

# Police Complaints Information Bulletin

**Appropriate Authority: Kent**

**Reporting Period: 01 April 2022 - 31 March 2023 (Q4 2022/23)**

**Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hertfordshire, Kent, Northamptonshire, Nottinghamshire, Staffordshire**

## 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 and with the overall result for all forces (national).

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## Acronyms used in this bulletin

**Force** – year to date force numbers

**IOPC** – Independent Office for Police Conduct

**Inc.** – including

**Ind** – independent investigation

**Loc** – local investigation

**LPB** – local policing body

**MSF** – most similar force

**Nat.** – national

**No.** – number

**PRA** – the *Police Reform Act 2002*

**RPRP** – reflective practice review process

**SPLY** - Same period last year

**UPP** – unsatisfactory performance procedure

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

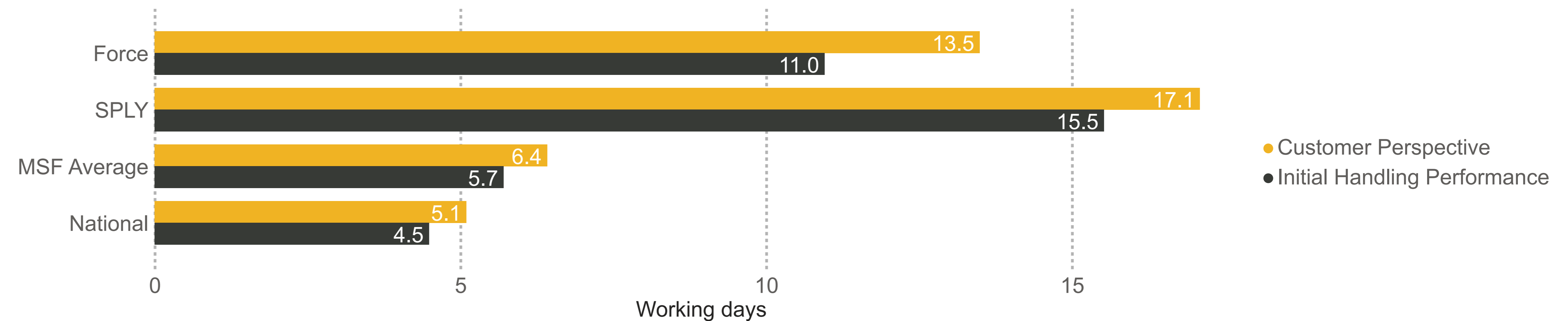
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it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

### To contact complainants

Average number of working days...	Customer perspective	Initial handling performance
Force	13	11
SPLY	17	16
MSF Average	6	6
National	5	4

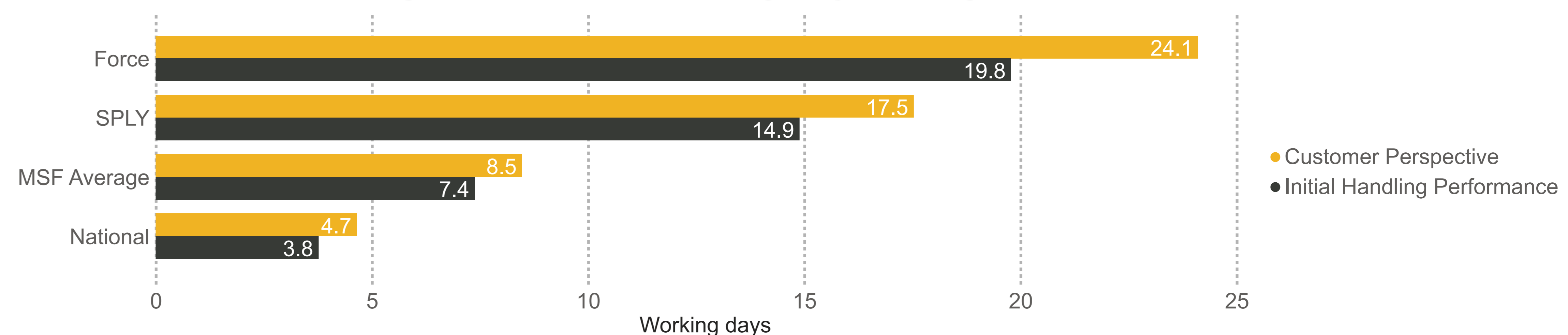
### Average number of working days to contact complainants



### To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	24	20
SPLY	18	15
MSF Average	8	7
National	5	4

### Average number of working days to log complaint cases



Please note: average times presented in the above tables are rounded to the nearest whole number. In comparison, the charts present the exact result.

### Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	1,421	1,394	1,506	81,142
No. of complaint cases logged per 1,000 employees	197	188	335	329

### 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	672	48 %	726	56 %	420	44 %	13,120	41 %
Complainant wishes the complaint be recorded	2	0 %	34	3 %	102	14 %	7,333	23 %
Dissatisfaction after initial handling	233	17 %	230	18 %	103	17 %	4,849	15 %
Nature of the allegation(s) in the complaint	479	35 %	306	24 %	187	26 %	6,318	20 %



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## 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.

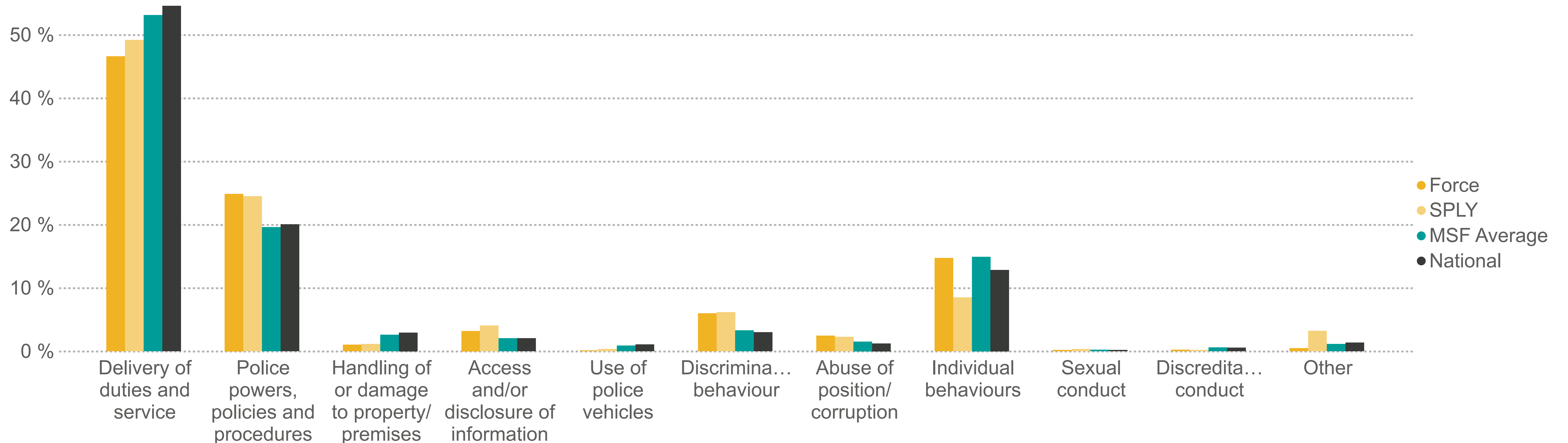
Due to some allegations not having a recorded category, the totals differ in the two tables.

### Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	4,365	3,248	3,123	134,952
No. of allegations logged per 1,000 employees	607	438	652	547

### 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	2,034	1,086	45	140	6	261	108	643	9	11	22	4,365
SPLY	1,598	796	37	132	11	201	74	276	11	7	105	3,248
MSF Average	1,620	625	77	66	27	114	59	474	7	19	35	3,123
National	73,646	27,072	3,983	2,790	1,436	4,062	1,676	17,353	293	743	1,855	134,909
Force	47 %	25 %	1 %	3 %	0 %	6 %	2 %	15 %	0 %	0 %	1 %	100 %
SPLY	49 %	25 %	1 %	4 %	0 %	6 %	2 %	8 %	0 %	0 %	3 %	100 %
MSF Average	53 %	20 %	3 %	2 %	1 %	3 %	2 %	15 %	0 %	1 %	1 %	100 %
National	55 %	20 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %





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## 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>2,034</b>	<b>47 %</b>	<b>1,598</b>	<b>49 %</b>	<b>1,620</b>	<b>53 %</b>	<b>73,645</b>	<b>55 %</b>
	Police action following contact	448	22 %	318	20 %	710	43 %	32,666	44 %
	Decisions	212	10 %	83	5 %	237	15 %	9,307	13 %
	General level of service	1,272	63 %	1,136	71 %	435	27 %	24,653	33 %
	Information	102	5 %	61	4 %	238	15 %	7,019	10 %
Police powers, policies and procedures	<b>Total</b>	<b>1,086</b>	<b>25 %</b>	<b>796</b>	<b>25 %</b>	<b>625</b>	<b>20 %</b>	<b>27,071</b>	<b>20 %</b>
	Stops, and stop and search	32	3 %	21	3 %	24	4 %	1,578	6 %
	Searches of premises and seizure of property	124	11 %	125	16 %	84	14 %	3,569	13 %
	Power to arrest and detain	175	16 %	103	13 %	104	16 %	4,388	16 %
	Detention in police custody	141	13 %	118	15 %	100	15 %	3,674	14 %
	Bail, identification and interview procedures	67	6 %	42	5 %	32	5 %	1,115	4 %
	Use of force	258	24 %	201	25 %	177	29 %	7,280	27 %
	Evidential procedures	200	18 %	114	14 %	49	7 %	1,967	7 %
	Out of court disposals	5	0 %	5	1 %	14	3 %	430	2 %
	Other policies and procedures	84	8 %	67	8 %	41	7 %	3,069	11 %
	Use of police systems	0	0 %	0	0 %	0	0 %	1	0 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %	0	0 %
	Use of force and detention in custody	0	0 %	0	0 %	0	0 %	0	0 %
	<b>Total</b>	<b>140</b>	<b>3 %</b>	<b>132</b>	<b>4 %</b>	<b>66</b>	<b>2 %</b>	<b>2,790</b>	<b>2 %</b>
	Access and/or disclosure of information	Use of police systems	5	4 %	7	5 %	3	4 %	189
Disclosure of information		105	75 %	98	74 %	51	77 %	1,934	69 %
Handling of information		26	19 %	20	15 %	10	16 %	564	20 %
Accessing and handling of information from other sources		4	3 %	7	5 %	2	4 %	103	4 %
Discriminatory behaviour	<b>Total</b>	<b>261</b>	<b>6 %</b>	<b>201</b>	<b>6 %</b>	<b>114</b>	<b>3 %</b>	<b>4,062</b>	<b>3 %</b>
	Age	3	1 %	3	1 %	2	1 %	42	1 %
	Disability	83	32 %	42	21 %	25	18 %	680	17 %
	Gender reassignment	2	1 %	1	0 %	2	1 %	42	1 %
	Marriage and civil partnership	1	0 %	0	0 %	0	0 %	5	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	3	0 %
	Race	118	45 %	101	50 %	58	55 %	2,266	56 %
	Religion or belief	3	1 %	6	3 %	2	1 %	98	2 %
	Sex	32	12 %	33	16 %	16	12 %	513	13 %
	Sexual orientation	9	3 %	1	0 %	3	2 %	112	3 %
	Other	10	4 %	14	7 %	7	9 %	301	7 %
Individual behaviours	<b>Total</b>	<b>642</b>	<b>15 %</b>	<b>276</b>	<b>8 %</b>	<b>474</b>	<b>15 %</b>	<b>17,351</b>	<b>13 %</b>
	Unprofessional attitude and disrespect	160	25 %	96	35 %	129	28 %	5,020	29 %
	Lack of fairness and impartiality	203	32 %	61	22 %	95	18 %	2,638	15 %
	Overbearing or harassing behaviours	97	15 %	28	10 %	83	17 %	3,089	18 %
	Impolite language / tone	80	12 %	46	17 %	106	23 %	4,517	26 %
	Impolite and intolerant actions	102	16 %	45	16 %	61	14 %	2,087	12 %

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.

Where the subcategory is 'None', this has been excluded from this table. For full counts please see section A1.2



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

Factors	Allegation category											
	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	61	286	1	4	0	23	6	29	2	0	2	414
Call Handling	98	6	0	3	0	6	0	20	0	0	0	133
Child protection / CSA / CSE	15	5	0	4	0	0	0	3	0	0	0	27
Coronavirus – other	3	0	0	0	0	0	0	0	0	0	0	3
Custody	37	152	2	1	0	12	3	17	0	0	0	224
Death	30	4	0	0	0	0	0	1	0	0	0	35
Domestic / gender abuse	76	46	0	5	0	12	3	29	0	0	0	171
Drugs / alcohol	1	2	0	0	0	0	0	0	0	0	0	3
Firearms	3	4	0	0	0	1	0	1	0	0	0	9
Fraud	2	0	0	0	0	0	0	0	0	0	0	2
Hate Crime	4	3	0	0	0	3	0	1	0	0	0	11
Investigation	496	184	4	12	0	27	18	96	0	0	0	837
Mental health	35	24	0	6	0	17	3	14	1	0	1	101
Missing persons	18	0	0	0	0	0	0	0	0	0	0	18
Neighbourhood policing	47	3	0	3	0	13	1	12	0	0	0	79
None	949	315	24	96	3	135	69	357	1	5	19	1,973
Premises search	11	48	9	0	0	1	2	3	0	0	0	74
Public order incident	5	3	0	0	0	0	0	2	0	0	0	10
Restraint equipment	1	8	0	0	0	0	0	0	0	0	0	9
Roads/traffic	45	18	0	0	3	9	1	24	0	0	0	100
Serious injury	6	15	0	0	0	0	0	7	0	0	0	28
Social media	3	0	0	1	0	0	0	5	0	0	0	9
Stop and/or search	4	31	0	0	0	3	0	6	0	0	0	44
Taser	1	3	0	0	0	0	0	0	0	0	0	4
VAWG - dissatisfaction handling	341	72	5	13	0	18	5	67	1	3	0	525
VAWG - police perpetrated	4	10	0	0	0	2	1	14	2	0	0	33
VAWG - police victim	9	2	0	0	0	6	0	11	0	0	0	28

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.

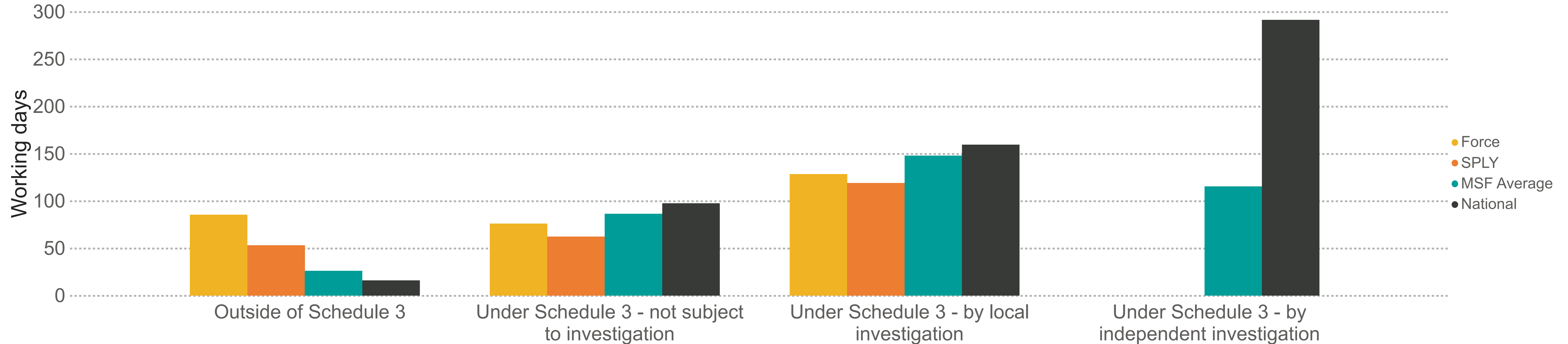
## Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	85	53	26	16
Under Schedule 3 - not subject to investigation	76	62	86	98
Under Schedule 3 - by local investigation	128	119	148	159
Under Schedule 3 - by directed investigation	0	0	57	447
Under Schedule 3 - by independent investigation	0	0	115	292

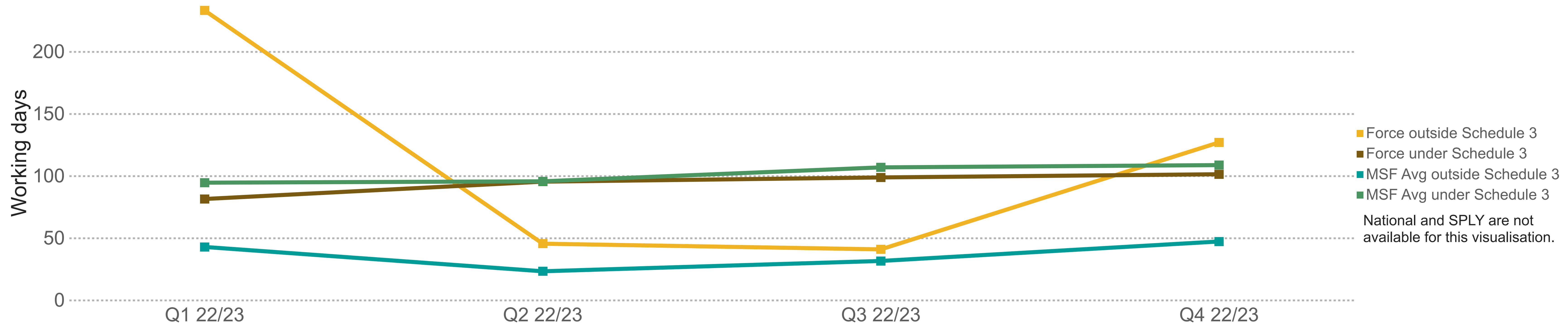
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated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

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**





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## 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)	1,360	35 %	479	15 %	15,536	12 %
Under Schedule 3 investigated (subject to special procedures)	40	1 %	37	1 %	1,562	1 %
Under Schedule 3 - not investigated	2,502	64 %	1534	50 %	54,707	43 %
Outside of Schedule 3	33	1 %	870	33 %	55,524	44 %
<b>Total</b>	<b>3,935</b>	<b>100 %</b>	<b>2918</b>	<b>100 %</b>	<b>127,329</b>	<b>100 %</b>

Please note that figures presented in these tables may be under-representing the number of allegations finalised under Schedule 3 and investigated (not subject to special procedures), instead grouping some of these allegations as finalised under Schedule 3 and not investigated. This is because police forces were not able to consistently and accurately collect this data on their systems until the implementation of an upgrade from November 2020.

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 %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.	Force %	Force No.	Nat. %	Nat. No.
No further action					20 %	502	9 %	4,797			1 %	20	3 %	44	5 %	727
Regulation 41 applies							0 %	53							1 %	92
Service provided - unable to determine			0 %	1	4 %	109	7 %	3,776			1 %	12	5 %	67	6 %	921
Service provided - not acceptable					13 %	318	14 %	7,640			4 %	66	12 %	167	12 %	1,909
Service provided - acceptable					59 %	1468	67 %	36,437	18 %	7	21 %	321	77 %	1045	74 %	11,422
Not Resolved	18 %	6	8 %	4,590												
Resolved	82 %	27	92 %	50,931												
No Case to Answer									48 %	19	47 %	736				
Case to Answer									25 %	10	24 %	372				
Withdrawal					4 %	105	4 %	1,988	10 %	4	2 %	34	3 %	37	3 %	458
<b>Total</b>	<b>1 %</b>	<b>33</b>	<b>44 %</b>	<b>55,522</b>	<b>64 %</b>	<b>2502</b>	<b>43 %</b>	<b>54,691</b>	<b>1 %</b>	<b>40</b>	<b>1 %</b>	<b>1,561</b>	<b>35 %</b>	<b>1360</b>	<b>12 %</b>	<b>15,529</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	290	81	0	44	0	18	21	70	2	4	16	546
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	83	34	7	7	0	8	4	33	0	0	0	176
Service provided - not acceptable	293	84	11	18	1	20	0	58	0	0	0	485
Service provided - acceptable	1,097	758	26	61	5	170	43	354	4	0	2	2,520
Not Resolved	5	1	0	0	0	0	0	0	0	0	0	6
Resolved	21	1	0	2	0	0	0	1	0	0	2	27
No Case to Answer	4	6	1	1	0	3	1	0	1	2	0	19
Case to Answer	1	7	0	1	0	0	0	0	0	1	0	10
Withdrawal	64	47	1	4	0	14	3	11	1	0	1	146



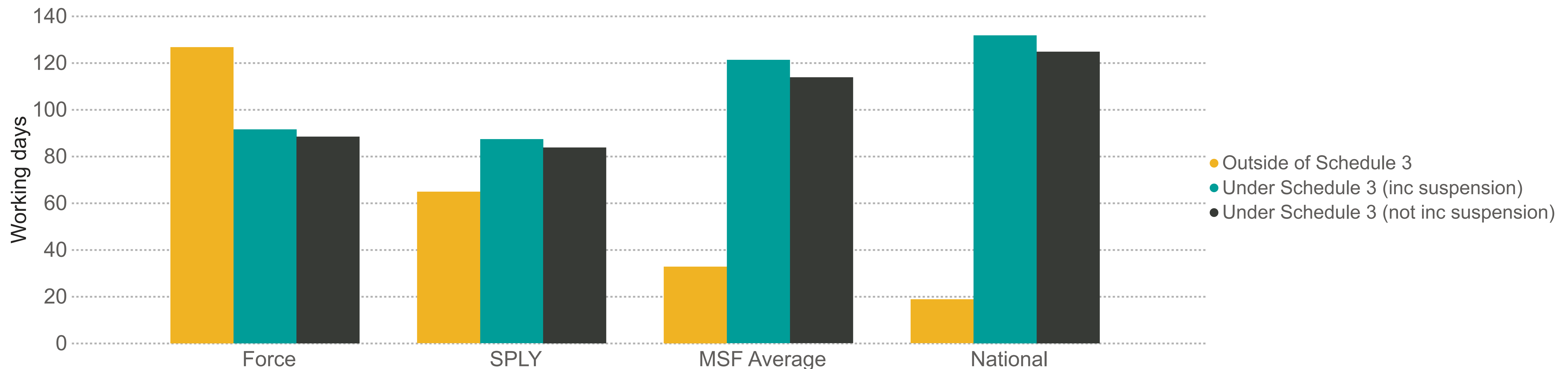
## Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	127	65	33	19
Under Schedule 3 (inc suspension)	92	87	121	132
Under Schedule 3 (not inc suspension)	88	84	114	125

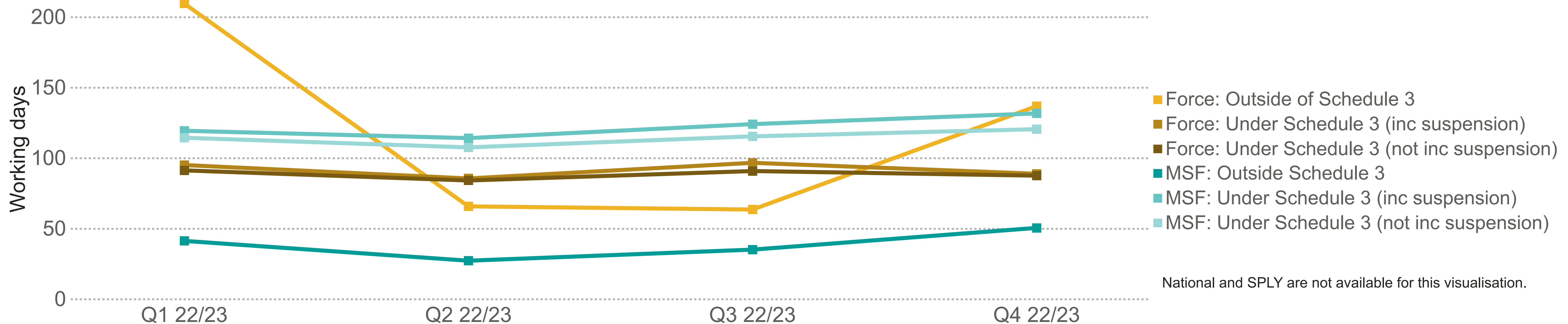
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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

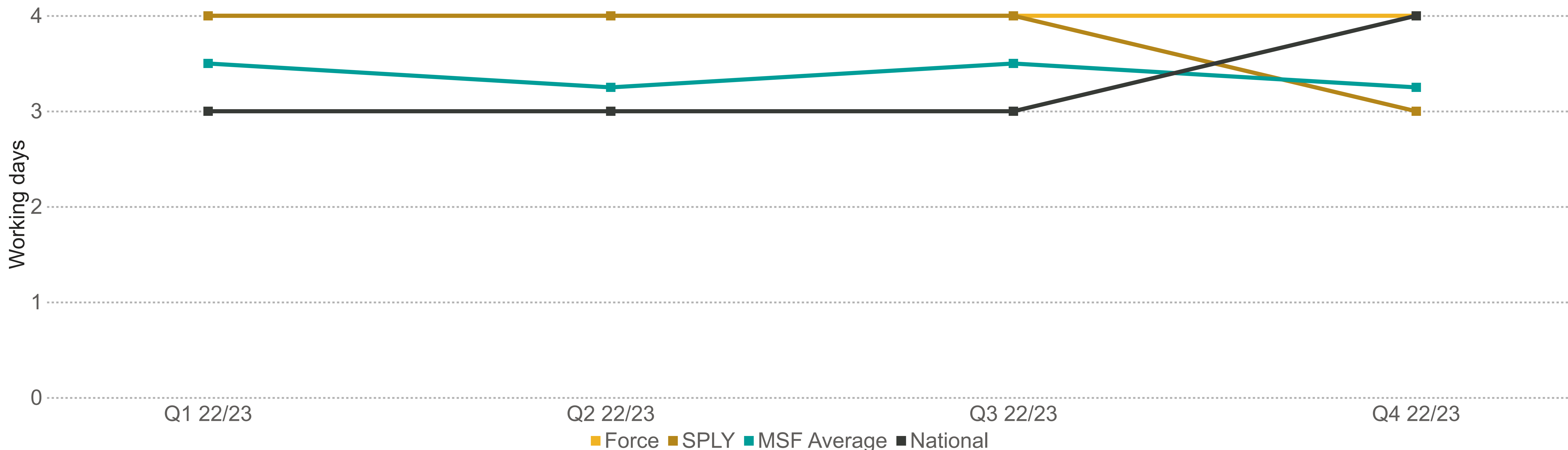


National and SPLY are not available for this visualisation.

## Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	221		149	129		6,083	
Number referrals completed	226		144	129		6,088	
Decision: Independent Investigation	4	2%	11	8	8%	420	7%
Decision: Directed Investigation	0	0%	1	1	2%	58	1%
Decision: Local Investigation	165	73%	91	84	62%	3,852	63%
Decision: Return to Force	55	24%	40	34	27%	1,679	28%
Decision: Invalid	2	1%	1	2	1%	75	1%

**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.

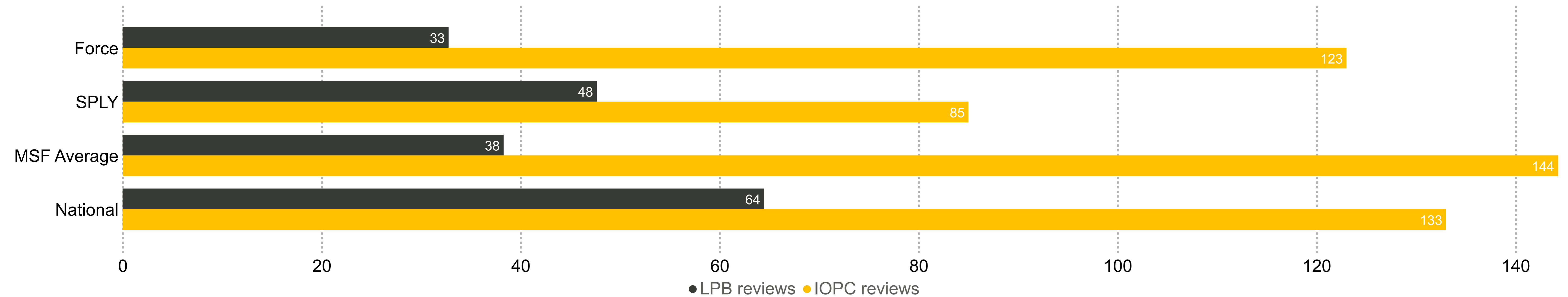


## Section D1: Reviews received

	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	1,307	291	22 %	2	198	67	24
SPLY	1,393	296	21 %	0	231	32	33
MSF Average	752	150	21 %	13	89	28	20
National	30,521	6,357	21 %	486	3,880	803	1,188

## Section D2: Reviews timeliness

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	33	48	38	64
Average number of working days to complete IOPC reviews	123	85	144	133



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 \(February 2020\)](#).

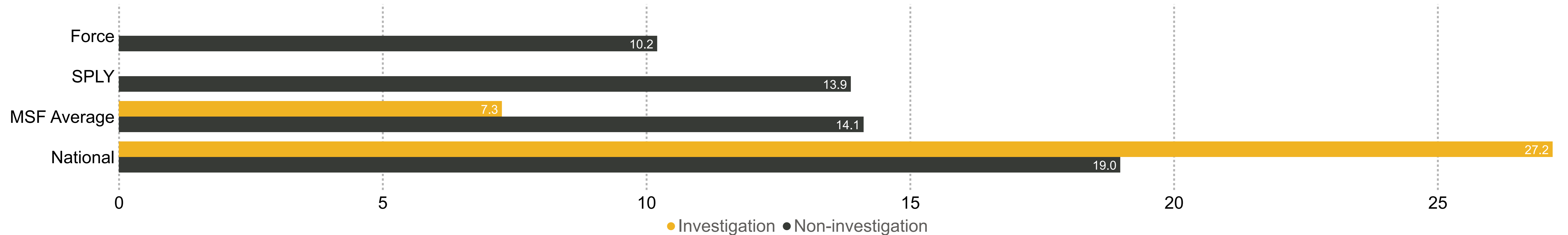
Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

## Section D3: 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	2		0	196	20	10
SPLY	0		0	173	24	14
MSF Average			7			14
National	574	156	27	4,093	777	19



### 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	20	18	90
SPLY			0	24	24	100
MSF Average			24			74
National	156	144	92	777	695	89



## Section D4: 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.

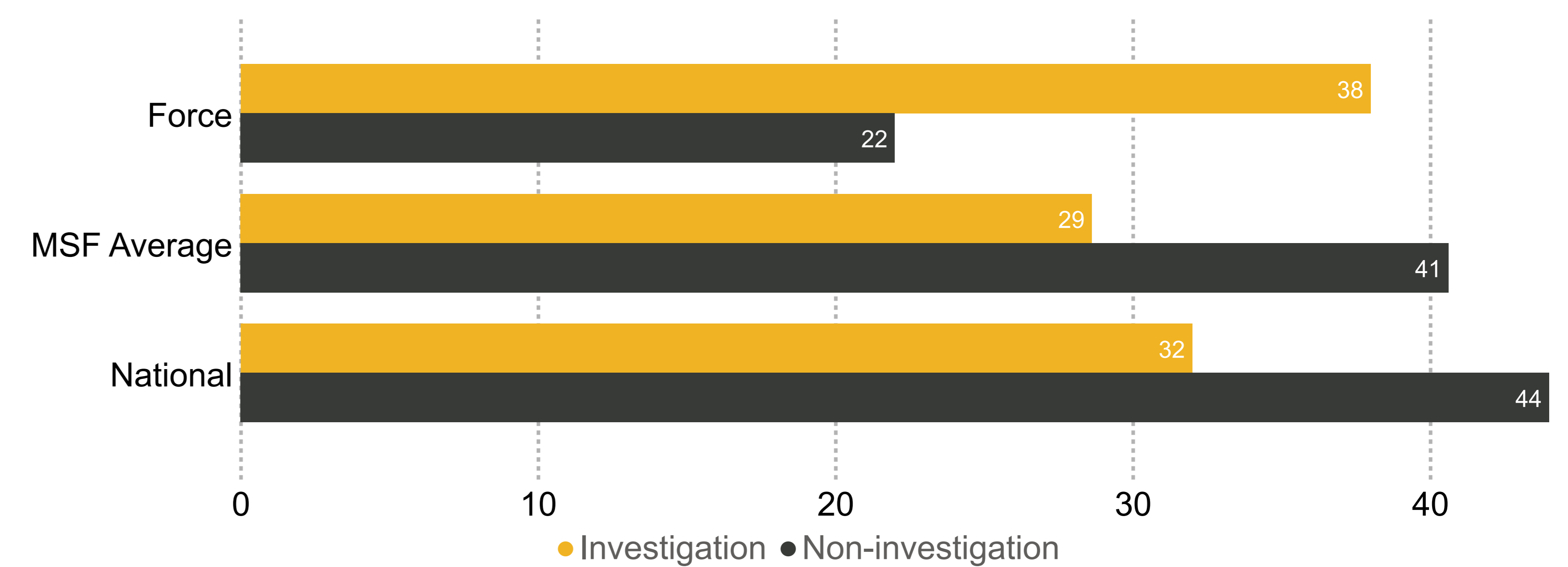
### IOPC reviews found not reasonable and proportionate

Note: Number of IOPC reviews in these tables is a new measure, therefore Same Period Last Year is not available.

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	24	9
MSF Average	17	5
National	551	178

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	27	6
MSF Average	13	4
National	949	421

### % IOPC reviews found outcome not reasonable and proportionate



MSF average in this chart is calculated as an average of each force's % found not reasonable and proportionate and is not a calculation of figures in the left hand table.

### IOPC review recommendations and directions

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	9	1	6	67
MSF Average	5	0	4	
National	178	15	111	63

Percentages not available for MSF group average

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	6	5	67
MSF Average	4	3	
National	421	318	75

Percentages not available for MSF group average

# Police Complaints Information Bulletin

Appropriate Authority: Kent

Reporting Period: 01 April 2022 - 31 March 2023 (Q4 2022/23)



## Section E1.1: 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 %	29	8 %	3	0 %	173	0 %
Learning from reflection	0	0 %	27	8 %	20	2 %	1064	2 %
Policy review	0	0 %	2	1 %	1	0 %	35	0 %
Goodwill gesture	0	0 %	1	0 %	1	0 %	150	0 %
Apology	0	0 %	12	3 %	38	4 %	4546	9 %
Debrief	0	0 %	0	0 %	2	0 %	433	1 %
Explanation	7	25 %	70	19 %	466	58 %	27778	58 %
No further action	18	64 %	199	55 %	125	25 %	9943	21 %
Other action	3	11 %	22	6 %	27	4 %	3781	8 %

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 E1.2: 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	85	7 %	113	8 %	21	2 %	547	2 %
Apology	31	2 %	30	2 %	38	5 %	1876	6 %
Debrief	0	0 %	0	0 %	2	0 %	343	1 %
Explanation	168	13 %	100	7 %	189	37 %	14021	46 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	0	0 %	18	0 %
No further action	913	70 %	967	69 %	447	49 %	12107	40 %
Other action	10	1 %	15	1 %	35	3 %	567	2 %
Learning from reflection	345	26 %	338	24 %	113	13 %	3415	11 %
Referral to RPRP	2	0 %	10	1 %	15	2 %	998	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	1	11 %	3	20 %	3	38 %	113	24 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	7 %	0	0 %	6	1 %
Other actions following a case to answer decision	0	0 %	0	0 %	1	5 %	24	5 %
Referral to RPRP	1	11 %	6	40 %	2	17 %	113	24 %

## Notes

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