

Police Complaints Information Bulletin

Appropriate Authority: Metropolitan

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

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

About this bulletin

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

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

Contents

Section A1.1: Complaint cases logged and initial handling

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

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

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

Section A2: Allegations timeliness

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

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

Section A4: Complaint cases timeliness

Section B (removed)

Section C: Referrals

Section D1: Reviews received

Section D2: Reviews timeliness

Section D3: Decisions on LPB reviews

Section D4: Decisions on IOPC reviews

Section E1.1: Allegation actions – on complaint cases handled outside of Schedule 3

Section E1.2: Allegation actions – on complaint cases handled under Schedule 3

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	5	4
SPLY	9	8
MSF Average	6	5
National	5	4

To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	5	4
SPLY	9	8
MSF Average	4	4
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

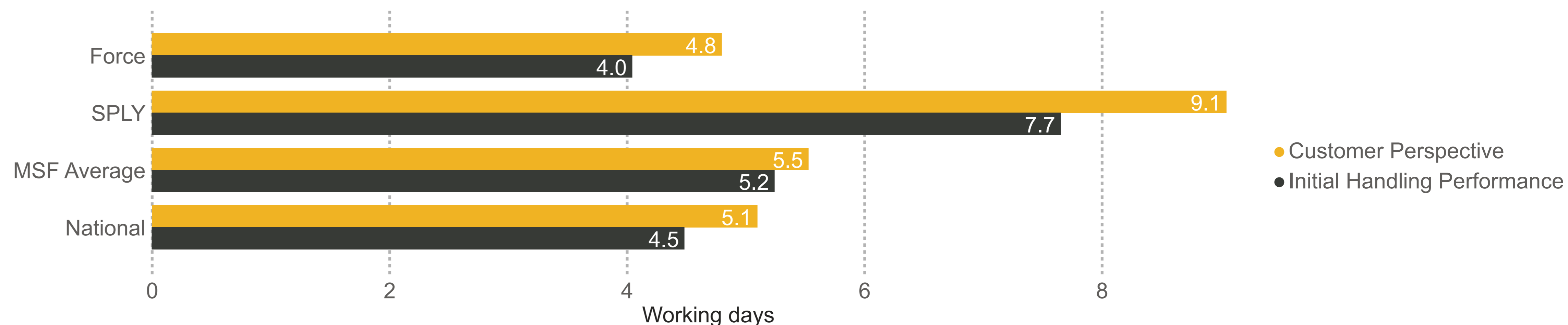
	Force	SPLY	MSF Average	National
Complaint cases logged	11,779	7,219	5,328	81,142
No. of complaint cases logged per 1,000 employees	247	155	269	329

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

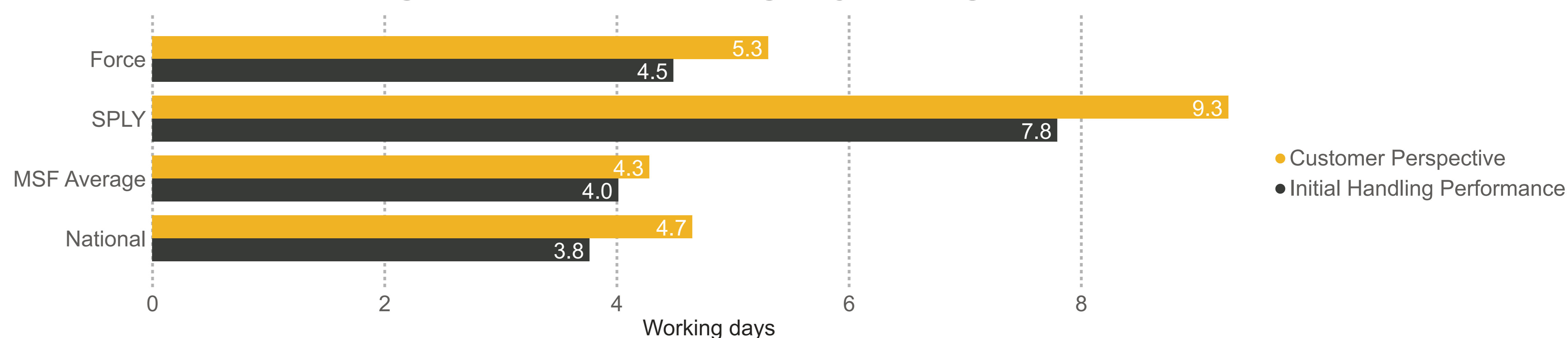
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	1,165	34 %	1,914	33 %	576	31 %	13,120	41 %
Complainant wishes the complaint be recorded	1,398	41 %	3,296	57 %	435	17 %	7,333	23 %
Dissatisfaction after initial handling	271	8 %	44	1 %	276	21 %	4,849	15 %
Nature of the allegation(s) in the complaint	577	17 %	543	9 %	420	31 %	6,318	20 %

Average number of working days to contact complainants



Average number of working days to log complaint cases



Police Complaints Information Bulletin

Appropriate Authority: Metropolitan

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

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.

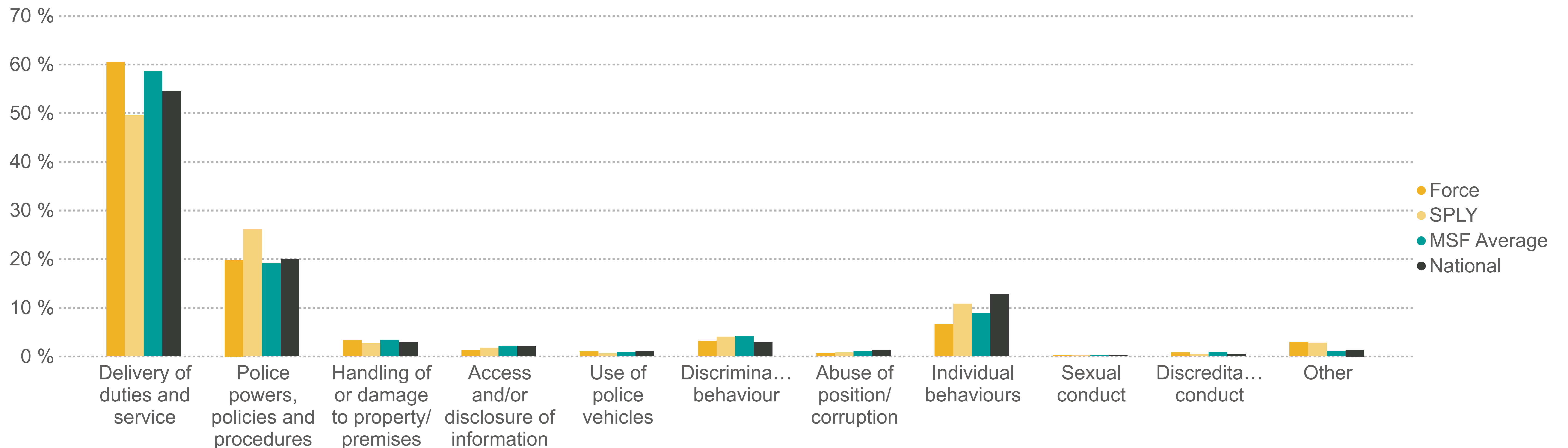
Due to some allegations not having a recorded category, the totals differ in the two tables.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	20,202	16,145	8,376	134,952
No. of allegations logged per 1,000 employees	424	346	393	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	12,200	3,990	652	245	199	646	126	1,346	50	156	592	20,202
SPLY	8,007	4,227	432	290	97	644	128	1,745	43	82	450	16,145
MSF Average	4,970	1,621	276	142	75	307	69	661	21	70	164	8,376
National	73,646	27,072	3,983	2,790	1,436	4,062	1,676	17,353	293	743	1,855	134,909
Force	60 %	20 %	3 %	1 %	1 %	3 %	1 %	7 %	0 %	1 %	3 %	100 %
SPLY	50 %	26 %	3 %	2 %	1 %	4 %	1 %	11 %	0 %	1 %	3 %	100 %
MSF Average	59 %	19 %	3 %	2 %	1 %	4 %	1 %	9 %	0 %	1 %	1 %	100 %
National	55 %	20 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



Police Complaints Information Bulletin

Appropriate Authority: Metropolitan

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



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

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

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	Total	12,200	60 %	8,007	50 %	4,970	59 %	73,645	55 %	
	Police action following contact	3,480	29 %	2,393	30 %	2,257	61 %	32,666	44 %	
	Decisions	1,170	10 %	1,148	14 %	430	8 %	9,307	13 %	
	General level of service	6,913	57 %	3,983	50 %	2,039	27 %	24,653	33 %	
Police powers, policies and procedures	Information	637	5 %	483	6 %	245	5 %	7,019	10 %	
	Total	3,990	20 %	4,227	26 %	1,621	19 %	27,071	20 %	
	Stops, and stop and search	517	13 %	682	16 %	161	7 %	1,578	6 %	
	Searches of premises and seizure of property	382	10 %	406	10 %	186	14 %	3,569	13 %	
	Power to arrest and detain	655	16 %	715	17 %	265	16 %	4,388	16 %	
	Detention in police custody	446	11 %	496	12 %	199	13 %	3,674	14 %	
	Bail, identification and interview procedures	82	2 %	82	2 %	39	3 %	1,115	4 %	
	Use of force	991	25 %	1,233	29 %	460	32 %	7,280	27 %	
	Evidential procedures	366	9 %	289	7 %	115	5 %	1,967	7 %	
	Out of court disposals	43	1 %	19	0 %	13	0 %	430	2 %	
	Other policies and procedures	508	13 %	305	7 %	185	10 %	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 %	
	Handling of or damage to property/ premises	Total	652	3 %	432	3 %	276	3 %	3,759	3 %
Handling of or damage to property/ premises		652	100 %	432	100 %	276	100 %	3,759	94 %	
Discriminatory behaviour	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %	
	Total	646	3 %	644	4 %	307	4 %	4,062	3 %	
	Age	2	0 %	5	1 %	3	1 %	42	1 %	
	Disability	40	6 %	57	9 %	32	13 %	680	17 %	
	Gender reassignment	6	1 %	3	0 %	3	1 %	42	1 %	
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	5	0 %	
	Pregnancy and maternity	0	0 %	2	0 %	0	0 %	3	0 %	
	Race	477	74 %	473	73 %	210	66 %	2,266	56 %	
	Religion or belief	15	2 %	19	3 %	10	3 %	98	2 %	
	Sex	50	8 %	31	5 %	27	9 %	513	13 %	
	Sexual orientation	14	2 %	15	2 %	5	2 %	112	3 %	
	Other	42	7 %	39	6 %	17	5 %	301	7 %	
	Individual behaviours	Total	1,346	7 %	1,745	11 %	661	9 %	17,351	13 %
		Unprofessional attitude and disrespect	530	39 %	645	37 %	236	34 %	5,020	29 %
Lack of fairness and impartiality		123	9 %	200	11 %	63	10 %	2,638	15 %	
Overbearing or harassing behaviours		159	12 %	233	13 %	85	14 %	3,089	18 %	
Impolite language / tone		340	25 %	359	21 %	188	29 %	4,517	26 %	
Impolite and intolerant actions		194	14 %	308	18 %	89	13 %	2,087	12 %	

Police Complaints Information Bulletin

Appropriate Authority: Metropolitan

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



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	601	1,168	106	16	6	80	10	103	9	7	20	2,126
Call Handling	657	19	0	6	1	11	1	71	0	0	6	772
Child protection / CSA / CSE	95	29	0	7	0	2	1	10	1	1	4	150
Coronavirus – other	21	10	0	0	0	1	0	2	0	0	1	35
Coronavirus – police powers on restricti	1	2	0	0	1	0	0	1	0	0	0	5
Covert policing	12	2	0	0	0	1	1	0	0	1	1	18
Custody	216	491	36	5	0	20	5	36	11	6	16	842
Death	117	8	11	1	0	2	0	10	0	1	0	150
Domestic / gender abuse	246	62	1	8	0	10	4	22	4	16	6	379
Drugs / alcohol	30	22	2	1	0	6	2	8	2	4	1	78
Firearms	33	29	5	0	1	1	0	1	0	0	0	70
Fraud	25	2	0	0	0	0	0	0	0	1	1	29
Hate Crime	29	7	0	0	0	20	0	1	0	0	0	57
Investigation	6,008	689	159	96	3	184	35	323	3	23	67	7,590
Mental health	165	104	11	3	2	20	1	33	0	1	19	359
Missing persons	69	13	3	1	0	8	0	5	0	0	1	100
Neighbourhood policing	485	46	2	6	1	21	5	64	0	6	16	652
None	2,894	408	226	97	52	133	53	457	11	70	379	4,780
Police dogs or horses	2	7	0	0	0	0	1	0	0	0	2	12
Premises search	101	271	74	2	0	7	1	25	0	0	1	482
Public order incident	69	77	2	0	1	4	1	23	0	1	3	181
Restraint equipment	25	226	2	0	2	4	0	0	0	0	4	263
Roads/traffic	582	194	32	2	132	63	1	115	1	6	37	1,165
Serious injury	4	14	0	0	1	0	0	0	1	0	1	21
Social media	17	5	0	3	0	3	1	6	0	3	5	43
Stop and/or search	234	737	33	3	2	109	4	95	5	10	6	1,238
Taser	10	33	0	0	0	3	0	3	0	0	0	49
Unknown	11	2	0	0	0	11	0	0	0	0	0	24
VAWG - dissatisfaction handling	410	42	2	5	0	14	1	22	1	3	10	510
VAWG - police perpetrated	13	10	0	0	0	1	10	7	22	17	2	82
VAWG - police victim	4	2	0	0	0	0	0	0	3	2	2	13

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.

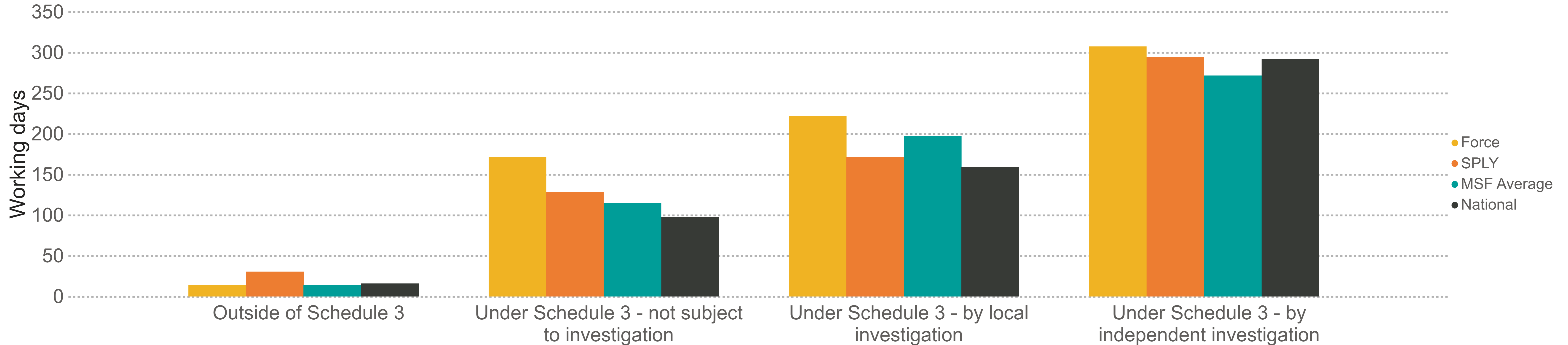
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	14	30	14	16
Under Schedule 3 - not subject to investigation	171	128	115	98
Under Schedule 3 - by local investigation	222	172	197	159
Under Schedule 3 - by directed investigation	0	0	0	447
Under Schedule 3 - by independent investigation	307	295	272	292

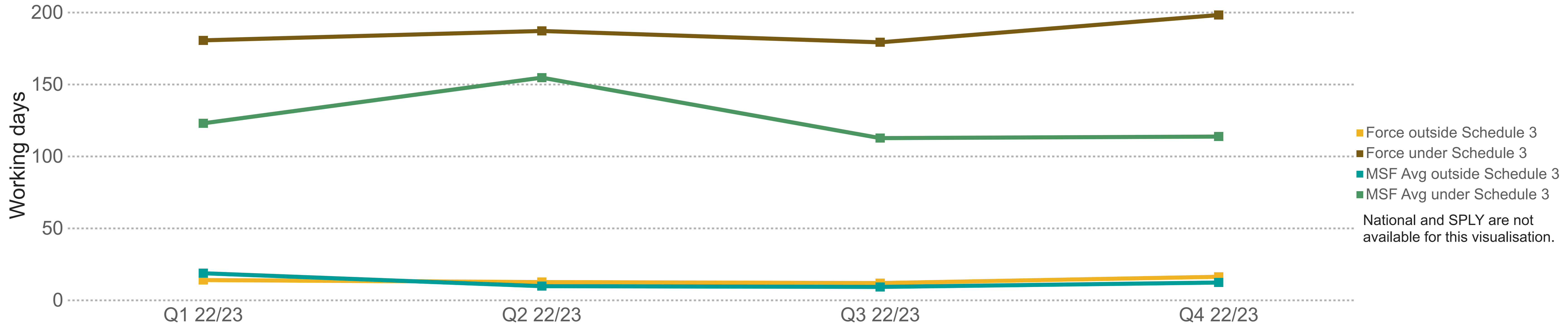
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated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



Police Complaints Information Bulletin

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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)	2,809	14 %	851	7 %	15,536	12 %
Under Schedule 3 investigated (subject to special procedures)	639	3 %	202	2 %	1,562	1 %
Under Schedule 3 - not investigated	8,348	41 %	3751	45 %	54,707	43 %
Outside of Schedule 3	8,560	42 %	3922	46 %	55,524	44 %
Total	20,356	100 %	8725	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					6 %	476	9 %	4,797	1 %	8	1 %	20	3 %	92	5 %	727
Regulation 41 applies							0 %	53					0 %	12	1 %	92
Service provided - unable to determine			0 %	1	8 %	644	7 %	3,776	1 %	8	1 %	12	6 %	175	6 %	921
Service provided - not acceptable					14 %	1154	14 %	7,640	3 %	22	4 %	66	10 %	279	12 %	1,909
Service provided - acceptable					70 %	5867	67 %	36,437	27 %	171	21 %	321	77 %	2163	74 %	11,422
Not Resolved	22 %	1871	8 %	4,590												
Resolved	78 %	6689	92 %	50,931												
No Case to Answer									50 %	319	47 %	736				
Case to Answer									15 %	98	24 %	372				
Withdrawal					2 %	206	4 %	1,988	2 %	12	2 %	34	3 %	88	3 %	458
Total	42 %	8560	44 %	55,522	41 %	8347	43 %	54,691	3 %	638	1 %	1,561	14 %	2809	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	275	113	19	14	2	25	13	40	5	13	57	576
Regulation 41 applies	7	3	0	0	0	1	0	1	0	0	0	12
Service provided - unable to determine	396	132	27	13	8	25	5	185	5	3	28	827
Service provided - not acceptable	948	234	57	26	6	12	7	154	0	1	10	1,455
Service provided - acceptable	4,064	2,531	174	151	25	420	30	622	20	29	135	8,201
Not Resolved	1,218	288	40	11	23	43	14	114	1	9	110	1,871
Resolved	4,833	761	323	44	126	38	16	335	0	14	199	6,689
No Case to Answer	78	120	3	4	2	42	15	20	5	18	12	319
Case to Answer	24	45	1	5	1	4	3	11	2	2	0	98
Withdrawal	163	76	9	2	2	16	1	28	0	3	6	306

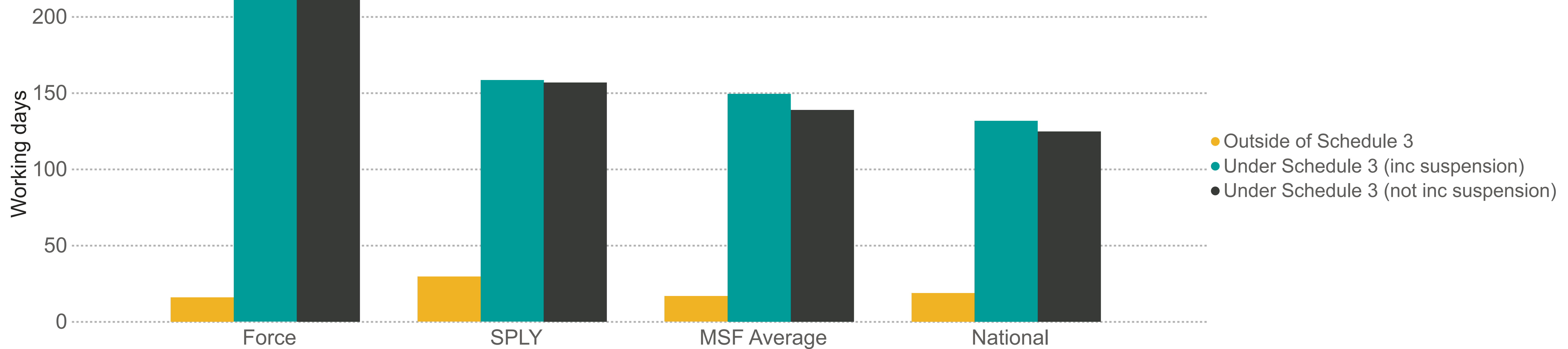
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	16	30	17	19
Under Schedule 3 (inc suspension)	217	158	149	132
Under Schedule 3 (not inc suspension)	214	157	139	125

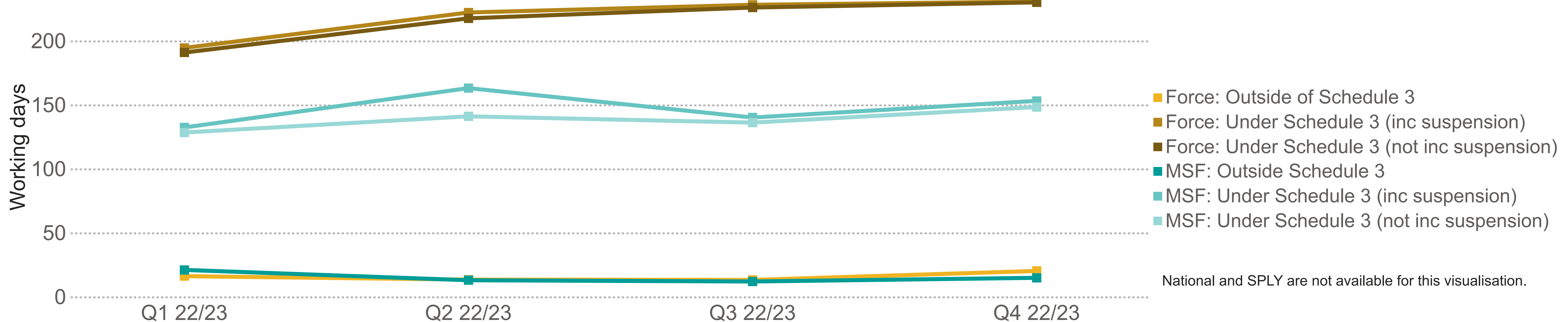
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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



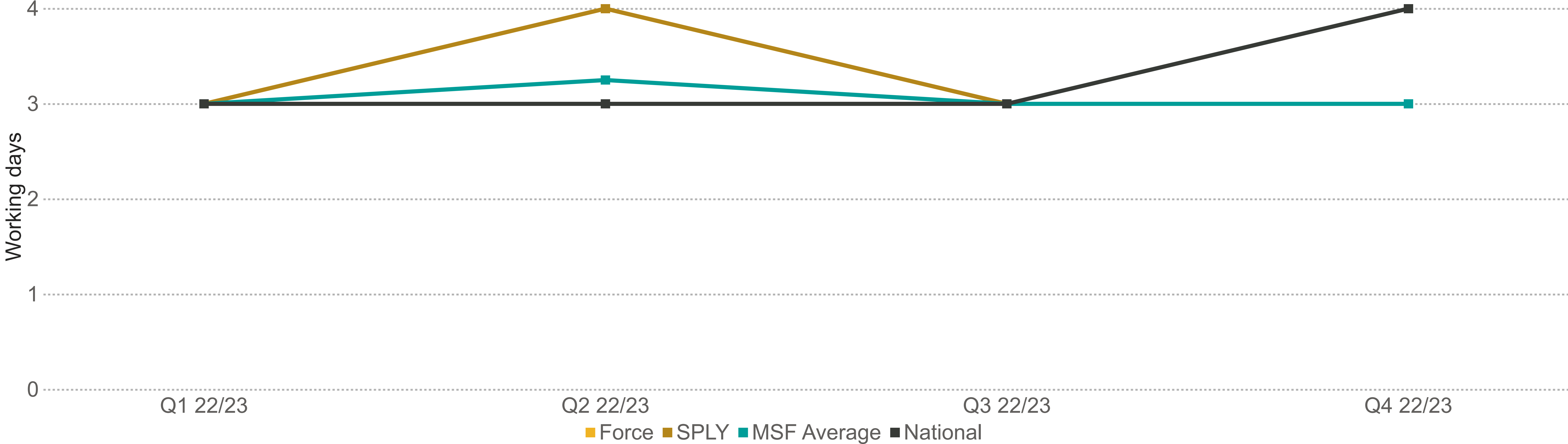
Average number of working days to finalise complaint cases by quarter



Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	1,369		1,061	524		6,083	
Number referrals completed	1,371		1,053	525		6,088	
Decision: Independent Investigation	81	6%	91	40	9%	420	7%
Decision: Directed Investigation	11	1%	4	5	1%	58	1%
Decision: Local Investigation	962	70%	727	359	66%	3,852	63%
Decision: Return to Force	306	22%	222	118	23%	1,679	28%
Decision: Invalid	9	1%	6	3	0%	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.

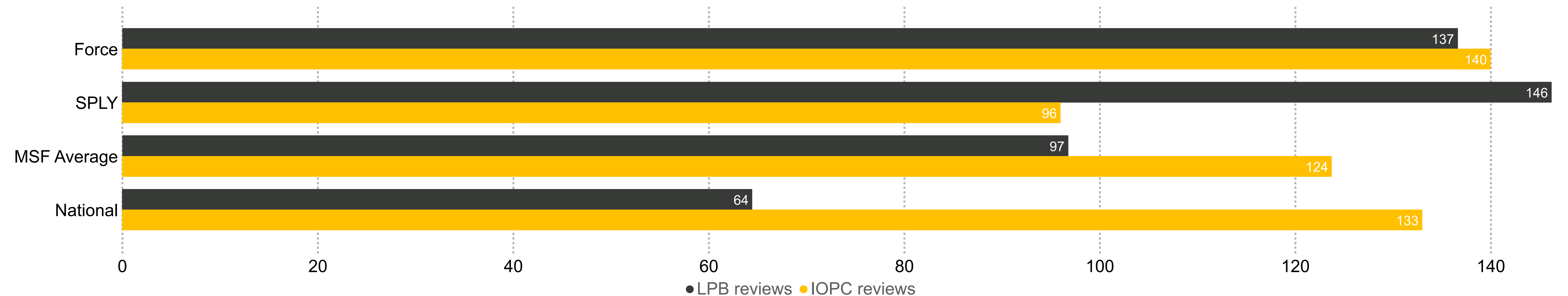
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	4,722	840	18 %	6	493	134	207
SPLY	5,296	1,075	20 %	139	611	189	136
MSF Average	2,079	440	24 %	3	273	53	111
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	137	146	97	64
Average number of working days to complete IOPC reviews	140	96	124	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 \(February 2020\)](#).

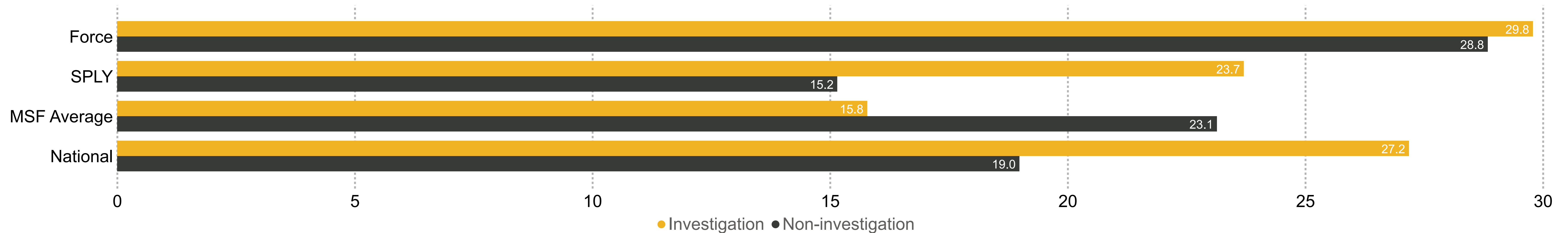
Reviews with 'invalid dates' have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

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	47	14	30	645	186	29
SPLY	270	64	24	330	50	15
MSF Average			16			23
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	14	13	93	186	174	94
SPLY	64	54	84	50	45	90
MSF Average			48			92
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.

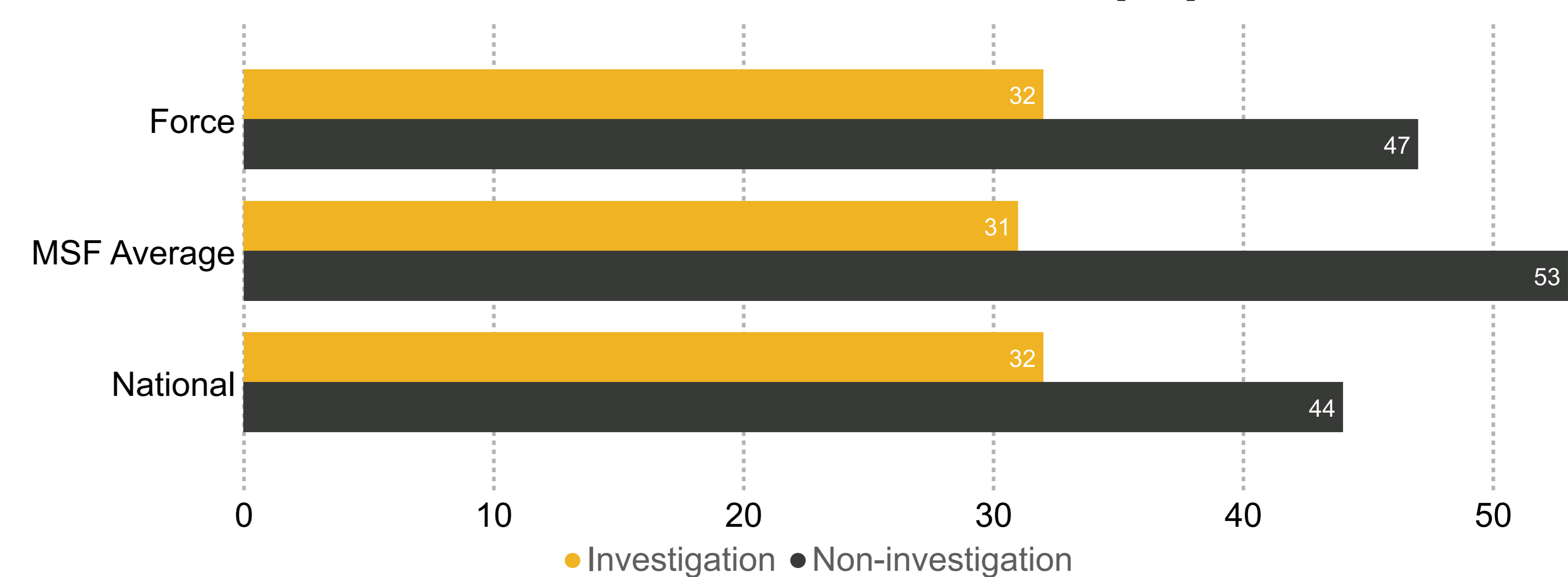
IOPC reviews found not reasonable and proportionate

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	111	35
MSF Average	44	15
National	551	178

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	189	88
MSF Average	102	53
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	35	3	19	54
MSF Average	15	2	9	
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	88	65	74
MSF Average	53	43	
National	421	318	75

Percentages not available for MSF group average

Police Complaints Information Bulletin

Appropriate Authority: Metropolitan

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	2	0 %	6	0 %	3	0 %	173	0 %
Learning from reflection	67	1 %	46	3 %	37	1 %	1064	2 %
Policy review	3	0 %	1	0 %	2	0 %	35	0 %
Goodwill gesture	25	0 %	0	0 %	12	0 %	150	0 %
Apology	994	12 %	120	9 %	359	9 %	4546	9 %
Debrief	84	1 %	7	1 %	33	1 %	433	1 %
Explanation	4262	53 %	652	49 %	1741	46 %	27778	58 %
No further action	1956	24 %	427	32 %	1071	28 %	9943	21 %
Other action	584	7 %	46	3 %	379	15 %	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	71	2 %	109	2 %	21	1 %	547	2 %
Apology	317	7 %	224	4 %	114	4 %	1876	6 %
Debrief	10	0 %	49	1 %	43	3 %	343	1 %
Explanation	2354	50 %	1828	35 %	963	42 %	14021	46 %
Unsatisfactory Performance Procedure (UPP)	5	0 %	0	0 %	2	0 %	18	0 %
No further action	1929	41 %	2953	56 %	888	46 %	12107	40 %
Other action	59	1 %	50	1 %	29	2 %	567	2 %
Learning from reflection	693	15 %	773	15 %	229	8 %	3415	11 %
Referral to RPRP	359	8 %	356	7 %	98	3 %	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	24	16 %	12	8 %	9	15 %	113	24 %
Unsatisfactory Performance Procedure (UPP)	4	3 %	0	0 %	1	3 %	6	1 %
Other actions following a case to answer decision	1	1 %	2	1 %	2	13 %	24	5 %
Referral to RPRP	45	30 %	46	31 %	14	22 %	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 \(February 2020\)](#).