

Police Complaints Information Bulletin

Appropriate Authority: Leicestershire

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

Most Similar Force (MSF) Group: Bedfordshire, Essex, Hampshire, Hertfordshire, Kent, Leicestershire, Nottinghamshire, Sussex

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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Notes

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	3	3
SPLY	5	4
MSF Average	5	5
National	5	4

To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	3	2
SPLY	4	3
MSF Average	8	7
National	5	4

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

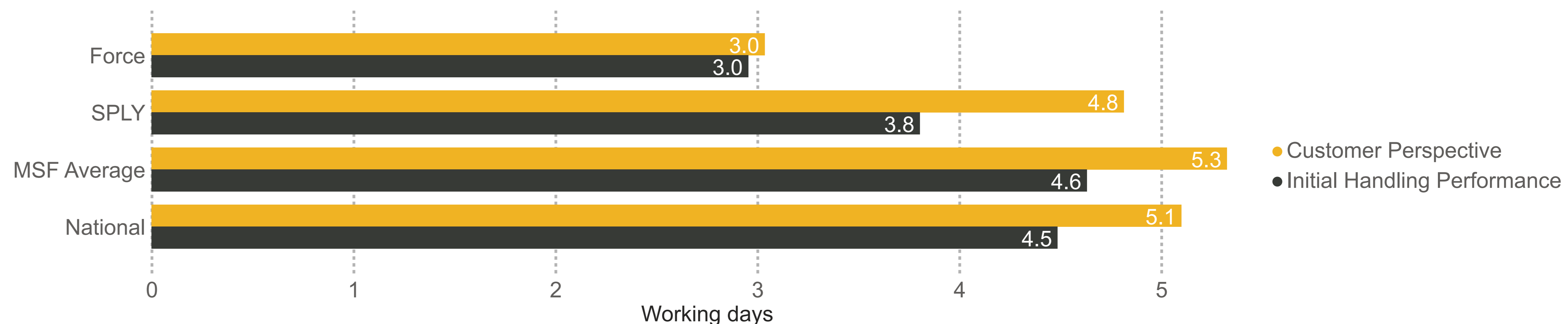
	Force	SPLY	MSF Average	National
Complaint cases logged	1,193	932	1,718	81,142
No. of complaint cases logged per 1,000 employees	281	222	343	329

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

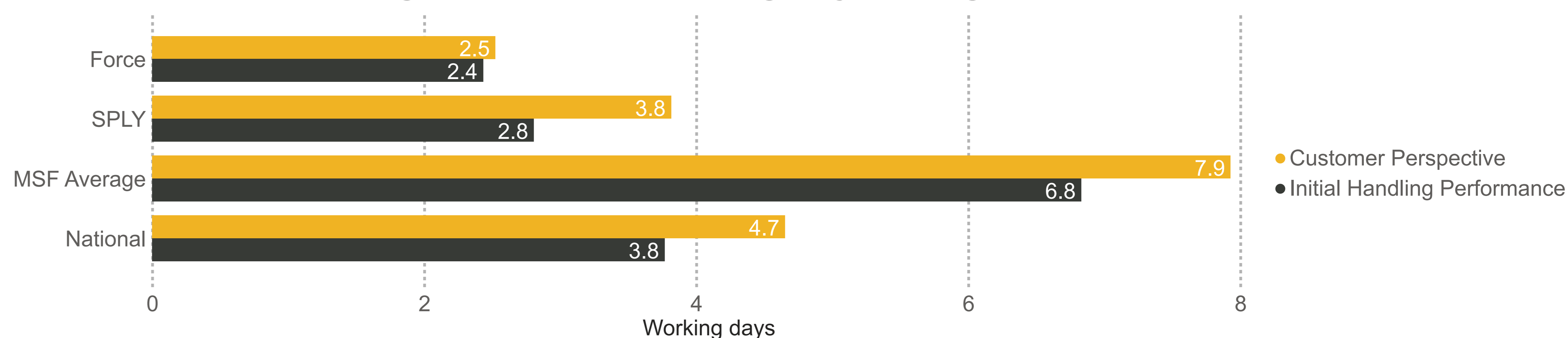
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	705	75 %	565	77 %	453	49 %	13,120	41 %
Complainant wishes the complaint be recorded	2	0 %	3	0 %	37	7 %	7,333	23 %
Dissatisfaction after initial handling	2	0 %	4	1 %	159	22 %	4,849	15 %
Nature of the allegation(s) in the complaint	233	25 %	166	22 %	153	22 %	6,318	20 %

Average number of working days to contact complainants



Average number of working days to log complaint cases



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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.

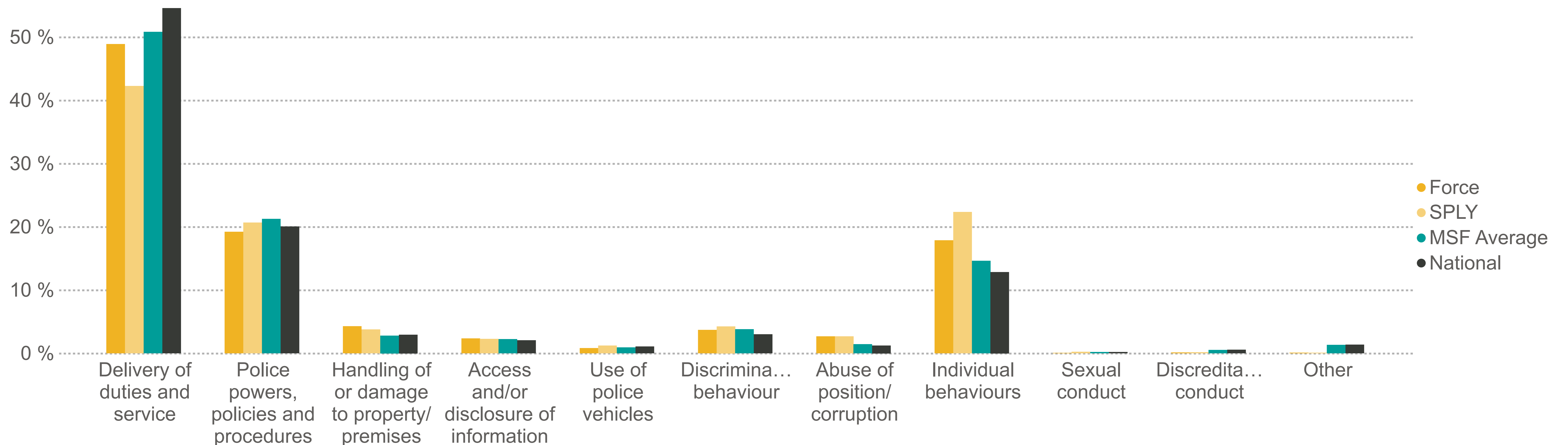
Due to some allegations not having a recorded category, the totals differ in the two tables.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	2,436	1,970	3,331	134,952
No. of allegations logged per 1,000 employees	574	469	645	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	1,191	468	104	57	20	90	65	435	1	3	2	2,436
SPLY	833	407	74	45	24	84	53	440	5	3	2	1,970
MSF Average	1,696	731	86	76	31	120	48	479	7	18	40	3,331
National	73,646	27,072	3,983	2,790	1,436	4,062	1,676	17,353	293	743	1,855	134,909
Force	49 %	19 %	4 %	2 %	1 %	4 %	3 %	18 %	0 %	0 %	0 %	100 %
SPLY	42 %	21 %	4 %	2 %	1 %	4 %	3 %	22 %	0 %	0 %	0 %	100 %
MSF Average	51 %	21 %	3 %	2 %	1 %	4 %	1 %	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	Total	1,191	49 %	833	42 %	1,696	51 %	73,645	55 %
	Police action following contact	802	67 %	466	56 %	781	47 %	32,666	44 %
	Decisions	148	12 %	169	20 %	247	15 %	9,307	13 %
	General level of service	18	2 %	19	2 %	485	27 %	24,653	33 %
	Information	223	19 %	179	21 %	183	12 %	7,019	10 %
Police powers, policies and procedures	Total	468	19 %	407	21 %	731	21 %	27,071	20 %
	Stops, and stop and search	12	3 %	14	3 %	30	5 %	1,578	6 %
	Searches of premises and seizure of property	104	22 %	87	21 %	92	14 %	3,569	13 %
	Power to arrest and detain	91	19 %	72	18 %	128	17 %	4,388	16 %
	Detention in police custody	86	18 %	84	21 %	94	13 %	3,674	14 %
	Bail, identification and interview procedures	30	6 %	30	7 %	35	5 %	1,115	4 %
	Use of force	131	28 %	100	25 %	182	27 %	7,280	27 %
	Evidential procedures	6	1 %	10	2 %	72	8 %	1,967	7 %
	Out of court disposals	4	1 %	2	0 %	13	1 %	430	2 %
	Other policies and procedures	4	1 %	8	2 %	86	11 %	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 %
	Total	104	4 %	74	4 %	76	2 %	3,759	3 %
	Handling of or damage to property/ premises	104	100 %	74	100 %	76	86 %	3,759	94 %
Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %	
Discriminatory behaviour	Total	90	4 %	84	4 %	120	4 %	4,062	3 %
	Age	2	2 %	3	4 %	2	1 %	42	1 %
	Disability	17	19 %	12	14 %	25	18 %	680	17 %
	Gender reassignment	2	2 %	0	0 %	2	1 %	42	1 %
	Marriage and civil partnership	0	0 %	1	1 %	0	0 %	5	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	3	0 %
	Race	34	38 %	47	56 %	60	52 %	2,266	56 %
	Religion or belief	1	1 %	1	1 %	3	3 %	98	2 %
	Sex	16	18 %	8	10 %	15	12 %	513	13 %
	Sexual orientation	1	1 %	2	2 %	3	2 %	112	3 %
	Other	17	19 %	10	12 %	10	9 %	301	7 %
Individual behaviours	Total	435	18 %	440	22 %	479	15 %	17,351	13 %
	Unprofessional attitude and disrespect	19	4 %	21	5 %	128	28 %	5,020	29 %
	Lack of fairness and impartiality	36	8 %	53	12 %	86	16 %	2,638	15 %
	Overbearing or harassing behaviours	115	26 %	109	25 %	89	18 %	3,089	18 %
	Impolite language / tone	134	31 %	139	32 %	113	24 %	4,517	26 %
	Impolite and intolerant actions	131	30 %	118	27 %	64	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.

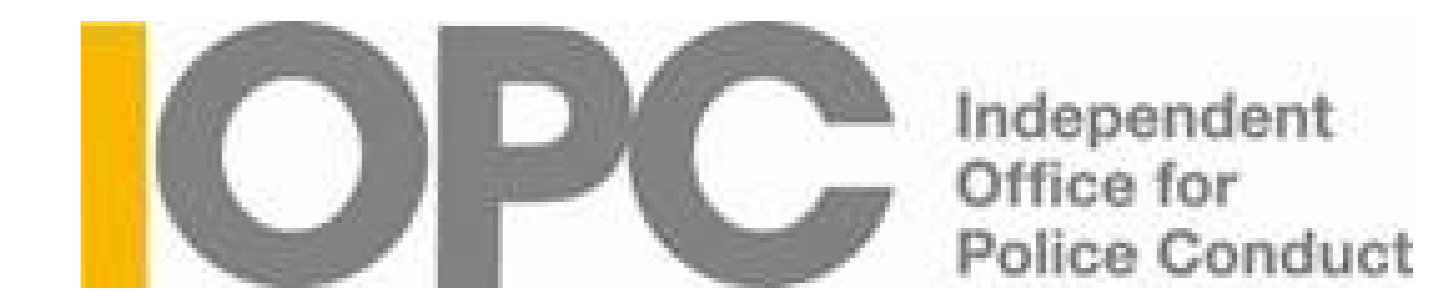
Total % is of the total number of allegations logged.

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	24	174	16	1	0	9	3	32	1	0	0	260
Call Handling	94	0	0	0	0	5	0	47	0	0	0	146
Child protection / CSA / CSE	25	10	2	0	0	4	0	6	0	0	0	47
Coronavirus – other	0	0	0	0	0	0	0	3	0	0	0	3
Custody	14	117	5	3	0	2	0	17	0	0	0	158
Death	28	2	4	1	0	0	0	3	0	0	0	38
Domestic / gender abuse	57	8	0	7	0	5	0	16	0	0	0	93
Drugs / alcohol	18	9	4	0	0	2	2	3	0	0	0	38
Firearms	6	1	2	0	0	0	0	0	0	0	0	9
Fraud	2	0	0	0	0	0	0	1	0	0	0	3
Hate Crime	1	0	0	0	0	0	0	0	0	0	0	1
Investigation	650	57	47	15	0	27	23	122	0	2	0	943
Mental health	32	23	2	0	0	6	6	22	0	0	0	91
Missing persons	9	1	0	0	0	0	0	1	0	0	0	11
Neighbourhood policing	91	5	1	2	0	7	0	58	0	0	0	164
None	45	22	17	24	3	12	16	53	0	1	2	195
Premises search	7	56	10	1	0	3	3	11	0	0	0	91
Public order incident	12	13	1	0	0	2	0	6	0	0	0	34
Restraint equipment	0	1	0	0	0	0	0	0	0	0	0	1
Roads/traffic	106	19	6	3	17	8	7	44	0	0	0	210
Serious injury	0	1	0	0	0	0	0	0	0	0	0	1
Social media	3	0	0	1	0	3	0	0	0	0	0	7
Stop and/or search	1	12	0	1	0	1	1	9	0	0	0	25
Taser	0	1	0	0	0	0	0	0	0	0	0	1
Unknown	1	0	0	0	0	0	0	0	0	0	0	1
VAWG - dissatisfaction handling	127	8	1	3	0	5	6	16	0	0	0	166
VAWG - police perpetrated	0	3	0	0	0	0	0	1	0	0	0	4
VAWG - police victim	1	0	0	0	0	0	0	0	0	0	0	1

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.

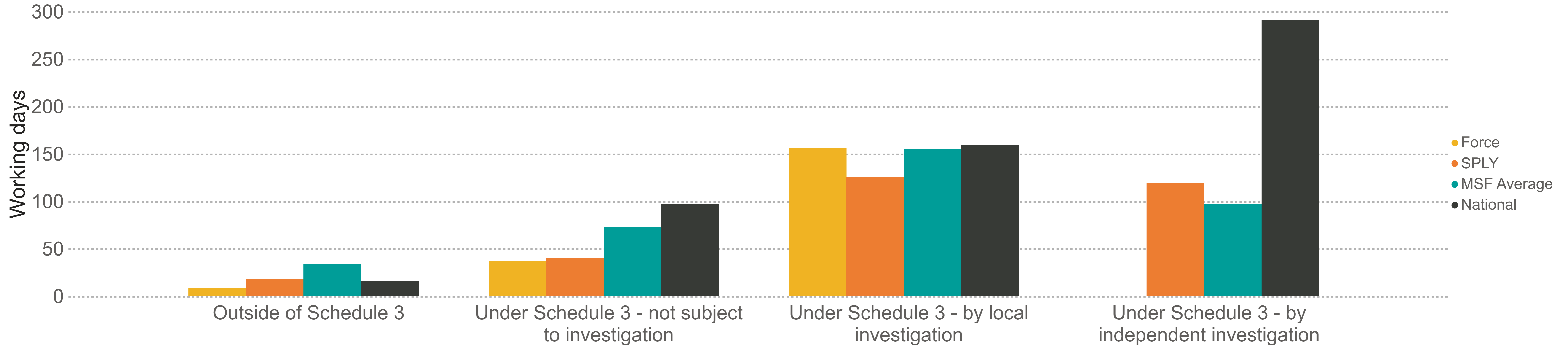
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	9	18	35	16
Under Schedule 3 - not subject to investigation	37	41	73	98
Under Schedule 3 - by local investigation	156	126	155	159
Under Schedule 3 - by directed investigation	0	0	0	447
Under Schedule 3 - by independent investigation	0	120	97	292

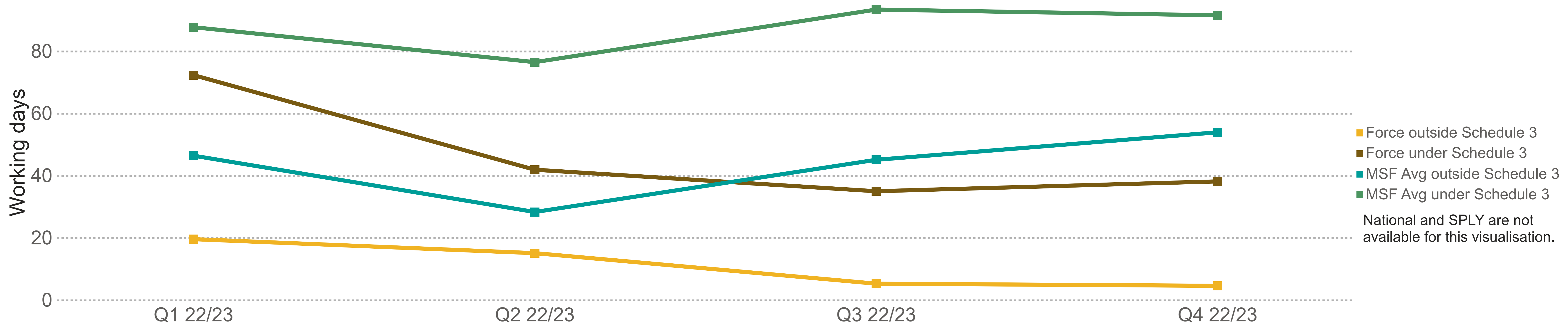
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated 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)	142	6 %	456	15 %	15,536	12 %
Under Schedule 3 investigated (subject to special procedures)	28	1 %	34	1 %	1,562	1 %
Under Schedule 3 - not investigated	1,869	79 %	1566	49 %	54,707	43 %
Outside of Schedule 3	322	14 %	1166	36 %	55,524	44 %
Total	2,361	100 %	3221	100 %	127,329	100 %

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					7 %	124	9 %	4,797			1 %	20	2 %	3	5 %	727
Regulation 41 applies							0 %	53					2 %	3	1 %	92
Service provided - unable to determine			0 %	1	2 %	41	7 %	3,776			1 %	12	1 %	1	6 %	921
Service provided - not acceptable					16 %	306	14 %	7,640	7 %	2	4 %	66	8 %	12	12 %	1,909
Service provided - acceptable					73 %	1357	67 %	36,437	43 %	12	21 %	321	84 %	119	74 %	11,422
Not Resolved			8 %	4,590												
Resolved	100 %	322	92 %	50,931												
No Case to Answer									25 %	7	47 %	736				
Case to Answer									25 %	7	24 %	372				
Withdrawal					2 %	41	4 %	1,988			2 %	34	3 %	4	3 %	458
Total	14 %	322	44 %	55,522	79 %	1869	43 %	54,691	1 %	28	1 %	1,561	6 %	142	12 %	15,529

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	61	32	4	4	0	3	9	12	0	0	2	127
Regulation 41 applies	0	2	0	0	0	1	0	0	0	0	0	3
Service provided - unable to determine	7	11	1	1	3	4	0	15	0	0	0	42
Service provided - not acceptable	179	55	15	12	4	2	6	47	0	0	0	320
Service provided - acceptable	656	323	52	29	10	80	40	292	4	1	1	1,488
Not Resolved	0	0	0	0	0	0	0	0	0	0	0	0
Resolved	238	10	29	5	2	1	0	37	0	0	0	322
No Case to Answer	0	3	0	0	1	1	0	1	1	0	0	7
Case to Answer	1	3	0	0	0	0	3	0	0	0	0	7
Withdrawal	20	8	0	1	1	1	4	10	0	0	0	45

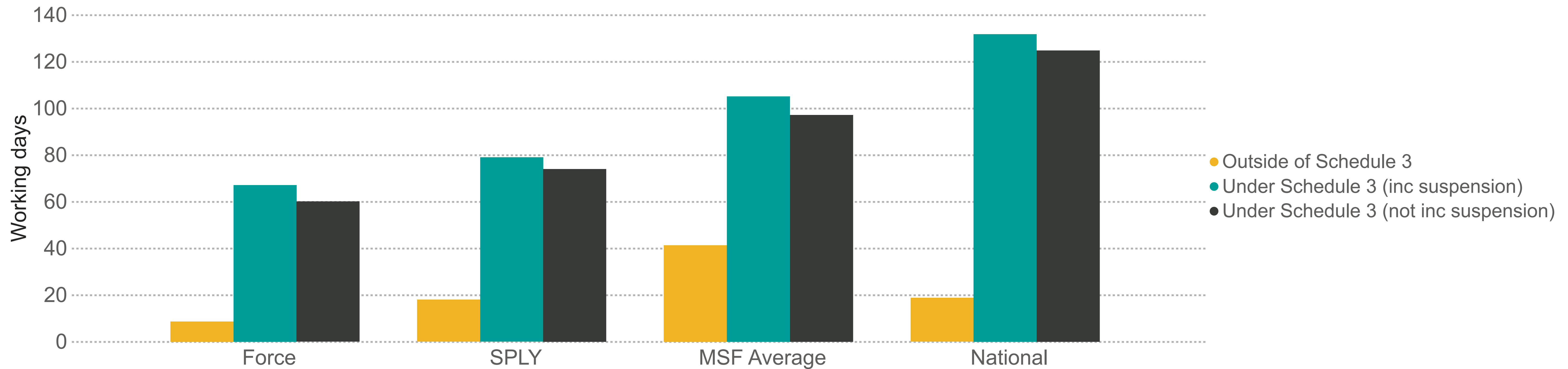
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	9	18	41	19
Under Schedule 3 (inc suspension)	67	79	105	132
Under Schedule 3 (not inc suspension)	60	74	97	125

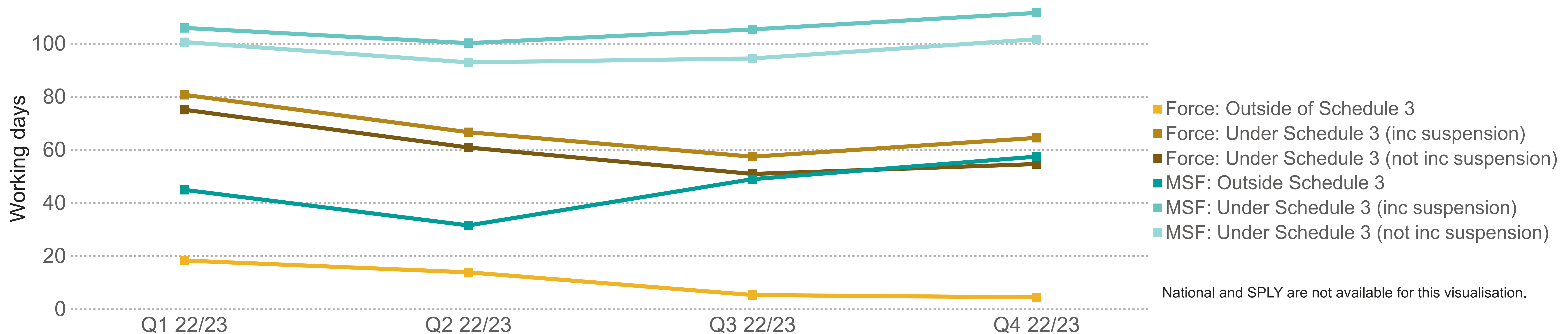
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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

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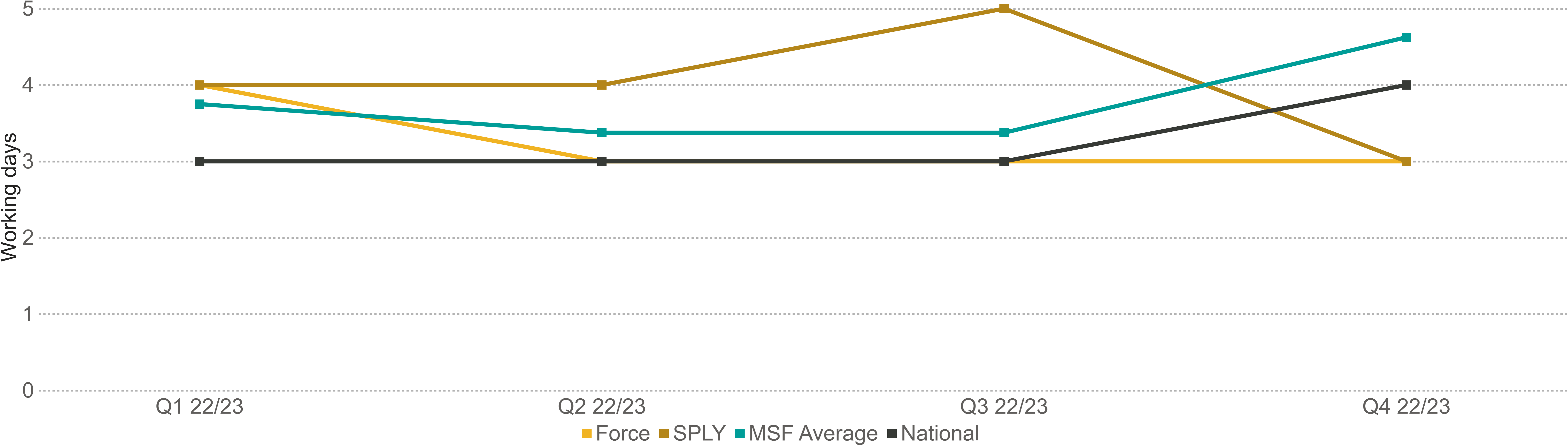
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Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	92		90	125		6,083	
Number referrals completed	92		89	126		6,088	
Decision: Independent Investigation	7	8%	9	6	5%	420	7%
Decision: Directed Investigation	0	0%	1	1	1%	58	1%
Decision: Local Investigation	67	73%	47	81	66%	3,852	63%
Decision: Return to Force	17	18%	31	37	27%	1,679	28%
Decision: Invalid	1	1%	0	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.

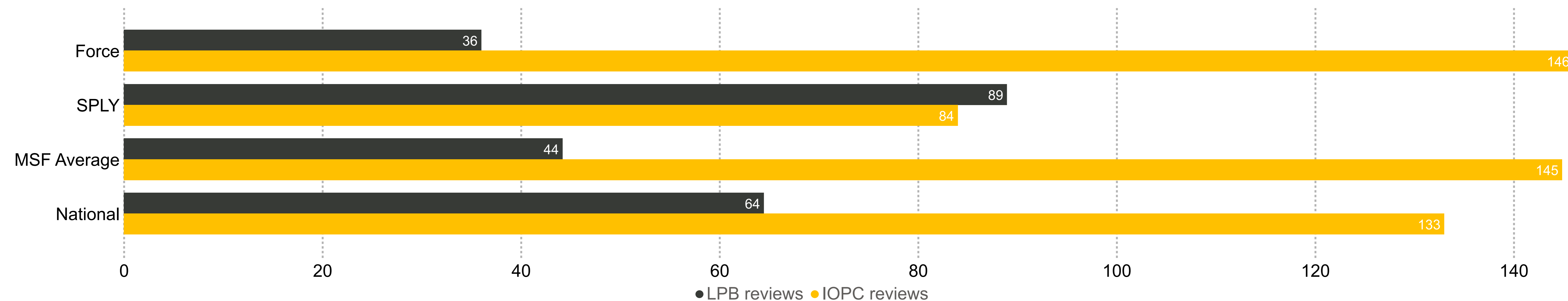
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	921	183	20 %	0	129	13	41
SPLY	707	129	18 %	0	93	15	21
MSF Average	804	169	21 %	1	114	28	27
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	36	89	44	64
Average number of working days to complete IOPC reviews	146	84	145	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	0		0	142	3	2
SPLY	0		0	86	6	7
MSF Average			8			9
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	3	3	100
SPLY			0	6	6	100
MSF Average			25			62
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.

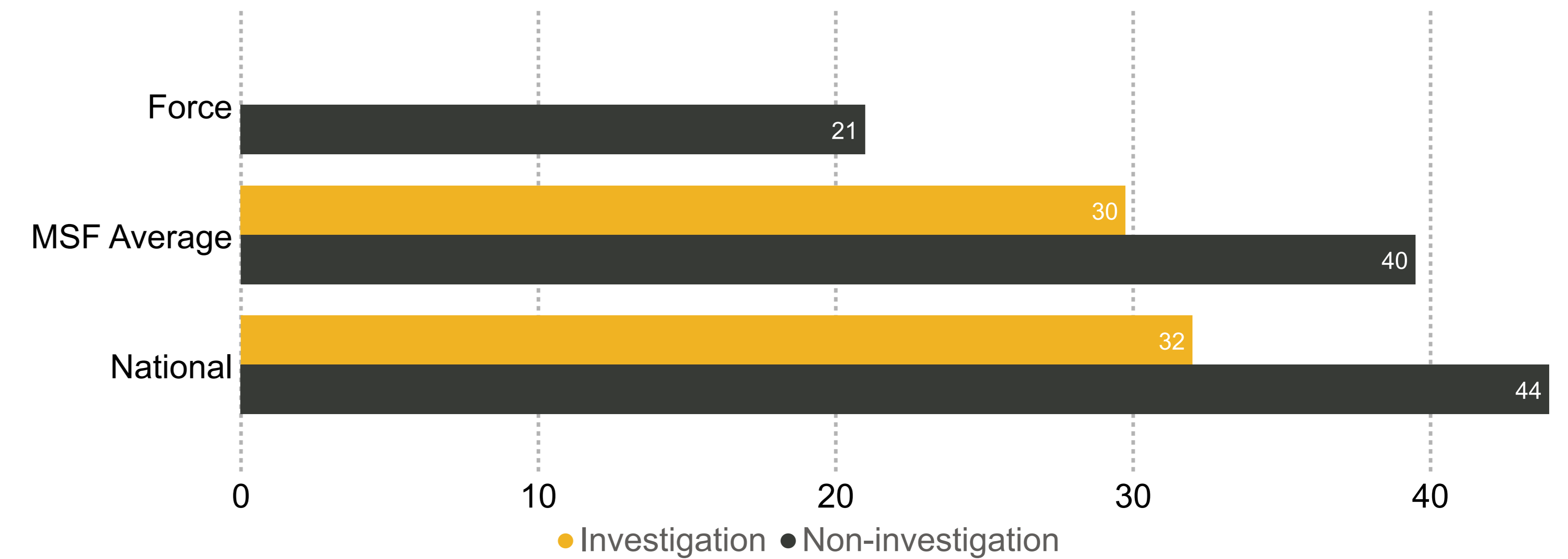
IOPC reviews found not reasonable and proportionate

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	10	0
MSF Average	18	6
National	551	178

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	29	6
MSF Average	19	6
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	0	0	0	0
MSF Average	6	1	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	1	17
MSF Average	6	4	
National	421	318	75

Percentages not available for MSF group average

Police Complaints Information Bulletin

Appropriate Authority: Leicestershire

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	4	2 %	6	3 %	6	1 %	173	0 %
Learning from reflection	28	11 %	24	13 %	41	5 %	1064	2 %
Policy review	0	0 %	1	1 %	1	0 %	35	0 %
Goodwill gesture	32	12 %	2	1 %	7	2 %	150	0 %
Apology	37	14 %	25	13 %	56	6 %	4546	9 %
Debrief	0	0 %	0	0 %	7	0 %	433	1 %
Explanation	152	58 %	89	47 %	533	44 %	27778	58 %
No further action	11	4 %	44	23 %	211	30 %	9943	21 %
Other action	0	0 %	3	2 %	35	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	33	4 %	30	4 %	21	2 %	547	2 %
Apology	78	8 %	18	3 %	41	5 %	1876	6 %
Debrief	0	0 %	0	0 %	1	0 %	343	1 %
Explanation	461	50 %	13	2 %	254	38 %	14021	46 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	18	0 %
No further action	280	30 %	577	82 %	410	46 %	12107	40 %
Other action	2	0 %	28	4 %	33	3 %	567	2 %
Learning from reflection	179	19 %	183	26 %	114	14 %	3415	11 %
Referral to RPRP	7	1 %	12	2 %	16	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	3	33 %	3	27 %	3	25 %	113	24 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	6	1 %
Other actions following a case to answer decision	6	67 %	1	9 %	1	13 %	24	5 %
Referral to RPRP	0	0 %	6	55 %	3	31 %	113	24 %

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 \(February 2020\)](#).