

Police Complaints Information Bulletin: Metropolitan

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

Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, 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

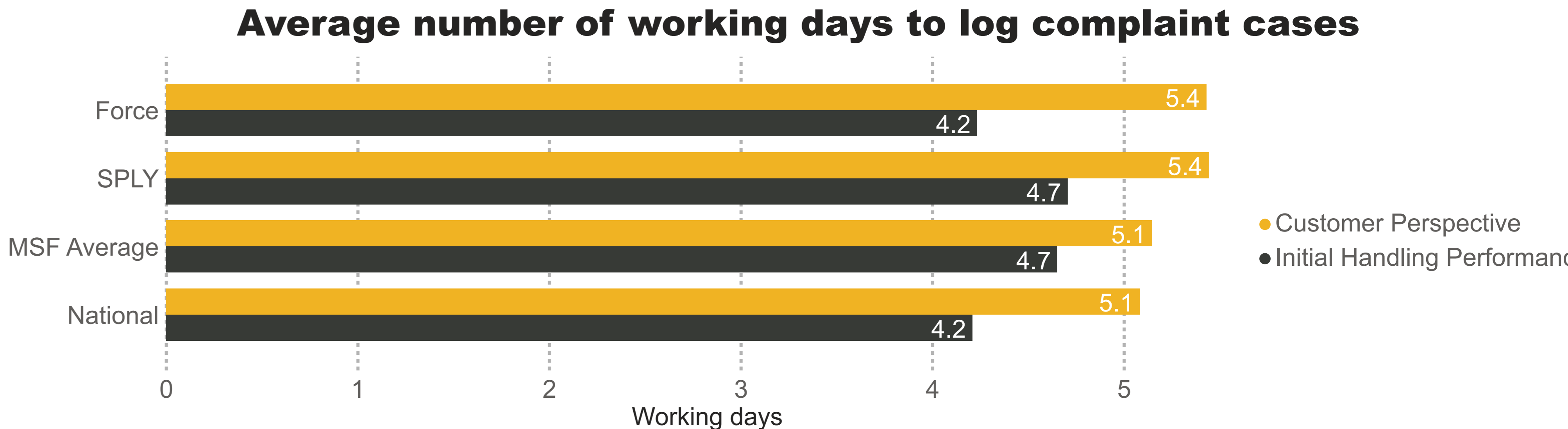
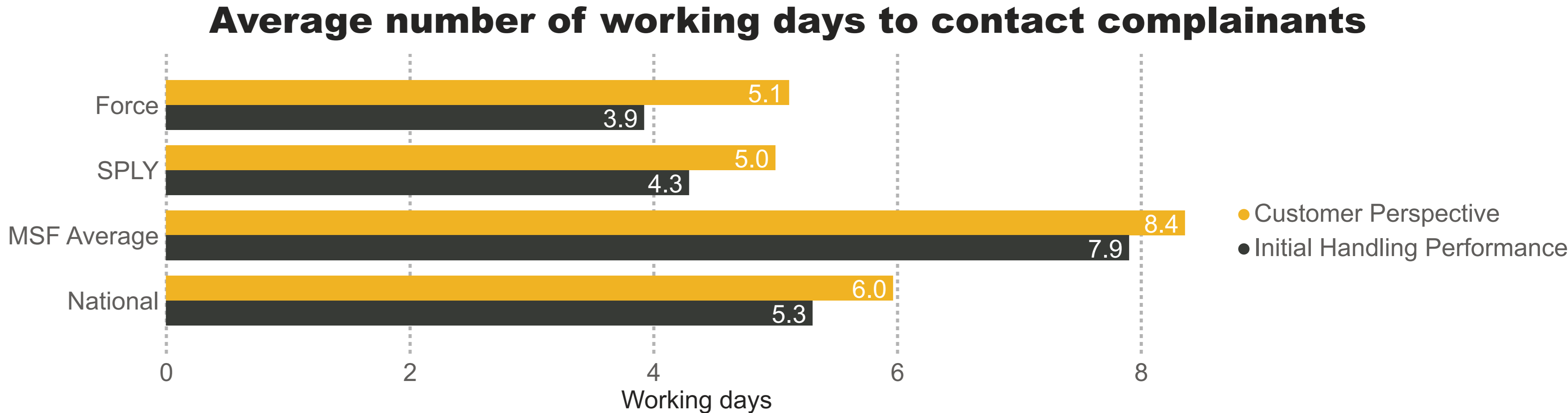
Section A1.1: Complaint cases logged and initial handling

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	5	4
SPLY	5	4
MSF Average	8	8
National	6	5

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



Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	8,976	8,891	4,211	62,963
Complaint cases logged per 1,000 employees	184	187	210	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	1,629	51 %	799	31 %	615	32 %	10,304	43 %
Complainant wishes the complaint be recorded	841	26 %	1,133	44 %	271	13 %	5,003	21 %
Dissatisfaction after initial handling	135	4 %	229	9 %	171	17 %	3,400	14 %
Nature of the allegation(s) in the complaint	593	19 %	390	15 %	404	37 %	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.

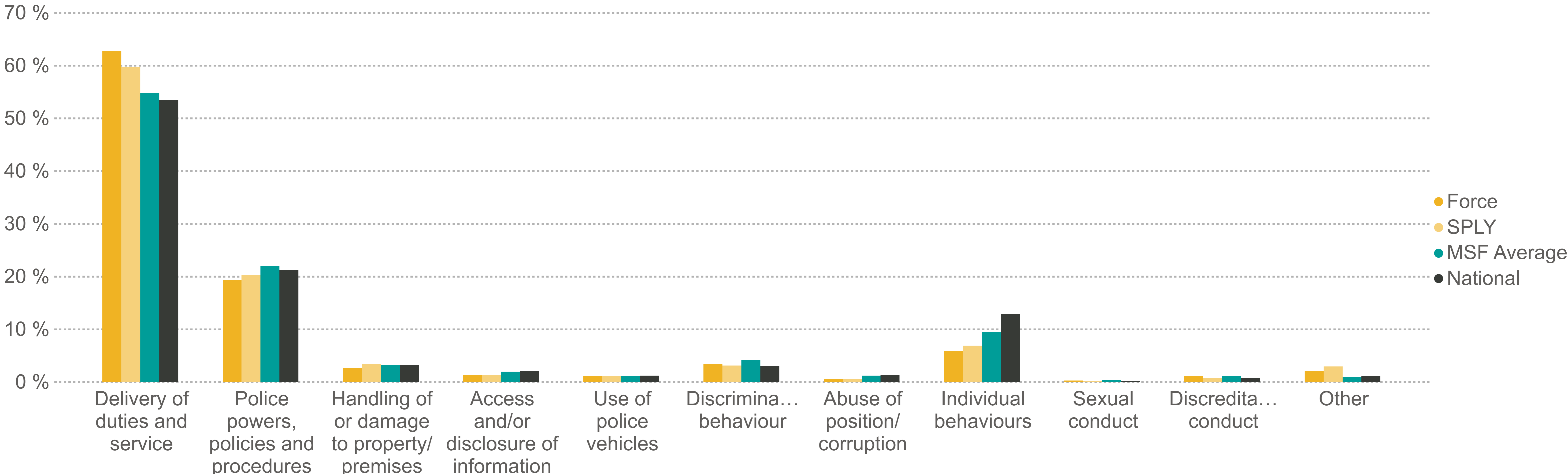
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	16,493	14,696	7,587	110,331
Allegations logged per 1,000 employees	338	308	367	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	10,331	3,176	440	216	183	553	75	963	39	184	333	16,493
SPLY	8,779	2,977	497	192	158	454	71	1,011	30	102	425	14,696
MSF Average	4,344	1,592	227	131	82	281	69	653	21	86	102	7,587
National	58,911	23,380	3,456	2,234	1,300	3,346	1,359	14,123	233	757	1,231	110,330
Force	63 %	19 %	3 %	1 %	1 %	3 %	0 %	6 %	0 %	1 %	2 %	100 %
SPLY	60 %	20 %	3 %	1 %	1 %	3 %	0 %	7 %	0 %	1 %	3 %	100 %
MSF Average	55 %	22 %	3 %	2 %	1 %	4 %	1 %	9 %	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	10,331	63 %	8,779	60 %	4,344	55 %	58,907	53 %	
	Police action following contact	2,993	29 %	2,491	28 %	1,802	50 %	25,213	43 %	
	Decisions	809	8 %	802	9 %	381	9 %	7,833	13 %	
	General level of service	6,119	59 %	5,034	57 %	1,930	35 %	19,902	34 %	
	Information	410	4 %	452	5 %	232	6 %	5,959	10 %	
Police powers, policies and procedures	Total	3,176	19 %	2,977	20 %	1,592	22 %	23,375	21 %	
	Stops, and stop and search	324	10 %	384	13 %	122	6 %	1,272	5 %	
	Searches of premises and seizure of property	251	8 %	295	10 %	150	10 %	2,811	12 %	
	Power to arrest and detain	530	17 %	499	17 %	257	16 %	3,940	17 %	
	Detention in police custody	311	10 %	334	11 %	197	13 %	3,190	14 %	
	Bail, identification and interview procedures	78	2 %	59	2 %	47	3 %	1,146	5 %	
	Use of force	789	25 %	752	25 %	470	31 %	6,209	27 %	
	Evidential procedures	383	12 %	273	9 %	142	7 %	1,772	8 %	
	Out of court disposals	29	1 %	22	1 %	10	0 %	385	2 %	
	Other policies and procedures	481	15 %	359	12 %	199	12 %	2,649	11 %	
	Other	0	0 %	0	0 %	0	0 %	1	0 %	
	Handling of or damage to property/ premises	Total	440	3 %	497	3 %	227	3 %	3,327	3 %
		Handling of or damage to property/ premises	440	100 %	497	100 %	227	100 %	3,326	96 %
	Discriminatory behaviour	General level of service	0	0 %	0	0 %	0	0 %	1	0 %
Total		553	3 %	454	3 %	281	4 %	3,346	3 %	
Age		8	1 %	1	0 %	3	1 %	59	2 %	
Disability		51	9 %	27	6 %	36	14 %	601	18 %	
Gender reassignment		1	0 %	4	1 %	3	1 %	28	1 %	
Marriage and civil partnership		1	0 %	0	0 %	0	0 %	3	0 %	
Pregnancy and maternity		0	0 %	0	0 %	0	0 %	1	0 %	
Race		379	69 %	333	73 %	173	58 %	1,689	50 %	
Religion or belief		12	2 %	13	3 %	8	3 %	91	3 %	
Sex		40	7 %	31	7 %	29	12 %	479	14 %	
Sexual orientation		21	4 %	11	2 %	10	3 %	119	4 %	
Other	40	7 %	34	7 %	20	7 %	276	8 %		
Individual behaviours	Total	963	6 %	1,011	7 %	652	9 %	14,122	13 %	
	Unprofessional attitude and disrespect	372	39 %	390	39 %	232	34 %	4,046	29 %	
	Lack of fairness and impartiality	87	9 %	97	10 %	59	10 %	1,894	13 %	
	Overbearing or harassing behaviours	117	12 %	117	12 %	92	14 %	2,519	18 %	
	Impolite language / tone	252	26 %	267	26 %	168	27 %	3,672	26 %	
	Impolite and intolerant actions	135	14 %	140	14 %	102	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	679	1,066	84	15	5	74	6	69	7	15	21	2,041
Call Handling	563	19	4	8	0	21	0	68	0	2	0	685
Child protection / CSA / CSE	61	13	0	2	0	3	0	4	0	1	3	87
Coronavirus - other	5	0	0	0	0	0	0	0	0	0	1	6
Coronavirus - police powers on restricti	1	0	0	0	0	0	0	0	0	0	0	1
Covert policing	0	6	0	0	1	0	1	1	0	0	0	9
Custody	192	398	19	6	0	16	1	26	3	5	8	674
Death	82	20	6	1	5	2	1	5	0	3	2	127
Domestic / gender abuse	173	59	2	8	0	11	0	14	5	11	3	286
Drugs / alcohol	34	20	3	1	0	2	1	3	0	3	1	68
Firearms	15	26	2	1	0	3	0	2	0	0	1	50
Fraud	26	3	2	1	0	2	1	0	0	1	0	36
Hate Crime	33	7	0	1	0	14	0	3	0	2	0	60
Investigation	4,801	663	92	80	1	185	21	209	0	22	55	6,129
Mental health	163	87	7	0	1	12	1	30	0	1	2	304
Missing persons	46	9	3	0	0	1	0	7	0	0	0	66
Neighbourhood policing	424	29	0	7	1	11	2	55	0	9	7	545
None	2,828	350	168	91	42	126	35	330	9	76	200	4,255
Police dogs or horses	8	15	0	0	0	0	0	0	0	2	3	28
Premises search	116	163	51	3	0	6	2	20	0	4	6	371
Public order incident	46	35	2	1	0	7	1	11	0	0	0	103
Restraint equipment	11	193	2	0	0	3	0	3	2	0	1	215
Roads/traffic	465	189	20	4	135	53	4	105	0	8	17	1,000
Serious injury	7	15	0	1	0	1	0	0	0	4	0	28
Social media	21	8	1	5	0	2	0	10	0	5	1	53
Stop and/or search	154	449	12	1	5	73	0	65	6	5	10	780
Taser	4	30	0	0	0	1	0	0	0	0	0	35
Unknown	8	0	0	0	0	0	0	0	0	0	1	9
VAWG - dissatisfaction handling	343	26	0	8	0	7	2	25	1	3	2	417
VAWG - police perpetrated	11	61	1	0	0	4	2	7	21	15	2	124
VAWG - police victim	10	0	0	0	0	0	0	1	0	0	0	11

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.

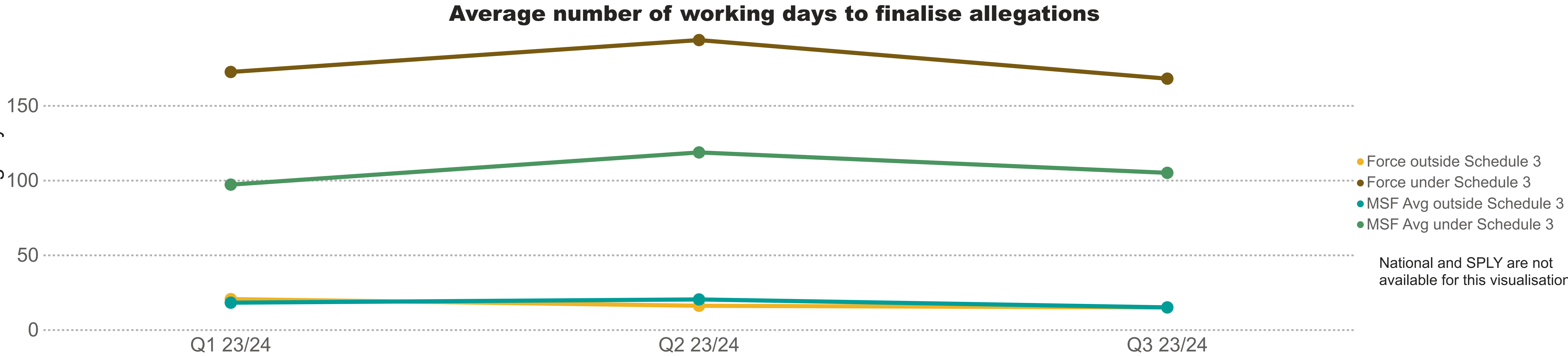
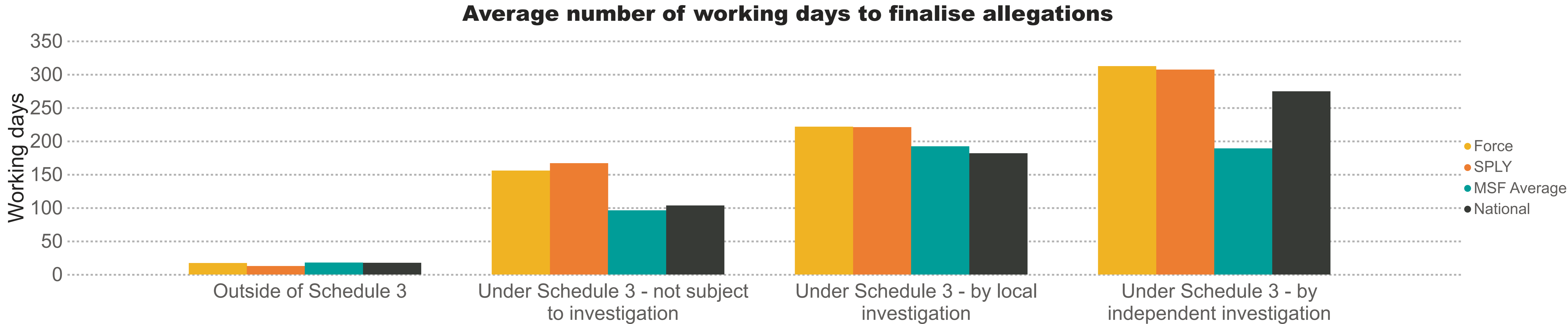
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	17	13	18	18
Under Schedule 3 - not subject to investigation	156	167	96	103
Under Schedule 3 - by local investigation	222	221	192	182
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	312	307	189	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.



National and SPLY are not available for this visualisation.

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)	2,785	17 %	788	6 %	12,221	12 %
Under Schedule 3 investigated (subject to special procedures)	626	4 %	179	1 %	1,393	1 %
Under Schedule 3 - not investigated	7,067	43 %	3151	43 %	45,603	44 %
Outside of Schedule 3	6,110	37 %	3126	49 %	44,072	43 %
Total	16,588	100 %	7244	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					470	7 %	3,928	9 %	1	0 %	5	0 %	77	3 %	489	4 %
Regulation 41 applies							112	0 %			5	0 %			79	1 %
Service provided - unable to determine					818	12 %	3,573	8 %	21	3 %	30	2 %	277	10 %	1,018	8 %
Service provided - not acceptable					850	12 %	5,989	13 %	22	4 %	69	5 %	266	10 %	1,423	12 %
Service provided - acceptable					4731	67 %	30,569	67 %	187	30 %	358	26 %	2105	76 %	8,812	72 %
Not Resolved	1060	17 %	3,153	7 %												
Resolved	5050	83 %	40,919	93 %												
No Case to Answer									290	46 %	549	39 %				
Case to Answer									95	15 %	352	25 %				
Withdrawal					198	3 %	1,432	3 %	10	2 %	25	2 %	60	2 %	400	3 %
Total	6110	37 %	44,072	43 %	7067	43 %	45,603	44 %	626	4 %	1,393	1 %	2785	17 %	12,221	12 %

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

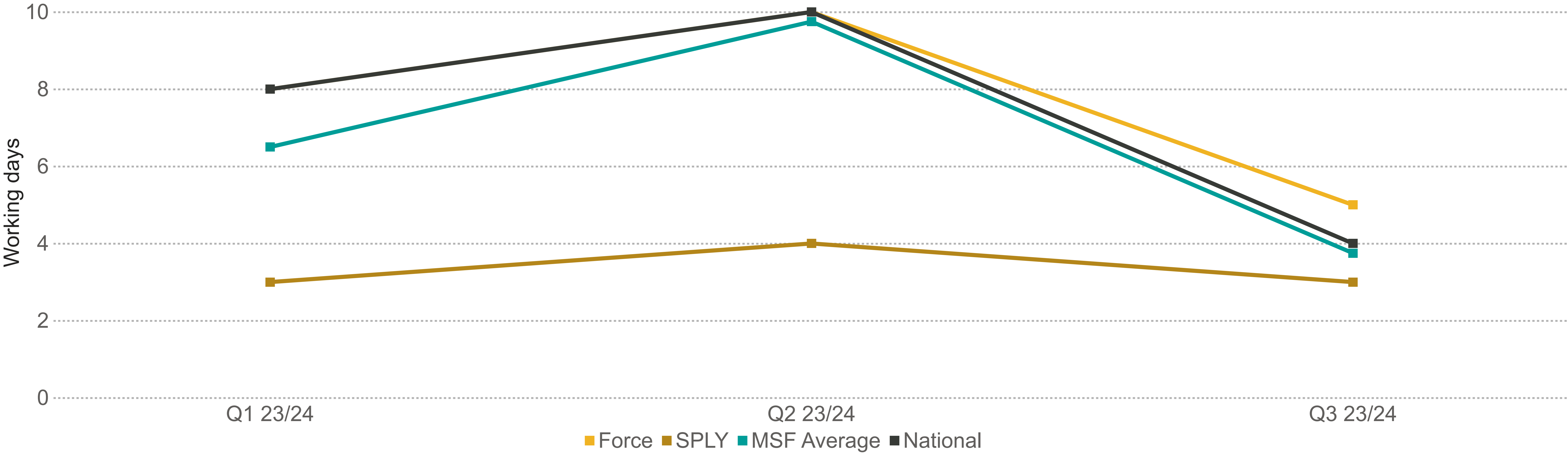
This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

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	282	92	9	20	4	22	14	31	5	29	40	548
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	640	166	24	8	16	45	13	161	4	12	27	1,116
Service provided - not acceptable	756	191	35	18	6	30	4	78	1	7	12	1,138
Service provided - acceptable	3,792	1,914	135	100	41	390	30	442	6	33	140	7,023
Not Resolved	767	123	19	13	11	15	4	64	0	12	32	1,060
Resolved	3,832	495	240	38	88	26	0	242	1	7	81	5,050
No Case to Answer	77	99	5	8	7	17	13	30	11	17	6	290
Case to Answer	19	27	1	2	1	3	8	13	2	18	1	95
Withdrawal	128	79	0	6	1	20	4	17	2	9	2	268

Section B: Referrals

	Force	SPLY	MSF Average	National
Number referrals received	1,164	968	454	5,160
Number referrals completed	1,166	966	455	5,170
Decision: Independent Investigation	85	58	35	308
Decision: Directed Investigation	4	9	2	27
Decision: Local Investigation	827	661	317	3,387
Decision: Return to Force	242	231	97	1,363
Decision: Invalid	7	6	3	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.

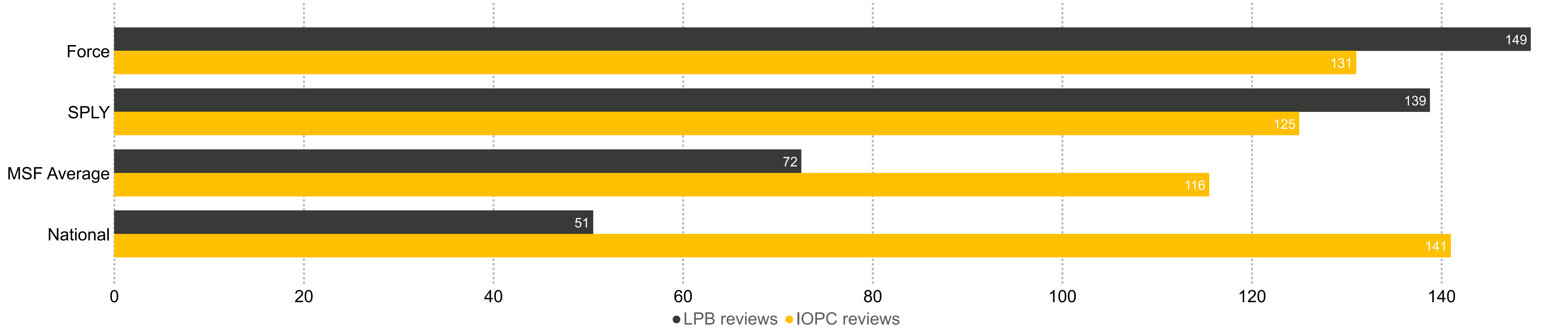
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	2,862	706	25 %	16	314	186	190
SPLY	3,677	670	18 %	7	406	99	158
MSF Average	1,327	330	26 %	5	172	62	91
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	149	139	72	51
Average number of working days to complete IOPC reviews	131	125	116	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 \(February 2020\)](#).

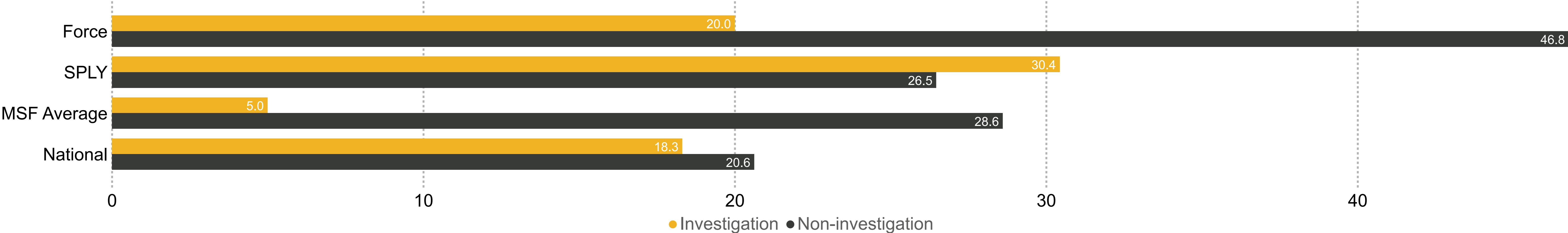
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

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

Force	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	5	1	20	233	109	47
SPLY	46	14	30	544	144	26
MSF Average			5			29
National	273	50	18	2,754	568	21



LPB reviews resulting in recommendations

Force	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	1	1	100	109	106	97
SPLY	14	13	93	144	135	94
MSF Average			25			79
National	50	50	100	568	487	86

Section C4: Decisions on IOPC reviews

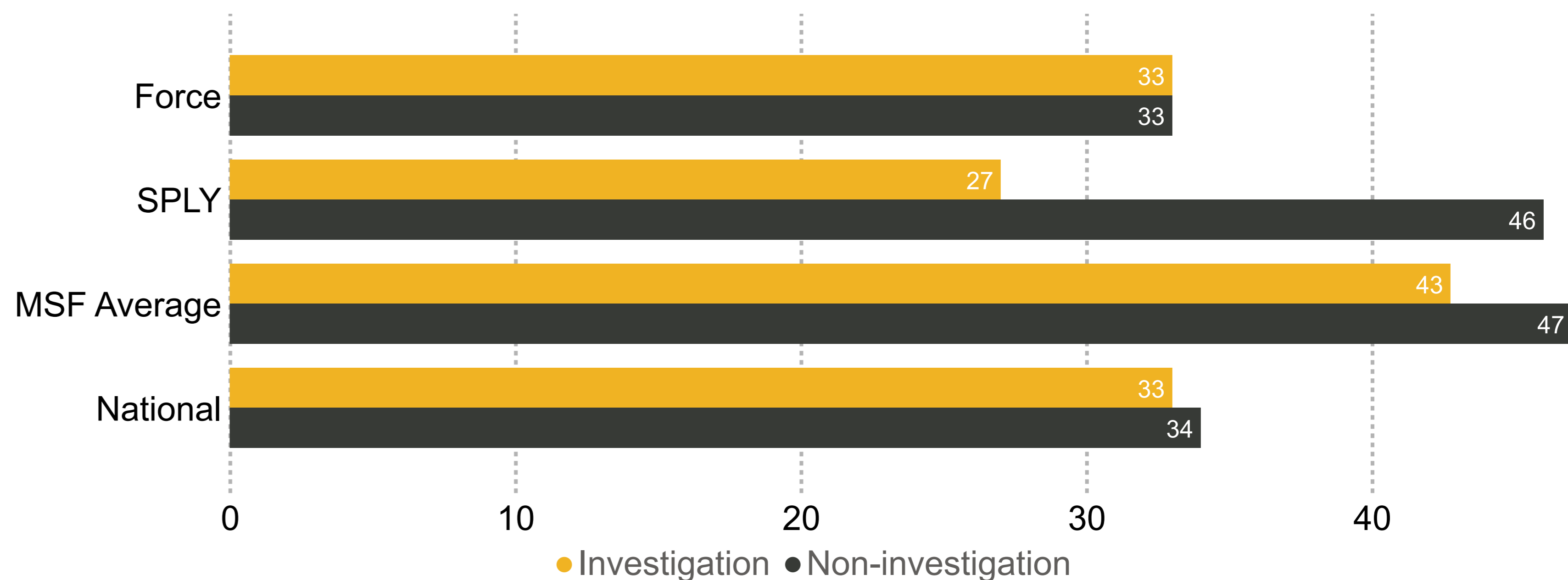
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

IOPC reviews found not reasonable and proportionate

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	109	36
SPLY	74	20
MSF Average	40	15
National	625	205

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	149	49
SPLY	124	57
MSF Average	74	30
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	36	1	22	61
SPLY	20	3	12	60
National	205	17	131	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	49	33	67
SPLY	57	42	74
National	315	202	64

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

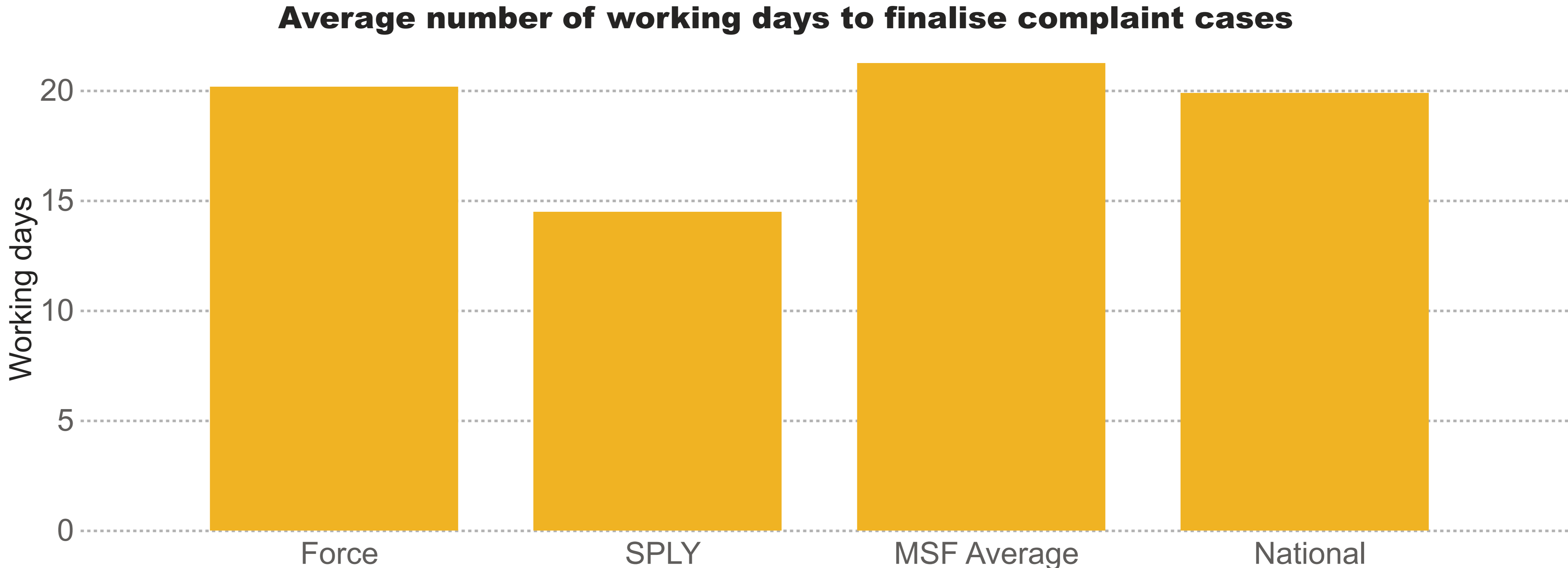
Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness

Average number of working days to finalise complaint cases

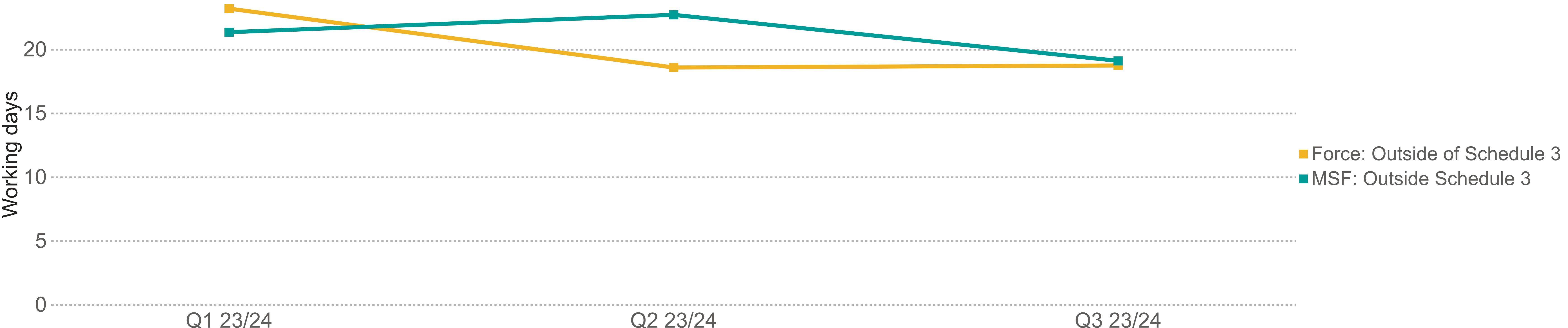
Force	SPLY	MSF Average	National
20	14	21	20

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

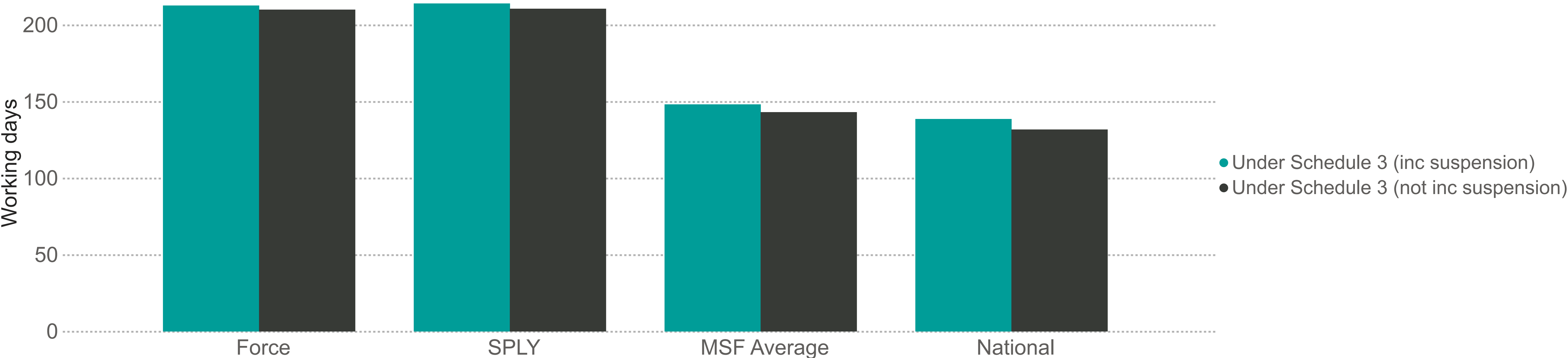
Average number of working days to finalise complaint cases

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	213	214	148	139
Under Schedule 3 (not inc suspension)	210	211	143	132

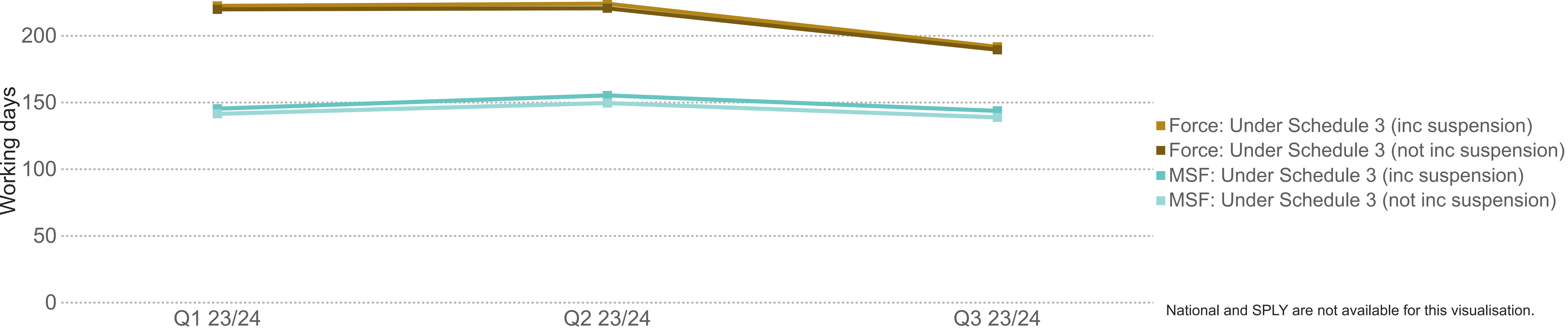
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made.

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	3	0 %	2	0 %	4	0 %	119	0 %
Learning from reflection	36	1 %	46	1 %	29	1 %	923	2 %
Policy review	1	0 %	3	0 %	1	0 %	25	0 %
Goodwill gesture	18	0 %	10	0 %	5	0 %	80	0 %
Apology	741	13 %	723	12 %	249	7 %	3528	9 %
Debrief	27	0 %	61	1 %	28	2 %	321	1 %
Explanation	3086	53 %	3208	53 %	1391	49 %	21805	59 %
No further action	1016	18 %	1603	26 %	473	17 %	5409	15 %
Other action	489	8 %	381	6 %	468	22 %	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	38	1 %	61	2 %	14	1 %	497	2 %
Apology	178	6 %	247	7 %	70	4 %	1266	6 %
Debrief	7	0 %	10	0 %	47	4 %	261	1 %
Explanation	1505	53 %	1822	50 %	733	51 %	12746	56 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	2	0 %
Unsatisfactory Performance Procedure (UPP)	6	0 %	5	0 %	2	0 %	17	0 %
No further action	1162	41 %	1503	41 %	468	39 %	7035	31 %
Other action	29	1 %	41	1 %	21	2 %	532	2 %
Learning from reflection	409	14 %	535	15 %	141	9 %	2448	11 %
Referral to RPRP	206	7 %	282	8 %	58	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	19	14 %	19	17 %	7	24 %	99	25 %
Criminal proceedings	0	0 %	0	0 %	0	2 %	2	1 %
Unsatisfactory Performance Procedure (UPP)	2	2 %	4	3 %	1	0 %	4	1 %
Other actions following a case to answer decision	3	2 %	0	0 %	2	6 %	16	4 %
Referral to RPRP	44	33 %	35	30 %	13	24 %	114	29 %

Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, West Midlands, 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 \(February 2020\)](#).