaint and the force’s performance of the initial handling from when it received the complaint.

Complaint cases with ‘invalid dates’ have been removed from timeliness measures. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for explanations of customer perspective, initial handling and invalid dates.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	10	9
SPLY	6	5
MSF Average	7	6
National	6	5



Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	4	3
SPLY	3	2
MSF Average	7	6
National	5	4



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	1,972	1,890	1,566	62,963
Complaint cases logged per 1,000 employees	298	301	278	249

Reasons complaint cases are recorded under Schedule 3 of the PRA 2002

The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	35	3 %	66	6 %	92	19 %	10,304	43 %
Complainant wishes the complaint be recorded	697	54 %	505	43 %	157	30 %	5,003	21 %
Dissatisfaction after initial handling	7	1 %	27	2 %	84	18 %	3,400	14 %
Nature of the allegation(s) in the complaint	541	42 %	584	49 %	228	33 %	5,131	22 %

Section A1.2: Allegations logged - what has been complained about

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

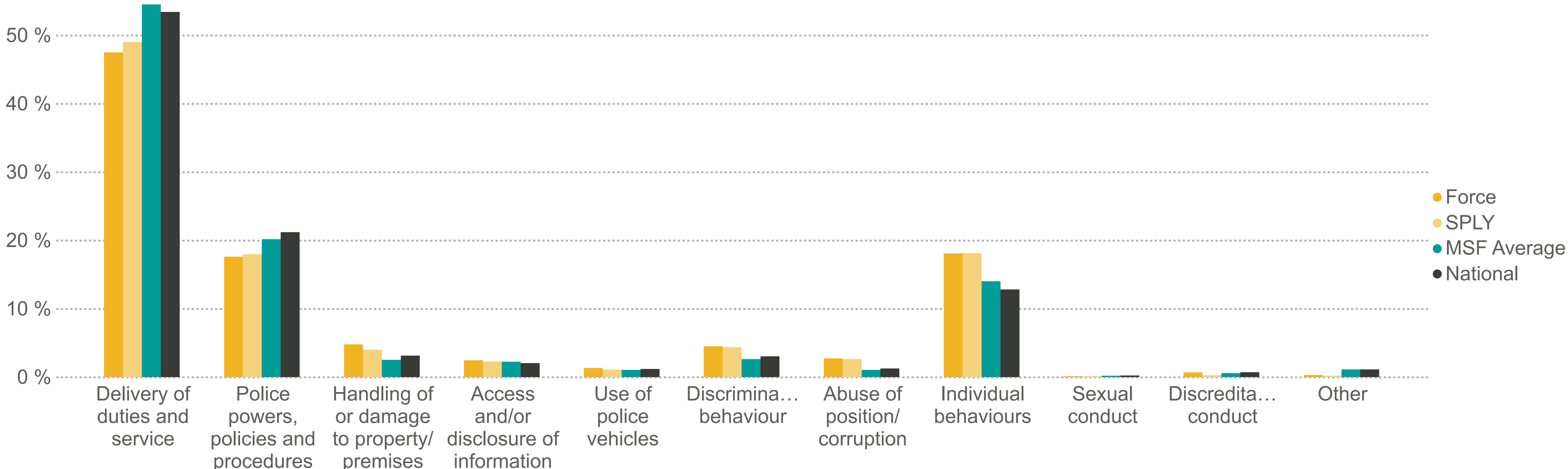
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	3,106	3,051	2,603	110,331
Allegations logged per 1,000 employees	469	486	469	436

What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,475	547	148	76	41	140	84	561	4	21	9	3,106
SPLY	1,495	548	122	69	33	133	80	553	4	8	6	3,051
MSF Average	1,387	544	68	60	30	78	29	358	5	14	32	2,603
National	58,911	23,380	3,456	2,234	1,300	3,346	1,359	14,123	233	757	1,231	110,330
Force	47 %	18 %	5 %	2 %	1 %	5 %	3 %	18 %	0 %	1 %	0 %	100 %
SPLY	49 %	18 %	4 %	2 %	1 %	4 %	3 %	18 %	0 %	0 %	0 %	100 %
MSF Average	55 %	20 %	3 %	2 %	1 %	3 %	1 %	14 %	0 %	1 %	1 %	100 %
National	53 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



Section A1.3: Allegations logged – what has been complained about – top five allegation categories and their subcategories

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	1,475	47 %	1,495	49 %	1,387	55 %	58,907	53 %	
	Police action following contact	928	63 %	850	57 %	554	41 %	25,213	43 %	
	Decisions	334	23 %	325	22 %	213	15 %	7,833	13 %	
	General level of service	51	3 %	70	5 %	497	36 %	19,902	34 %	
	Information	162	11 %	250	17 %	122	9 %	5,959	10 %	
Police powers, policies and procedures	Total	547	18 %	548	18 %	544	20 %	23,375	21 %	
	Stops, and stop and search	14	3 %	26	5 %	22	5 %	1,272	5 %	
	Searches of premises and seizure of property	74	14 %	58	11 %	79	15 %	2,811	12 %	
	Power to arrest and detain	61	11 %	62	11 %	84	16 %	3,940	17 %	
	Detention in police custody	90	16 %	92	17 %	77	13 %	3,190	14 %	
	Bail, identification and interview procedures	16	3 %	13	2 %	21	4 %	1,146	5 %	
	Use of force	255	47 %	242	44 %	160	29 %	6,209	27 %	
	Evidential procedures	14	3 %	19	3 %	41	7 %	1,772	8 %	
	Out of court disposals	5	1 %	6	1 %	9	2 %	385	2 %	
	Other policies and procedures	18	3 %	30	5 %	51	9 %	2,649	11 %	
	Other	0	0 %	0	0 %	0	0 %	1	0 %	
	Handling of or damage to property/ premises	Total	148	5 %	122	4 %	66	2 %	3,327	3 %
		Handling of or damage to property/ premises	148	100 %	122	100 %	66	98 %	3,326	96 %
	Discriminatory behaviour	General level of service	0	0 %	0	0 %	0	0 %	1	0 %
		Total	140	5 %	133	4 %	78	3 %	3,346	3 %
Age		3	2 %	0	0 %	2	3 %	59	2 %	
Disability		28	20 %	25	19 %	18	21 %	601	18 %	
Gender reassignment		0	0 %	1	1 %	1	2 %	28	1 %	
Marriage and civil partnership		0	0 %	0	0 %	0	0 %	3	0 %	
Pregnancy and maternity		0	0 %	1	1 %	0	0 %	1	0 %	
Race		62	44 %	62	47 %	35	45 %	1,689	50 %	
Religion or belief		1	1 %	1	1 %	2	3 %	91	3 %	
Sex		27	19 %	21	16 %	10	12 %	479	14 %	
Sexual orientation		3	2 %	7	5 %	3	4 %	119	4 %	
Other	16	11 %	15	11 %	8	10 %	276	8 %		
Individual behaviours	Total	561	18 %	553	18 %	358	14 %	14,122	13 %	
	Unprofessional attitude and disrespect	196	35 %	157	28 %	111	33 %	4,046	29 %	
	Lack of fairness and impartiality	47	8 %	77	14 %	47	14 %	1,894	13 %	
	Overbearing or harassing behaviours	101	18 %	114	21 %	59	14 %	2,519	18 %	
	Impolite language / tone	165	29 %	174	31 %	88	24 %	3,672	26 %	
	Impolite and intolerant actions	52	9 %	31	6 %	53	15 %	1,991	14 %	

This section presents the five most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged.

Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

Section A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)

Allegation category												
Factors	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
Arrest	197	311	57	8	12	34	16	109	1	2	1	748
Call Handling	74	3	0	2	0	11	0	62	0	0	0	152
Child protection / CSA / CSE	57	21	2	9	2	4	2	18	0	1	0	116
Covert policing	0	2	0	0	0	0	0	0	0	0	0	2
Custody	54	153	24	3	4	14	5	39	0	0	1	297
Death	38	1	5	1	0	1	0	8	0	0	0	54
Domestic / gender abuse	154	76	8	9	2	14	10	55	1	3	1	333
Drugs / alcohol	45	92	10	5	1	6	5	37	1	1	0	203
Firearms	4	6	3	0	1	0	0	2	0	0	0	16
Fraud	30	1	1	1	0	5	1	2	0	0	0	41
Hate Crime	24	3	1	0	0	11	3	5	0	1	0	48
Investigation	1,057	174	79	35	3	91	60	273	1	5	5	1,783
Mental health	78	46	8	5	2	16	4	65	0	0	0	224
Missing persons	13	16	3	0	1	2	0	17	0	0	0	52
Neighbourhood policing	132	16	4	5	1	16	8	61	0	1	0	244
None	60	9	9	16	3	7	3	33	1	9	4	154
Police dogs or horses	2	4	1	0	0	0	0	0	0	0	0	7
Premises search	13	45	18	2	0	2	1	12	0	0	0	93
Public order incident	21	44	3	0	1	3	2	19	0	1	0	94
Restraint equipment	25	106	7	0	2	7	2	25	0	1	0	175
Roads/traffic	110	39	7	4	30	7	2	50	0	0	0	249
Serious injury	3	9	0	0	0	1	1	0	0	0	0	14
Social media	31	9	0	5	0	2	1	12	0	3	0	63
Stop and/or search	11	33	6	1	1	4	2	19	0	0	0	77
Taser	1	2	1	0	0	0	0	2	0	0	0	6
VAWG - dissatisfaction handling	93	14	3	4	2	9	3	17	0	1	0	146
VAWG - police perpetrated	0	11	0	0	0	1	2	1	1	0	0	16

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

Section A2: Allegations timeliness

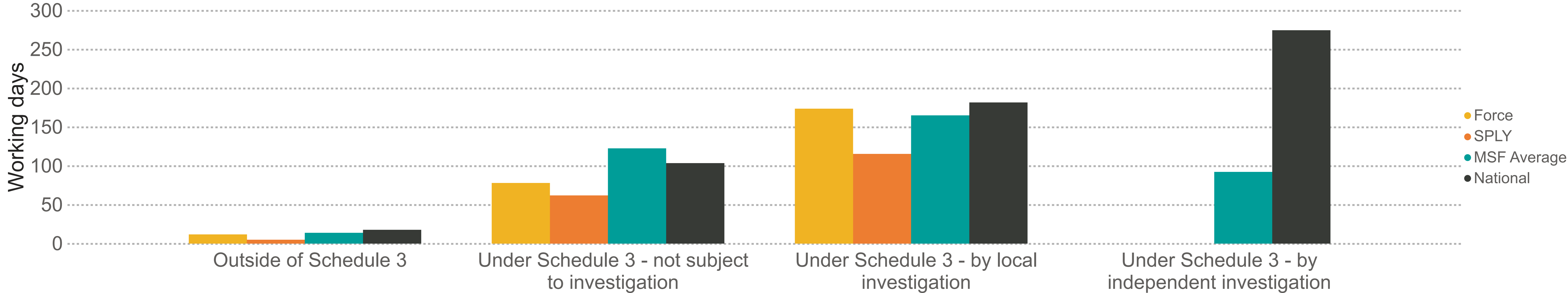
Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	12	5	14	18
Under Schedule 3 - not subject to investigation	78	62	122	103
Under Schedule 3 - by local investigation	174	115	165	182
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	0	92	275

This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated from the date the allegation was received by the force to the day the complainant is informed of the allegation decision.

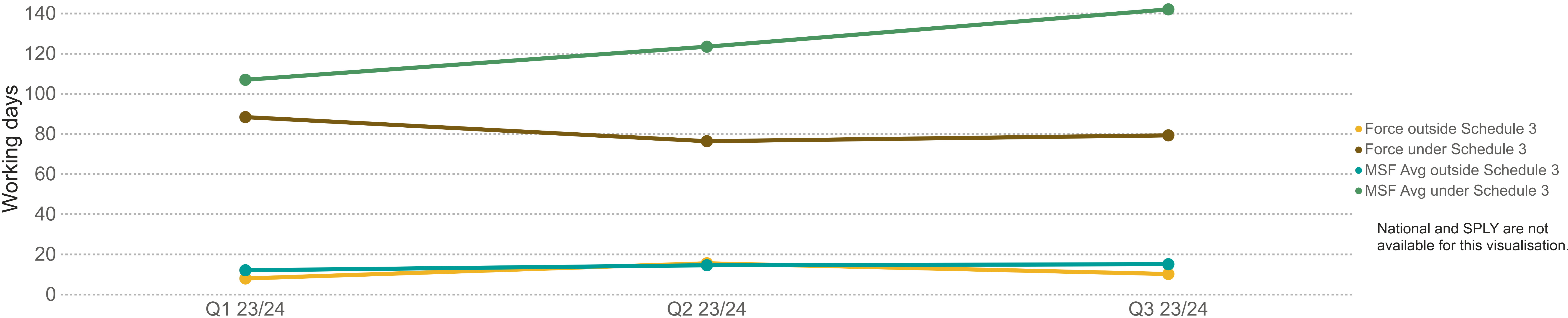
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Average number of working days to finalise allegations



Average number of working days to finalise allegations



Section A3.1: How allegations were handled and their decisions

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

The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3.

Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	58	3 %	247	10 %	12,221	12 %
Under Schedule 3 investigated (subject to special procedures)	4	0 %	17	1 %	1,393	1 %
Under Schedule 3 - not investigated	1,064	59 %	844	38 %	45,603	44 %
Outside of Schedule 3	678	38 %	1110	51 %	44,072	43 %
Total	1,804	100 %	2219	100 %	103,289	100 %

How allegations were handled	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %
No further action					235	22 %	3,928	9 %			5	0 %	3	5 %	489	4 %
Regulation 41 applies							112	0 %			5	0 %			79	1 %
Service provided - unable to determine					82	8 %	3,573	8 %			30	2 %	6	10 %	1,018	8 %
Service provided - not acceptable					147	14 %	5,989	13 %			69	5 %	1	2 %	1,423	12 %
Service provided - acceptable					542	51 %	30,569	67 %			358	26 %	47	81 %	8,812	72 %
Not Resolved	1	0 %	3,153	7 %												
Resolved	677	100 %	40,919	93 %												
No Case to Answer									4	100 %	549	39 %				
Case to Answer											352	25 %				
Withdrawal					58	5 %	1,432	3 %			25	2 %	1	2 %	400	3 %
Total	678	38 %	44,072	43 %	1064	59 %	45,603	44 %	4	0 %	1,393	1 %	58	3 %	12,221	12 %

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

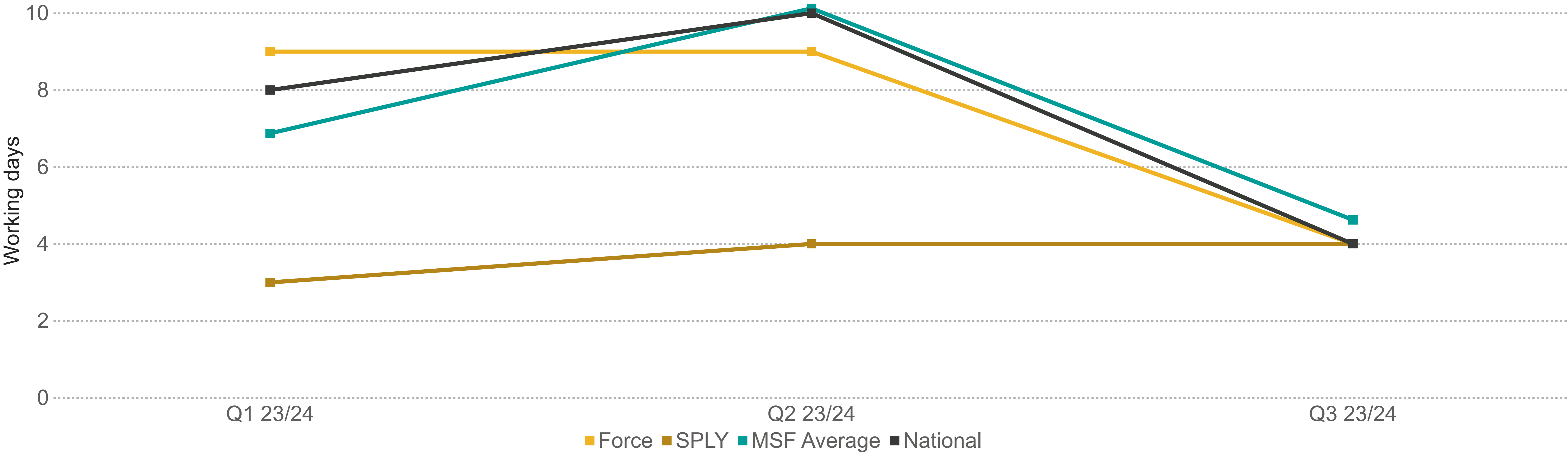
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	134	22	6	6	2	12	15	29	1	7	4	238
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	28	17	3	4	4	2	2	28	0	0	0	88
Service provided - not acceptable	95	13	5	8	4	2	1	20	0	0	0	148
Service provided - acceptable	222	160	21	13	4	43	14	111	0	0	1	589
Not Resolved	1	0	0	0	0	0	0	0	0	0	0	1
Resolved	452	25	50	5	11	2	0	131	0	0	1	677
No Case to Answer	0	1	0	0	0	0	2	0	0	1	0	4
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	29	16	0	2	0	5	0	7	0	0	0	59

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	148	124	116	5,160
Number referrals completed	144	123	115	5,170
Decision: Independent Investigation	7	9	6	308
Decision: Directed Investigation	0	0	1	27
Decision: Local Investigation	111	74	72	3,387
Decision: Return to Force	26	37	36	1,363
Decision: Invalid	0	3	2	84

Average number of working days to complete referrals by quarter



The figures presented in this section include all referrals that the force makes to the IOPC (received), not just those arising from complaints.

When the IOPC receives a referral from the force, it reviews the information they have provided. The IOPC decides whether the matter requires an investigation, and the type of investigation. Referrals may have been completed in a different period to when they were received.

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

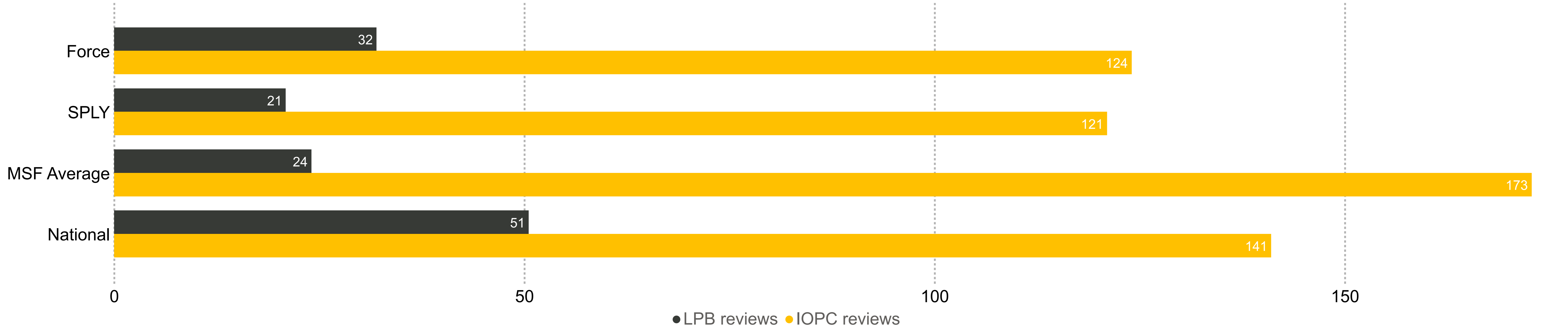
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

Section C1: Reviews received

	Complaint cases finalised under Schedule 3	Reviews received	Reviews received as proportion of complaint cases finalised under Schedule 3	Number LPB reviews received - investigation	Number LPB reviews received - non-investigation	Number IOPC reviews received - investigation	Number IOPC reviews received - non-investigation
Force	618	130	21 %	4	51	18	57
SPLY	935	133	14 %	2	59	25	47
MSF Average	482	105	21 %	10	58	14	23
National	22,597	4,729	21 %	340	2,857	621	911

Section C2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	32	21	24	51
Average number of working days to complete IOPC reviews	124	121	173	141



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. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body or the IOPC; the relevant review body depends on the circumstances of the complaint.

This section presents information about applications for review handled by both local policing bodies and the IOPC.

Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#).

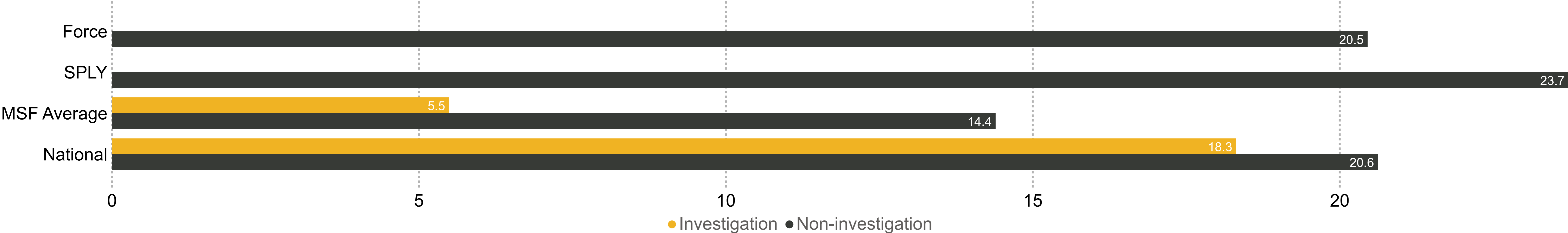
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

Section C3: Decisions on LPB reviews

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

LPB reviews found not reasonable and proportionate

	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	3		0	44	9	20
SPLY	2		0	59	14	24
MSF Average			5			14
National	273	50	18	2,754	568	21



LPB reviews resulting in recommendations

	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force			0	9	8	89
SPLY			0	14	14	100
MSF Average			25			62
National	50	50	100	568	487	86

Section C4: Decisions on IOPC reviews

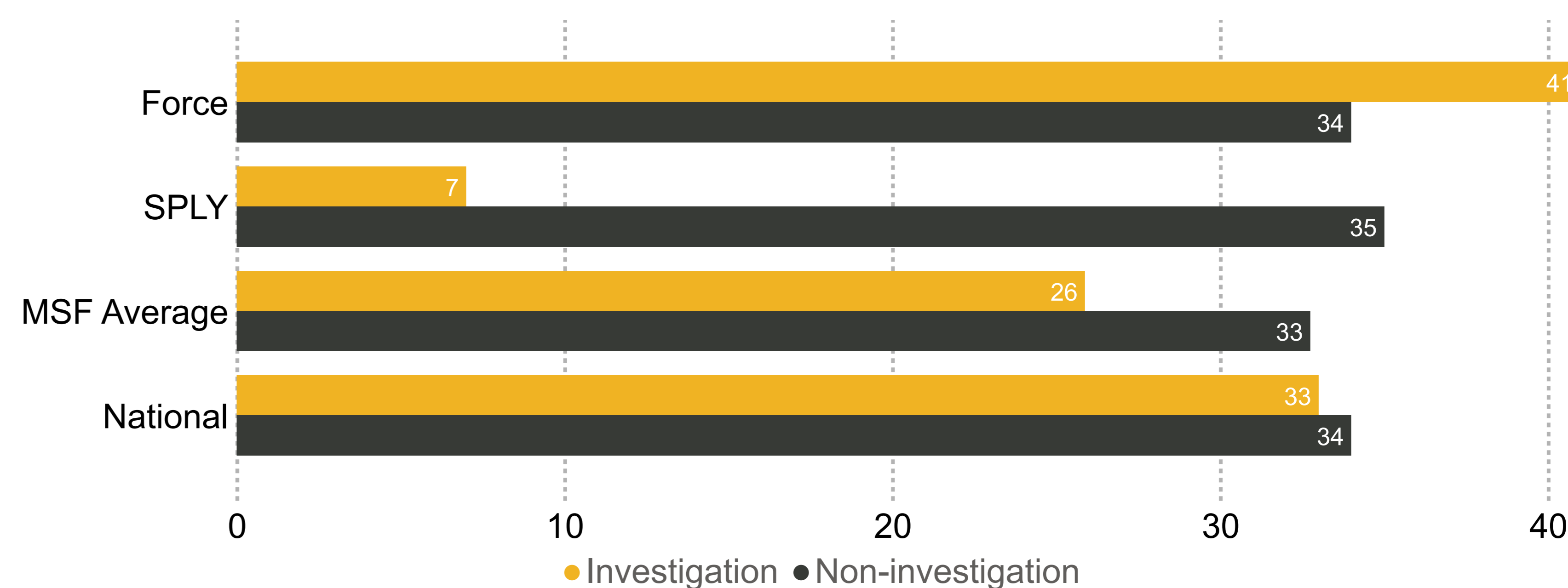
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	22	9
SPLY	14	1
MSF Average	19	6
National	625	205

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	58	20
SPLY	31	11
MSF Average	24	9
National	930	315

% IOPC reviews found outcome not reasonable and proportionate



IOPC review recommendations and directions

Due to the low number of recommendations and directions, most similar force calculations are not available here.

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	9	0	8	89
SPLY	1	0	0	0
National	205	17	131	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	20	13	65
SPLY	11	7	64
National	315	202	64

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

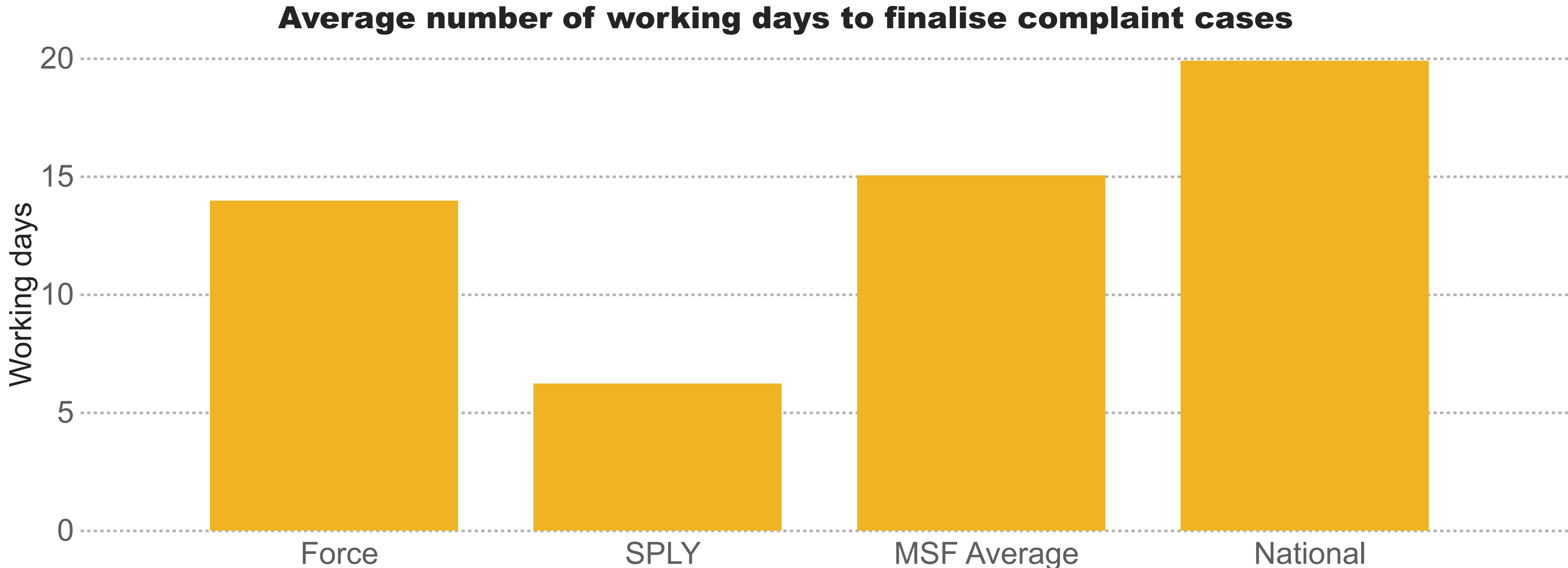
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

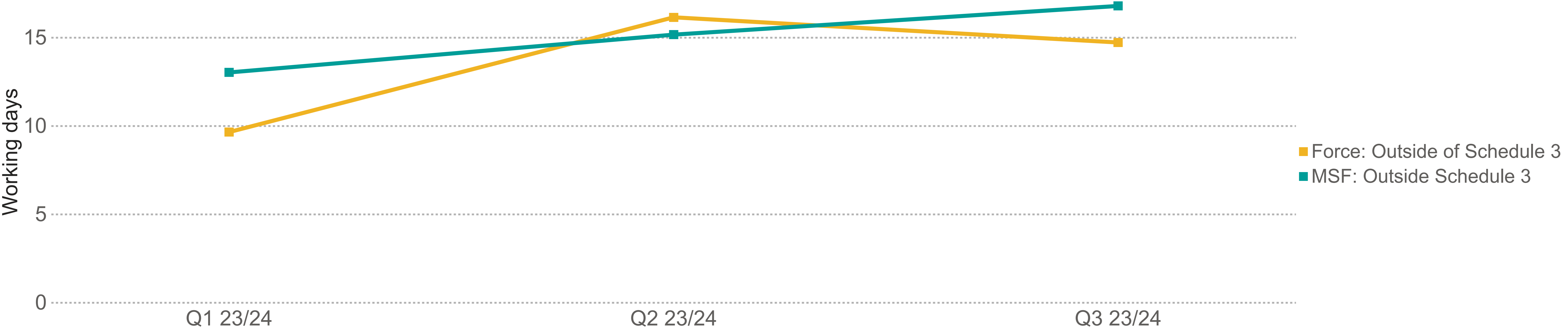
Force	SPLY	MSF Average	National
14	6	15	20

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally. Timeliness is calculated from the date the complaint was made.

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



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D1.2: Complaint cases finalised under Schedule 3 - timeliness

Average number of working days to finalise complaint cases

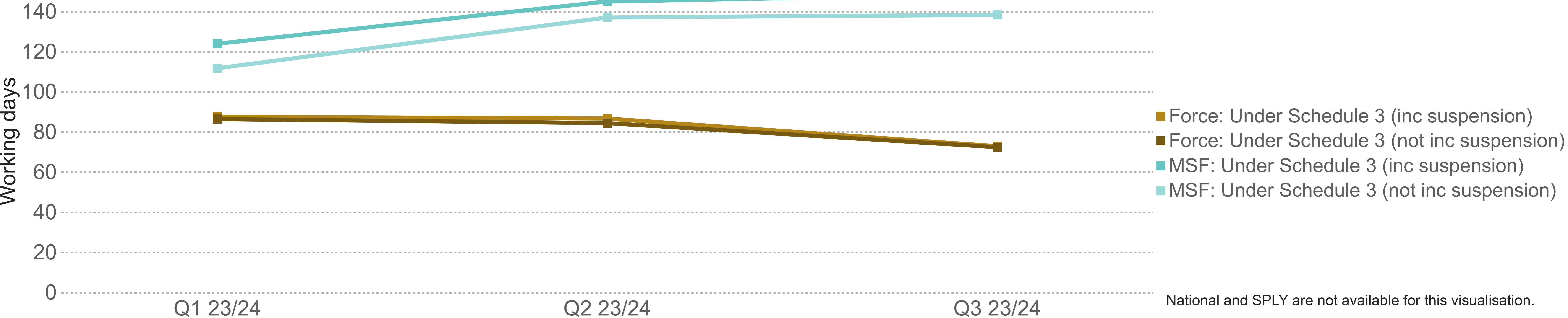
	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	84	69	143	139
Under Schedule 3 (not inc suspension)	83	68	133	132

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. Complaint cases with 'invalid dates' have been removed from the data shown. Please refer to the [IOPC website](#) performance framework counting rules and calculations on the for an explanation of invalid dates.

Average number of working days to finalise complaint cases



Average number of working days to finalise complaint cases by quarter



National and SPLY are not available for this visualisation.

Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	0	0 %	1	0 %	1	0 %	119	0 %
Learning from reflection	4	1 %	3	0 %	30	2 %	923	2 %
Policy review	1	0 %	0	0 %	0	0 %	25	0 %
Goodwill gesture	0	0 %	2	0 %	1	0 %	80	0 %
Apology	213	37 %	122	17 %	96	14 %	3528	9 %
Debrief	7	1 %	12	2 %	9	1 %	321	1 %
Explanation	317	55 %	445	63 %	464	48 %	21805	59 %
No further action	18	3 %	68	10 %	184	21 %	5409	15 %
Other action	21	4 %	54	8 %	101	10 %	3816	10 %

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

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

Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

Section D2.2: Allegation actions - on complaint cases handled under Schedule 3

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

All complaint cases handled under Schedule 3

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	5	1 %	5	1 %	5	1 %	497	2 %
Apology	42	7 %	91	10 %	22	5 %	1266	6 %
Debrief	26	4 %	113	12 %	4	1 %	261	1 %
Explanation	409	66 %	472	50 %	280	50 %	12746	56 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	2	0 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	17	0 %
No further action	92	15 %	199	21 %	146	38 %	7035	31 %
Other action	5	1 %	10	1 %	9	2 %	532	2 %
Learning from reflection	63	10 %	104	11 %	47	11 %	2448	11 %
Referral to RPRP	1	0 %	2	0 %	13	3 %	674	3 %

Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)

Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	0	0 %	1	50 %	3	31 %	99	25 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	2	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	4	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	6 %	16	4 %
Referral to RPRP	1	100 %	0	0 %	2	32 %	114	29 %

Most Similar Force (MSF) Group: Gwent, Humberside, Lancashire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, West Yorkshire

Notes

Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).