

# Police Complaints Information Bulletin: West Mercia

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

**Most Similar Force (MSF) Group: Devon And Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire**

## 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).

## Contents

**Page 1** Section A1.1: Complaint cases logged and initial handling

**Page 2** Section A1.2: Allegations logged – what has been complained about

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

**Page 4** Section A1.4: Allegations logged – what has been complained about (category) and the situational context of allegations (factors)

**Page 5** Section A2: Allegations timeliness

**Page 6** Section A3.1: How allegations were finalised and their decisions

**Page 7** Section A3.2: Allegation decisions by what was complained about (category)

**Page 8** Section B: Referrals

**Page 9** Section C1: Reviews received and Section C2 Reviews timeliness

**Page 10** Section C3: Decisions on LPB reviews

**Page 11** Section C4: Decisions on IOPC reviews

**Page 12** Section D1.1: Complaint cases timeliness outside of Schedule 3

**Page 13** Section D1.2: Complaint cases timeliness under Schedule 3

**Page 14** Section D2.1: Allegation actions – on complaint cases handled outside of Schedule 3

**Page 15** Section D2.2: Allegation actions – on complaint cases handled under Schedule 3

**Page 16** Notes

## 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

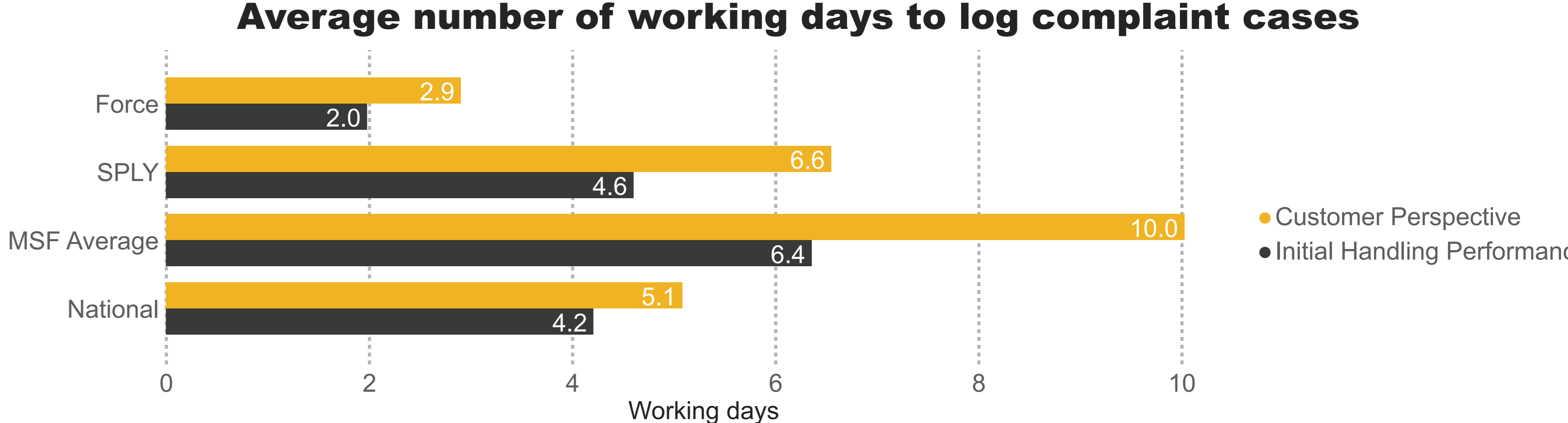
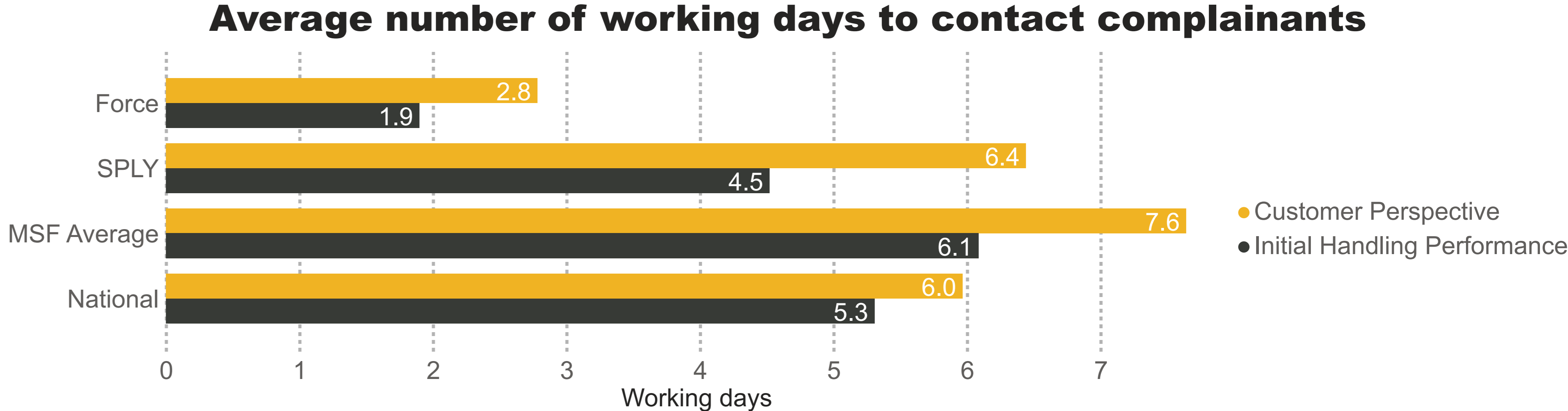
**Section A1.1: Complaint cases logged and initial handling**

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	3	2
SPLY	6	5
MSF Average	8	6
National	6	5

Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	3	2
SPLY	7	5
MSF Average	10	6
National	5	4



**Complaint cases logged**

	Force	SPLY	MSF Average	National
Complaint cases logged	1,419	998	724	62,963
Complaint cases logged per 1,000 employees	318	227	224	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	135	56 %	114	40 %	167	56 %	10,304	43 %
Complainant wishes the complaint be recorded	14	6 %	94	33 %	32	15 %	5,003	21 %
Dissatisfaction after initial handling	87	36 %	68	24 %	37	17 %	3,400	14 %
Nature of the allegation(s) in the complaint	7	3 %	7	2 %	32	13 %	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.

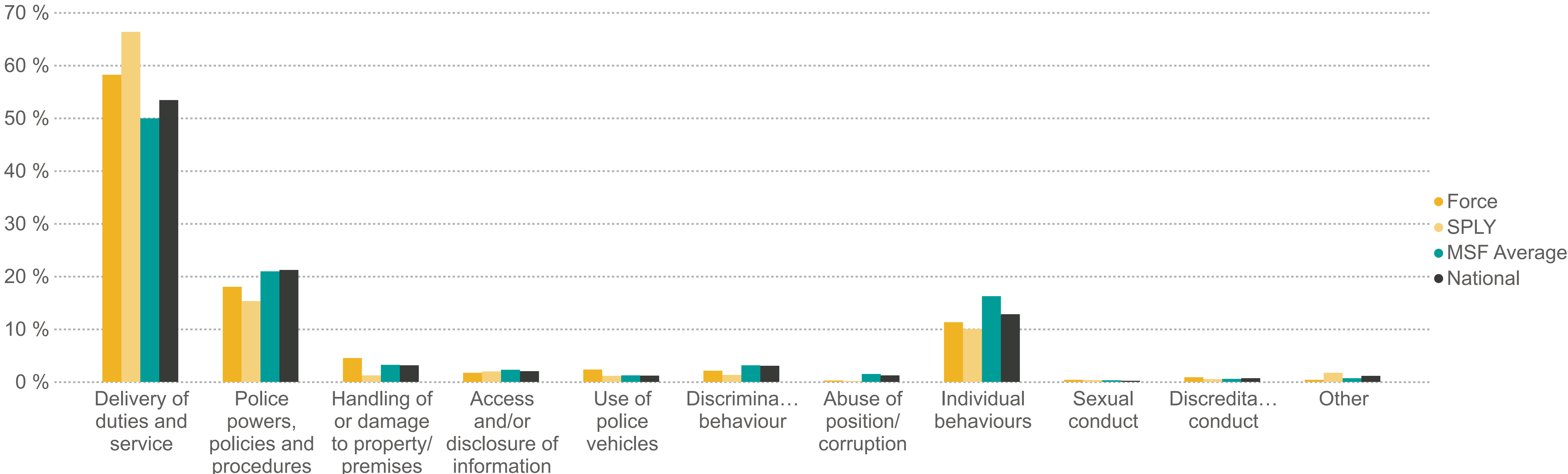
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

**Allegations logged**

	Force	SPLY	MSF Average	National
Allegations Logged	1,643	1,227	1,262	110,331
Allegations logged per 1,000 employees	369	279	382	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	956	296	74	28	38	35	4	186	6	14	6	1,643
SPLY	814	188	15	24	14	16	2	123	4	6	21	1,227
MSF Average	657	265	39	27	16	33	16	189	4	6	10	1,262
National	58,911	23,380	3,456	2,234	1,300	3,346	1,359	14,123	233	757	1,231	110,330
Force	58 %	18 %	5 %	2 %	2 %	2 %	0 %	11 %	0 %	1 %	0 %	100 %
SPLY	66 %	15 %	1 %	2 %	1 %	1 %	0 %	10 %	0 %	0 %	2 %	100 %
MSF Average	50 %	21 %	3 %	2 %	1 %	3 %	1 %	16 %	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	<b>Total</b>	<b>956</b>	<b>58 %</b>	<b>814</b>	<b>66 %</b>	<b>657</b>	<b>50 %</b>	<b>58,907</b>	<b>53 %</b>	
	Police action following contact	307	32 %	334	41 %	298	48 %	25,213	43 %	
	Decisions	111	12 %	36	4 %	83	12 %	7,833	13 %	
	General level of service	462	48 %	391	48 %	191	25 %	19,902	34 %	
	Information	76	8 %	53	7 %	85	16 %	5,959	10 %	
Police powers, policies and procedures	<b>Total</b>	<b>296</b>	<b>18 %</b>	<b>188</b>	<b>15 %</b>	<b>265</b>	<b>21 %</b>	<b>23,375</b>	<b>21 %</b>	
	Stops, and stop and search	17	6 %	3	2 %	12	4 %	1,272	5 %	
	Searches of premises and seizure of property	62	21 %	44	23 %	30	12 %	2,811	12 %	
	Power to arrest and detain	51	17 %	24	13 %	46	17 %	3,940	17 %	
	Detention in police custody	20	7 %	21	11 %	41	16 %	3,190	14 %	
	Bail, identification and interview procedures	18	6 %	11	6 %	18	6 %	1,146	5 %	
	Use of force	53	18 %	38	20 %	61	26 %	6,209	27 %	
	Evidential procedures	47	16 %	17	9 %	23	8 %	1,772	8 %	
	Out of court disposals	0	0 %	0	0 %	2	1 %	385	2 %	
	Other policies and procedures	28	9 %	30	16 %	33	11 %	2,649	11 %	
	Other	0	0 %	0	0 %	0	0 %	1	0 %	
	Handling of or damage to property/ premises	<b>Total</b>	<b>74</b>	<b>5 %</b>	<b>15</b>	<b>1 %</b>	<b>39</b>	<b>3 %</b>	<b>3,327</b>	<b>3 %</b>
		Handling of or damage to property/ premises	74	100 %	15	100 %	39	100 %	3,326	96 %
	Use of police vehicles	General level of service	0	0 %	0	0 %	0	0 %	1	0 %
<b>Total</b>		<b>38</b>	<b>2 %</b>	<b>14</b>	<b>1 %</b>	<b>16</b>	<b>1 %</b>	<b>1,253</b>	<b>1 %</b>	
Individual behaviours	Use of police vehicles	38	100 %	14	100 %	16	88 %	1,217	94 %	
	Use of police vehicle	0	0 %	0	0 %	0	0 %	36	3 %	
Individual behaviours	<b>Total</b>	<b>186</b>	<b>11 %</b>	<b>123</b>	<b>10 %</b>	<b>189</b>	<b>16 %</b>	<b>14,122</b>	<b>13 %</b>	
	Unprofessional attitude and disrespect	59	32 %	45	37 %	48	24 %	4,046	29 %	
	Lack of fairness and impartiality	37	20 %	8	7 %	31	16 %	1,894	13 %	
	Overbearing or harassing behaviours	30	16 %	18	15 %	46	25 %	2,519	18 %	
	Impolite language / tone	3	2 %	12	10 %	40	20 %	3,672	26 %	
	Impolite and intolerant actions	57	31 %	40	33 %	25	14 %	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	47	116	7	1	1	6	0	9	0	0	0	187
Call Handling	49	0	0	1	0	2	0	44	0	0	1	97
Child protection / CSA / CSE	37	3	0	2	0	1	0	1	0	1	0	45
Custody	17	68	2	0	0	2	0	4	1	0	0	94
Death	8	1	1	0	0	1	0	4	0	0	0	15
Domestic / gender abuse	93	10	1	2	0	3	0	7	1	2	1	120
Drugs / alcohol	17	11	0	0	0	0	1	3	0	1	0	33
Firearms	19	7	1	2	1	0	0	0	0	0	0	30
Fraud	15	1	0	1	0	0	0	1	0	0	0	18
Hate Crime	8	1	0	0	0	0	0	0	0	0	0	9
Investigation	392	74	20	4	0	9	0	24	0	3	0	526
Mental health	30	11	1	1	0	2	0	4	0	0	0	49
Missing persons	7	0	1	0	0	0	0	2	0	0	0	10
Neighbourhood policing	114	3	0	0	1	2	0	17	0	1	0	138
None	161	24	21	13	2	9	0	52	3	4	3	292
Premises search	6	30	13	0	0	1	0	7	0	0	0	57
Public order incident	5	0	0	0	0	0	0	0	0	0	0	5
Restraint equipment	1	2	0	0	0	0	0	0	0	0	0	3
Roads/traffic	85	35	10	2	35	3	1	14	0	4	0	189
Serious injury	3	1	0	0	0	0	0	0	0	1	0	5
Social media	7	2	0	0	0	0	0	3	0	0	1	13
Stop and/or search	11	19	1	0	0	3	0	8	0	0	0	42
Taser	1	2	0	0	0	0	0	0	0	0	0	3
VAWG - dissatisfaction handling	121	13	0	0	0	1	0	17	0	1	0	153
VAWG - police perpetrated	3	13	0	0	0	1	0	2	2	1	0	22

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.

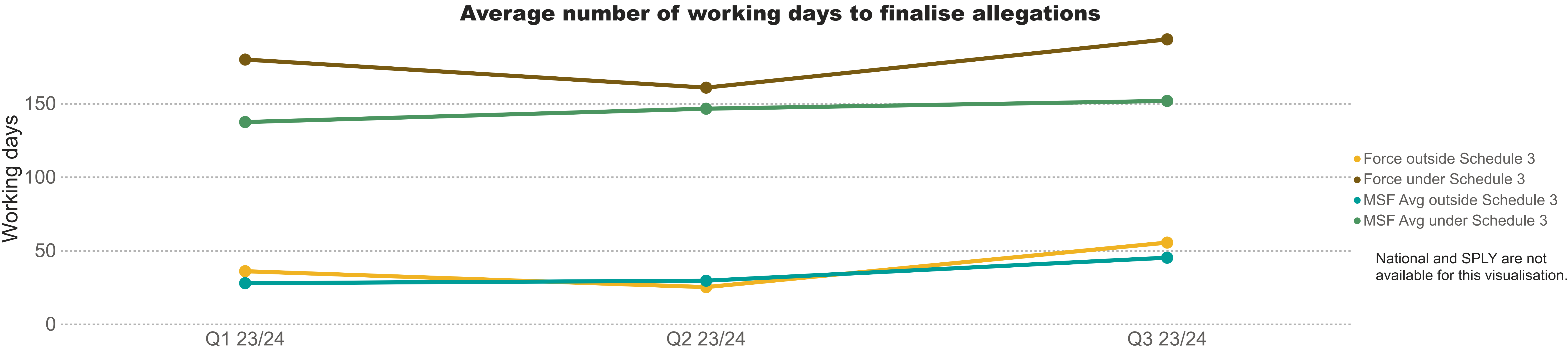
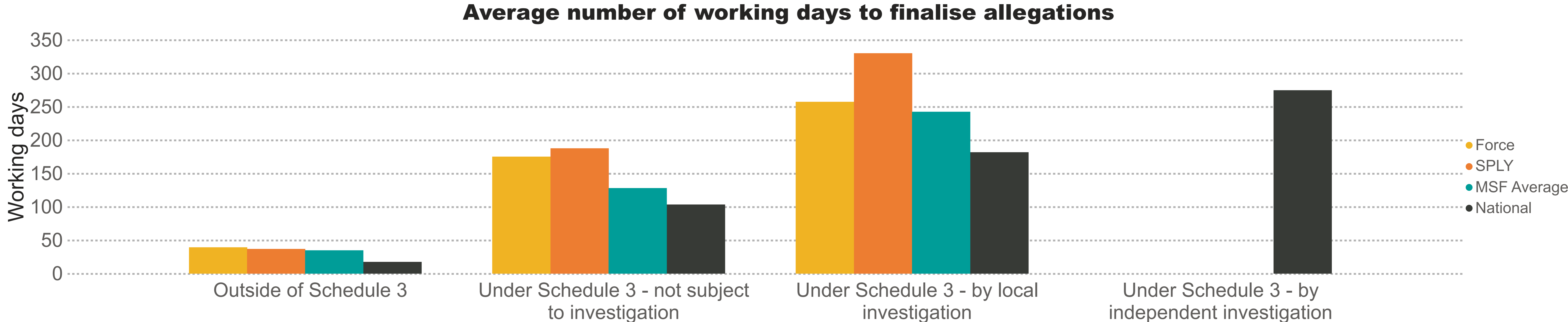
**Section A2: Allegations timeliness**

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	39	37	35	18
Under Schedule 3 - not subject to investigation	175	188	128	103
Under Schedule 3 - by local investigation	257	330	242	182
Under Schedule 3 - by directed investigation	0	0	0	0
Under Schedule 3 - by independent investigation	0	0	0	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)	31	2 %	77	9 %	12,221	12 %
Under Schedule 3 investigated (subject to special procedures)	6	0 %	14	1 %	1,393	1 %
Under Schedule 3 - not investigated	563	28 %	543	52 %	45,603	44 %
Outside of Schedule 3	1,389	70 %	463	38 %	44,072	43 %
<b>Total</b>	<b>1,989</b>	<b>100 %</b>	<b>1097</b>	<b>100 %</b>	<b>103,289</b>	<b>100 %</b>

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					11	2 %	3,928	9 %			5	0 %			489	4 %
Regulation 41 applies							112	0 %			5	0 %			79	1 %
Service provided - unable to determine					2	0 %	3,573	8 %			30	2 %	1	3 %	1,018	8 %
Service provided - not acceptable					44	8 %	5,989	13 %	3	50 %	69	5 %	18	58 %	1,423	12 %
Service provided - acceptable					492	87 %	30,569	67 %			358	26 %	11	35 %	8,812	72 %
Not Resolved	54	4 %	3,153	7 %												
Resolved	1335	96 %	40,919	93 %												
No Case to Answer									2	33 %	549	39 %				
Case to Answer											352	25 %				
Withdrawal					14	2 %	1,432	3 %	1	17 %	25	2 %	1	3 %	400	3 %
<b>Total</b>	<b>1389</b>	<b>70 %</b>	<b>44,072</b>	<b>43 %</b>	<b>563</b>	<b>28 %</b>	<b>45,603</b>	<b>44 %</b>	<b>6</b>	<b>0 %</b>	<b>1,393</b>	<b>1 %</b>	<b>31</b>	<b>2 %</b>	<b>12,221</b>	<b>12 %</b>

**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.

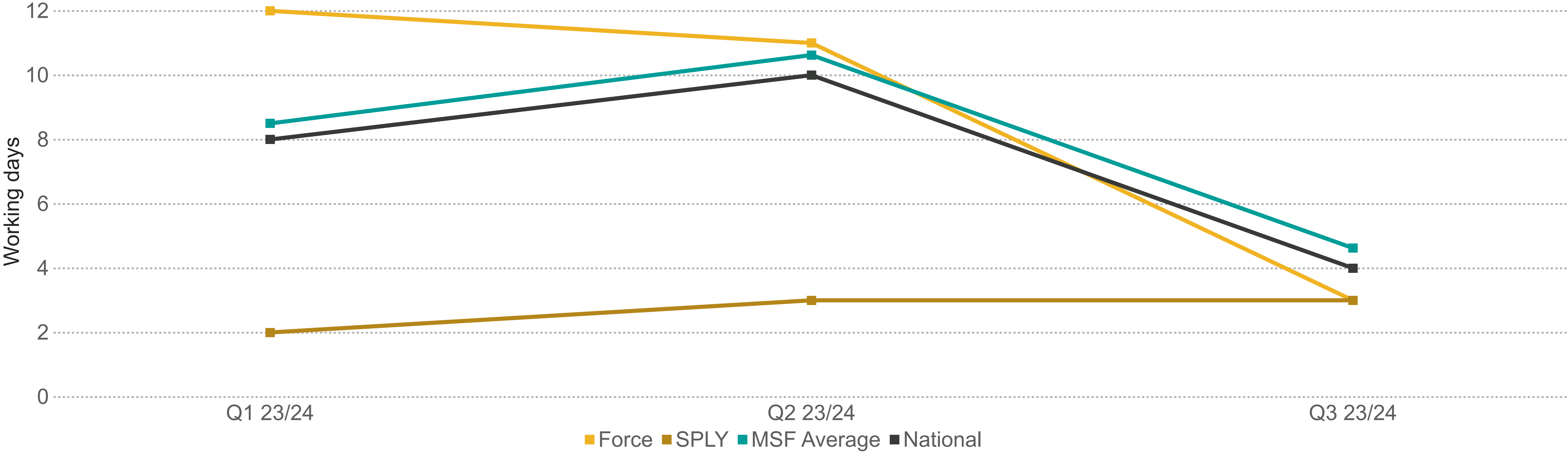
Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/ corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	5	3	0	1	0	1	0	1	0	0	0	11
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	1	0	1	0	0	0	0	0	1	0	0	3
Service provided - not acceptable	39	12	1	5	0	0	0	7	0	0	1	65
Service provided - acceptable	245	149	8	14	1	24	1	44	2	9	6	503
Not Resolved	29	20	0	0	0	0	0	2	0	0	3	54
Resolved	846	174	59	20	38	27	1	157	1	8	4	1,335
No Case to Answer	2	0	0	0	0	0	0	0	0	0	0	2
Case to Answer	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawal	4	7	0	2	0	0	0	2	0	1	0	16



**Section B: Referrals**

	Force	SPLY	MSF Average	National
Number referrals received	65	47	76	5,160
Number referrals completed	66	46	76	5,170
Decision: Independent Investigation	2	8	4	308
Decision: Directed Investigation	0	0	1	27
Decision: Local Investigation	35	22	46	3,387
Decision: Return to Force	26	16	23	1,363
Decision: Invalid	3	0	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.

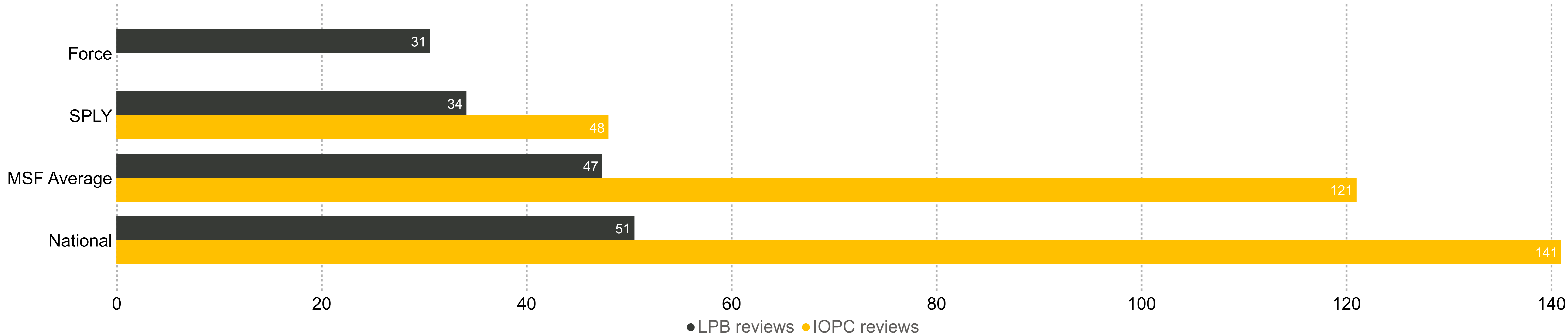
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

**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	398	77	19 %	0	76	1	0
SPLY	227	66	29 %	1	63	0	2
MSF Average	264	62	24 %	3	42	5	12
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	31	34	47	51
Average number of working days to complete IOPC reviews	0	48	121	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 \(February 2020\)](#).

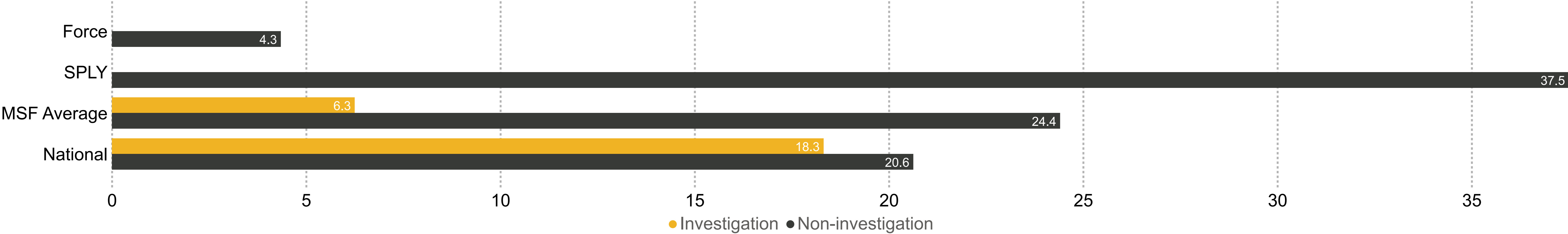
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

**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	0		0	69	3	4
SPLY	13		0	48	18	38
MSF Average			6			24
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			0	3	3	100
SPLY			0	18	18	100
MSF Average			13			75
National	50	50	100	568	487	86

**Section C4: Decisions on IOPC reviews**

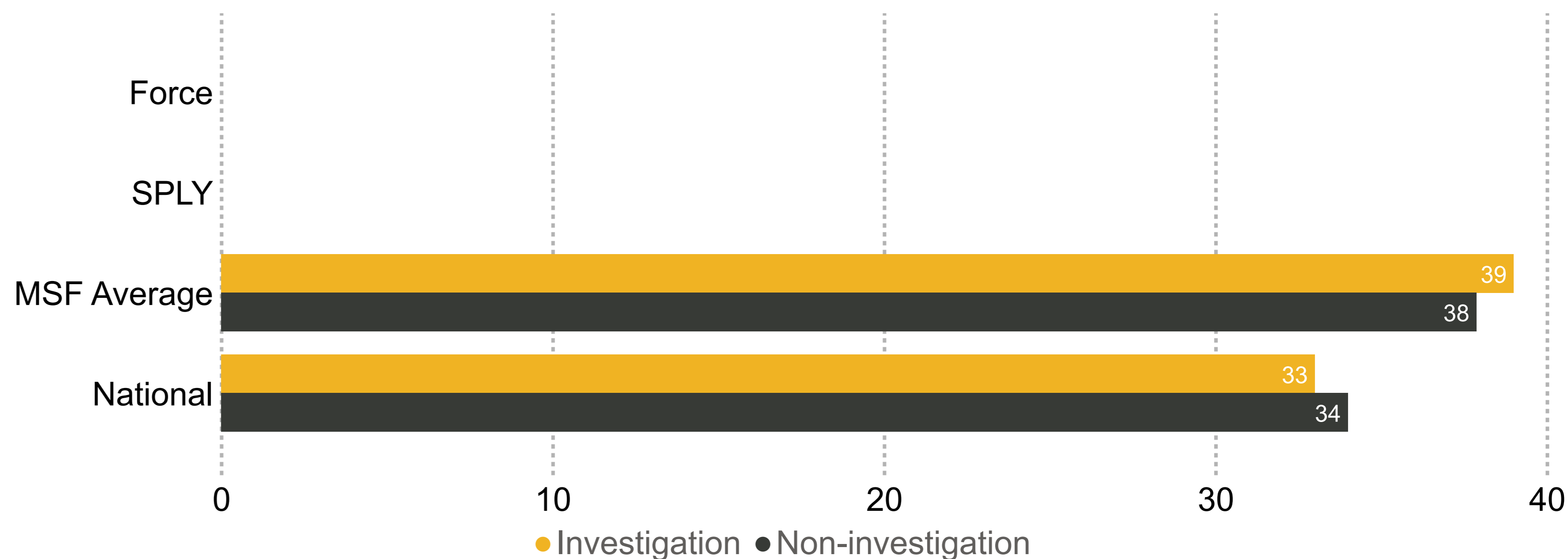
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any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

**IOPC reviews found not reasonable and proportionate**

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	0	0
SPLY	0	0
MSF Average	5	2
National	625	205

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	0	0
SPLY	1	0
MSF Average	17	6
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	0	0	0	0
SPLY	0	0	0	0
National	205	17	131	64

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	0	0	0
SPLY	0	0	0
National	315	202	64

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

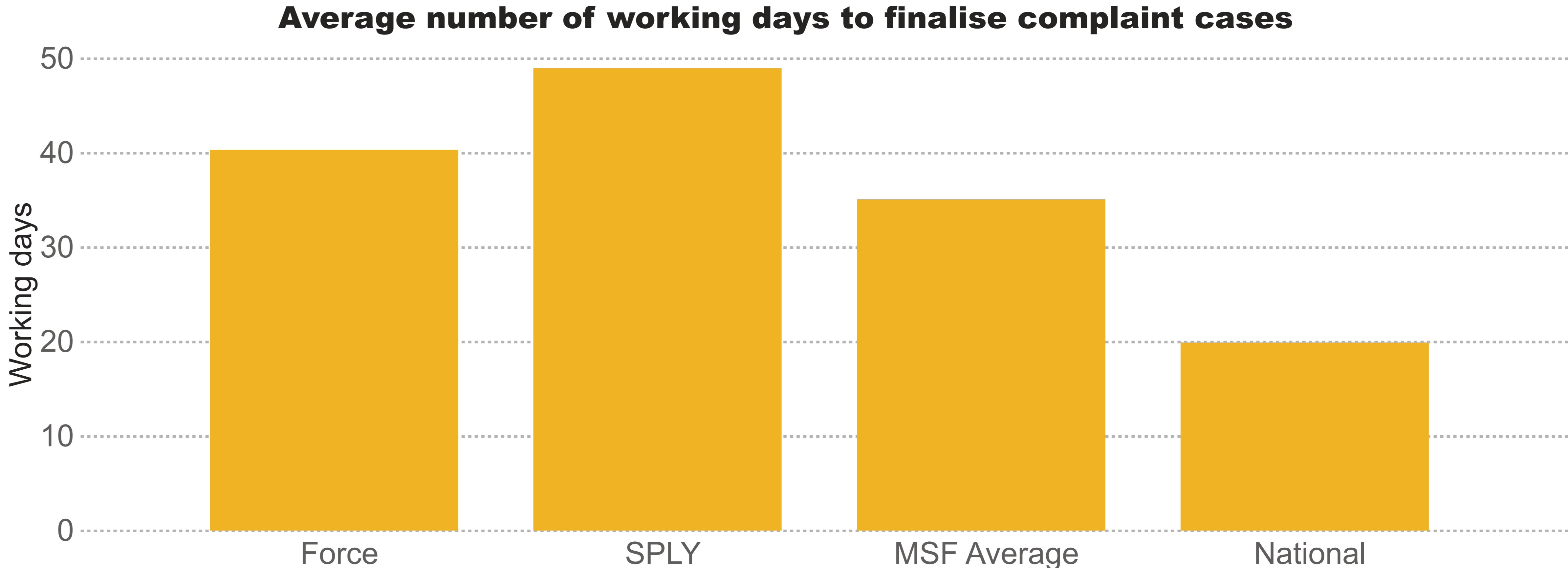
**Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

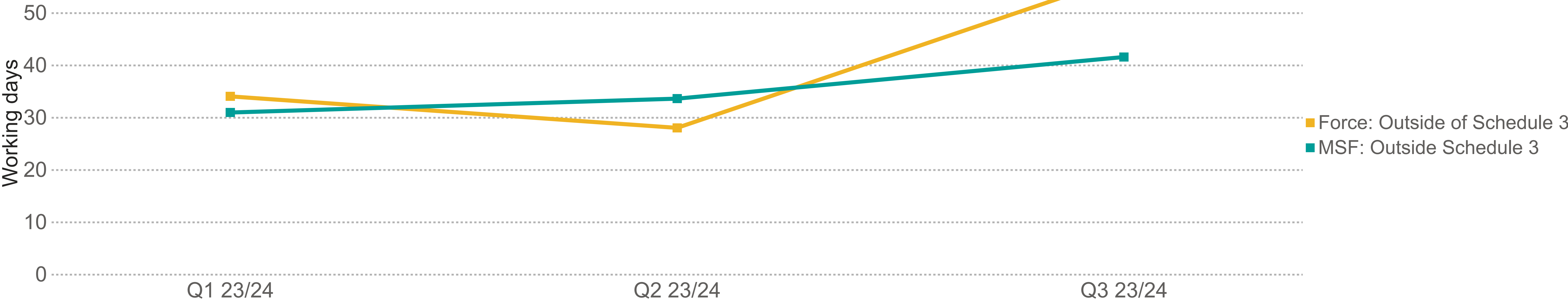
Force	SPLY	MSF Average	National
40	49	35	20

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.

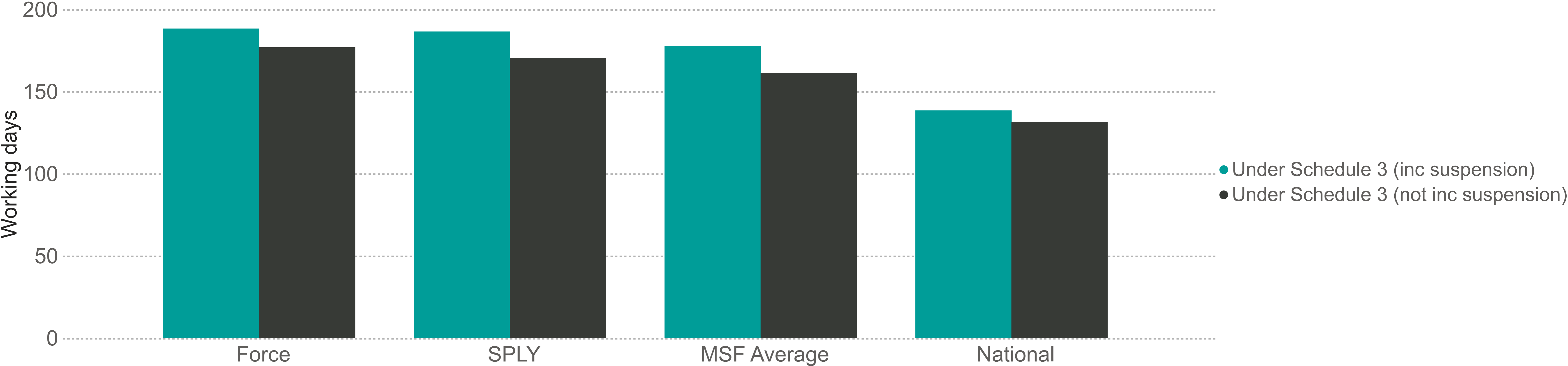
**Section D1.2: Complaint cases finalised under Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

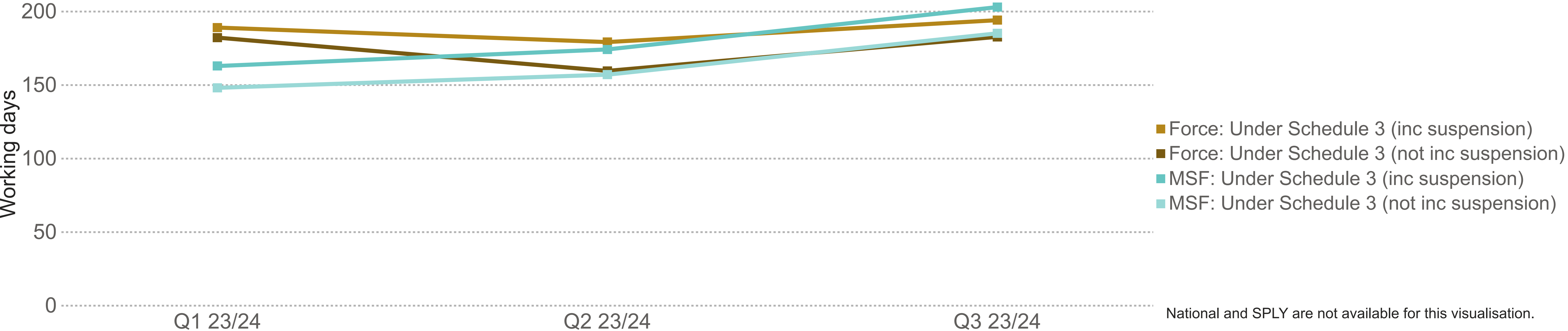
	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	189	187	178	139
Under Schedule 3 (not inc suspension)	177	171	162	132

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**



**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	1	0 %	0	0 %	1	1 %	119	0 %
Learning from reflection	1	0 %	2	0 %	5	4 %	923	2 %
Policy review	0	0 %	0	0 %	0	0 %	25	0 %
Goodwill gesture	0	0 %	1	0 %	0	0 %	80	0 %
Apology	88	7 %	62	10 %	68	17 %	3528	9 %
Debrief	0	0 %	2	0 %	1	1 %	321	1 %
Explanation	520	42 %	246	40 %	202	51 %	21805	59 %
No further action	93	7 %	50	8 %	38	9 %	5409	15 %
Other action	203	16 %	124	20 %	41	6 %	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	0	0 %	2	1 %	7	3 %	497	2 %
Apology	11	3 %	21	9 %	26	11 %	1266	6 %
Debrief	1	0 %	7	3 %	4	2 %	261	1 %
Explanation	316	79 %	171	75 %	191	71 %	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	40	10 %	22	10 %	42	16 %	7035	31 %
Other action	2	1 %	3	1 %	2	1 %	532	2 %
Learning from reflection	21	5 %	1	0 %	23	9 %	2448	11 %
Referral to RPRP	10	3 %	4	2 %	9	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 %	0	0 %	1	16 %	99	25 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	2	1 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	1 %	4	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	2 %	16	4 %
Referral to RPRP	1	33 %	0	0 %	1	26 %	114	29 %



Most Similar Force (MSF) Group: Devon And Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire

## 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 \(February 2020\)](#).