

Police Complaints Information Bulletin

Appropriate Authority: Thames Valley

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

Most Similar Force (MSF) Group: Avon And Somerset, Cambridgeshire, Essex, Hampshire, Hertfordshire, Leicestershire, Sussex, Thames Valley

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

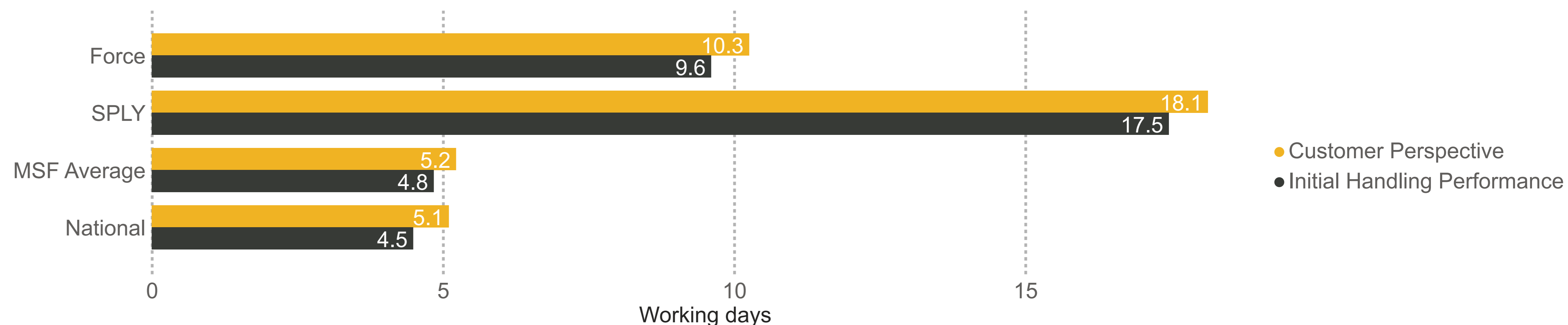
This section presents information relating to the force's contact with customers and their initial handling of the complaint cases. It shows how long, on average, it takes from the customer's perspective from when they made the complaint and the force's performance of the initial handling from when it 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	10	10
SPLY	18	17
MSF Average	5	5
National	5	4

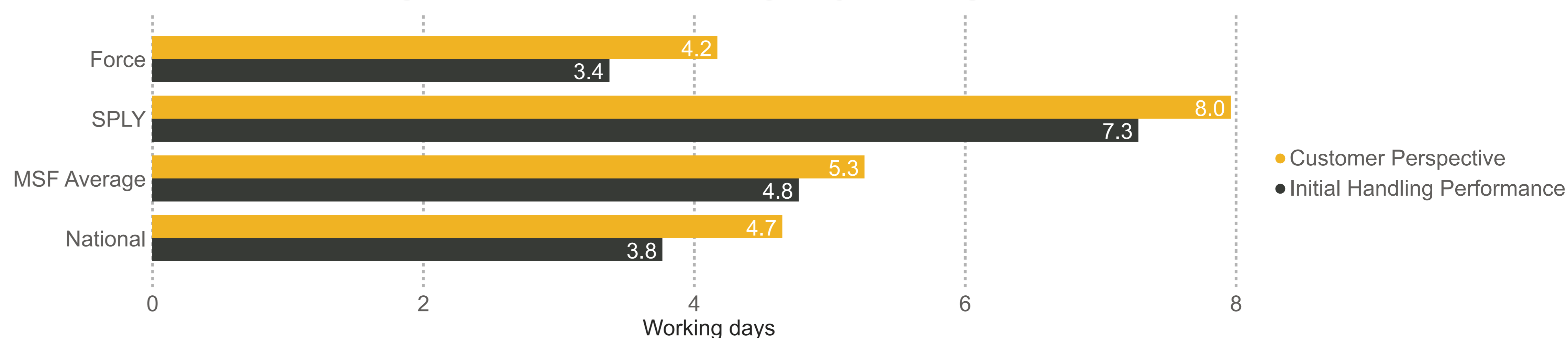
Average number of working days to contact complainants



To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	4	3
SPLY	8	7
MSF Average	5	5
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	3,808	3,512	2,143	81,142
No. of complaint cases logged per 1,000 employees	422	397	379	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	430	27 %	993	51 %	456	46 %	13,120	41 %
Complainant wishes the complaint be recorded	918	57 %	854	44 %	167	14 %	7,333	23 %
Dissatisfaction after initial handling	183	11 %	93	5 %	152	21 %	4,849	15 %
Nature of the allegation(s) in the complaint	91	6 %	22	1 %	146	20 %	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.

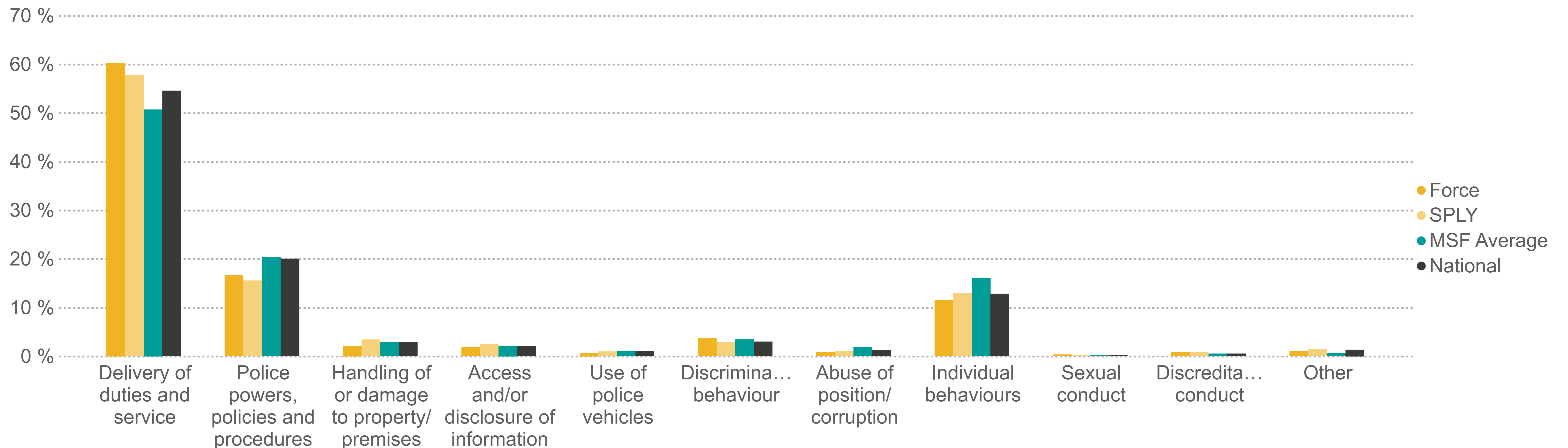
Due to some allegations not having a recorded category, the totals differ in the two tables.

Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	6,744	5,499	3,889	134,952
No. of allegations logged per 1,000 employees	747	622	683	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	4,063	1,119	144	125	45	254	63	778	24	55	74	6,744
SPLY	3,182	856	190	137	54	164	57	712	13	50	84	5,499
MSF Average	2,031	790	106	82	42	134	68	575	8	23	31	3,889
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 %	17 %	2 %	2 %	1 %	4 %	1 %	12 %	0 %	1 %	1 %	100 %
SPLY	58 %	16 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	2 %	100 %
MSF Average	51 %	20 %	3 %	2 %	1 %	3 %	2 %	16 %	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	4,063	60 %	3,182	58 %	2,031	51 %	73,645	55 %
	Police action following contact	1,569	39 %	1,019	32 %	990	51 %	32,666	44 %
	Decisions	371	9 %	315	10 %	298	16 %	9,307	13 %
	General level of service	1,880	46 %	1,613	51 %	511	19 %	24,653	33 %
Police powers, policies and procedures	Information	243	6 %	235	7 %	233	14 %	7,019	10 %
	Total	1,118	17 %	856	16 %	789	20 %	27,071	20 %
	Stops, and stop and search	58	5 %	65	8 %	32	4 %	1,578	6 %
	Searches of premises and seizure of property	137	12 %	97	11 %	100	14 %	3,569	13 %
	Power to arrest and detain	178	16 %	151	18 %	140	18 %	4,388	16 %
	Detention in police custody	95	8 %	75	9 %	102	14 %	3,674	14 %
	Bail, identification and interview procedures	68	6 %	40	5 %	36	5 %	1,115	4 %
	Use of force	305	27 %	244	29 %	202	27 %	7,280	27 %
	Evidential procedures	56	5 %	39	5 %	58	6 %	1,967	7 %
	Out of court disposals	17	2 %	13	2 %	19	2 %	430	2 %
	Other policies and procedures	204	18 %	132	15 %	102	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 %
	Handling of or damage to property/ premises	Total	144	2 %	190	3 %	96	2 %	3,759
Handling of or damage to property/ premises		144	100 %	190	100 %	96	87 %	3,759	94 %
Discriminatory behaviour	Delivery of duties and service	0	0 %	0	0 %	0	0 %	0	0 %
	Total	254	4 %	163	3 %	134	3 %	4,062	3 %
	Age	3	1 %	2	1 %	2	1 %	42	1 %
	Disability	31	12 %	32	20 %	22	16 %	680	17 %
	Gender reassignment	1	0 %	5	3 %	2	1 %	42	1 %
	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	5	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	3	0 %
	Race	154	61 %	90	55 %	72	53 %	2,266	56 %
	Religion or belief	0	0 %	3	2 %	2	2 %	98	2 %
	Sex	34	13 %	22	13 %	19	14 %	513	13 %
	Sexual orientation	4	2 %	0	0 %	4	3 %	112	3 %
	Other	27	11 %	9	5 %	11	8 %	301	7 %
Individual behaviours	Total	778	12 %	712	13 %	575	16 %	17,351	13 %
	Unprofessional attitude and disrespect	288	37 %	279	39 %	170	29 %	5,020	29 %
	Lack of fairness and impartiality	159	20 %	110	15 %	93	15 %	2,638	15 %
	Overbearing or harassing behaviours	188	24 %	167	23 %	118	20 %	3,089	18 %
	Impolite language / tone	83	11 %	92	13 %	126	23 %	4,517	26 %
	Impolite and intolerant actions	60	8 %	64	9 %	68	13 %	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	116	325	6	5	0	23	6	70	1	2	0	554
Call Handling	291	9	0	3	0	13	0	29	0	0	1	346
Child protection / CSA / CSE	65	18	0	5	0	1	0	6	1	0	1	97
Coronavirus – other	1	0	0	0	0	0	0	0	0	1	0	2
Coronavirus – police powers on restricti	1	0	0	0	0	0	0	0	0	0	0	1
Covert policing	2	0	0	0	0	0	0	1	0	0	0	3
Custody	54	114	5	0	0	8	0	27	3	0	2	213
Death	32	1	0	0	0	0	0	2	0	1	1	37
Domestic / gender abuse	252	36	1	8	0	18	10	46	0	3	3	377
Drugs / alcohol	39	4	2	2	0	2	0	5	0	0	0	54
Firearms	9	1	0	0	0	0	0	1	0	0	2	13
Fraud	25	2	0	0	0	0	0	1	0	0	0	28
Hate Crime	15	0	0	0	0	3	1	0	0	0	0	19
Investigation	1,382	100	27	12	1	33	16	82	0	1	3	1,657
Mental health	56	31	4	1	0	3	2	20	0	1	0	118
Missing persons	33	11	1	2	0	0	0	2	0	0	0	49
Neighbourhood policing	279	21	1	4	1	23	3	64	0	0	0	396
None	1,045	222	71	71	6	95	18	314	7	36	53	1,938
Police dogs or horses	0	1	0	0	0	0	0	0	0	0	0	1
Premises search	30	58	15	0	0	2	0	13	0	0	0	118
Public order incident	63	29	2	1	0	3	0	26	0	1	1	126
Restraint equipment	2	13	0	0	0	0	0	0	0	0	0	15
Roads/traffic	267	55	4	4	35	8	4	45	2	3	4	431
Serious injury	1	3	0	0	0	0	0	0	0	0	0	4
Social media	10	4	0	0	0	1	1	0	0	0	1	17
Stop and/or search	17	65	3	2	2	13	0	16	0	0	1	119
Taser	1	11	0	0	0	0	0	0	0	0	0	12
Unknown	7	0	0	0	0	0	1	0	0	0	0	8
VAWG - dissatisfaction handling	99	4	0	0	0	2	1	9	0	0	2	117
VAWG - police perpetrated	0	3	0	0	0	0	0	0	7	2	1	13
VAWG - police victim	0	0	0	0	0	0	0	0	1	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.

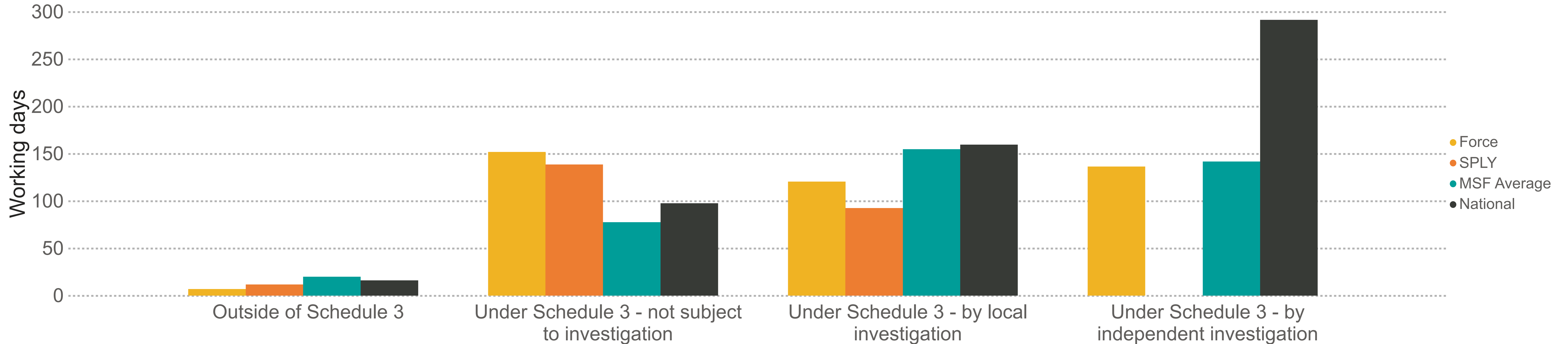
Section A2: Allegations timeliness

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	7	12	20	16
Under Schedule 3 - not subject to investigation	152	139	78	98
Under Schedule 3 - by local investigation	121	93	155	159
Under Schedule 3 - by directed investigation	0	0	0	447
Under Schedule 3 - by independent investigation	137	0	142	292

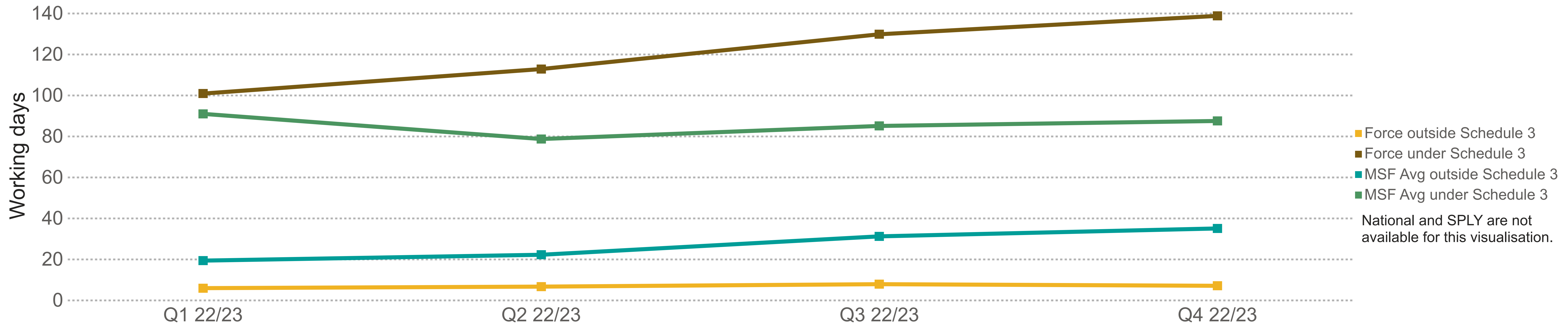
This section presents the time it takes the force to finalise allegations by how they were handled. It gives a breakdown of allegations handled informally outside of Schedule 3 and those that were handled formally by either by investigation or handled other than by investigation. Timeliness is calculated 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 [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)	3,705	62 %	747	17 %	15,536	12 %
Under Schedule 3 investigated (subject to special procedures)	36	1 %	29	1 %	1,562	1 %
Under Schedule 3 - not investigated	79	1 %	1446	43 %	54,707	43 %
Outside of Schedule 3	2,190	36 %	1481	39 %	55,524	44 %
Total	6,010	100 %	3703	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					3 %	2	9 %	4,797	6 %	2	1 %	20	8 %	313	5 %	727
Regulation 41 applies					28 %	22	0 %	53					1 %	25	1 %	92
Service provided - unable to determine			0 %	1	4 %	3	7 %	3,776			1 %	12	4 %	140	6 %	921
Service provided - not acceptable					8 %	6	14 %	7,640	17 %	6	4 %	66	12 %	436	12 %	1,909
Service provided - acceptable					46 %	36	67 %	36,437	8 %	3	21 %	321	72 %	2679	74 %	11,422
Not Resolved	3 %	71	8 %	4,590												
Resolved	97 %	2119	92 %	50,931												
No Case to Answer									36 %	13	47 %	736				
Case to Answer									33 %	12	24 %	372				
Withdrawal					13 %	10	4 %	1,988			2 %	34	3 %	112	3 %	458
Total	36 %	2190	44 %	55,522	1 %	79	43 %	54,691	1 %	36	1 %	1,561	62 %	3705	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	134	73	5	6	2	12	7	68	2	4	4	317
Regulation 41 applies	12	20	1	0	1	3	0	10	0	0	0	47
Service provided - unable to determine	68	21	3	6	2	7	2	28	0	3	3	143
Service provided - not acceptable	306	44	6	10	0	6	3	72	0	1	0	448
Service provided - acceptable	1,360	591	41	65	11	136	33	405	10	26	40	2,718
Not Resolved	56	3	1	1	2	0	0	8	0	0	0	71
Resolved	1,724	154	80	21	31	0	1	84	0	4	20	2,119
No Case to Answer	3	4	0	0	1	0	3	0	0	2	0	13
Case to Answer	0	1	0	1	0	1	0	6	2	1	0	12
Withdrawal	60	20	1	2	1	9	3	21	1	1	3	122

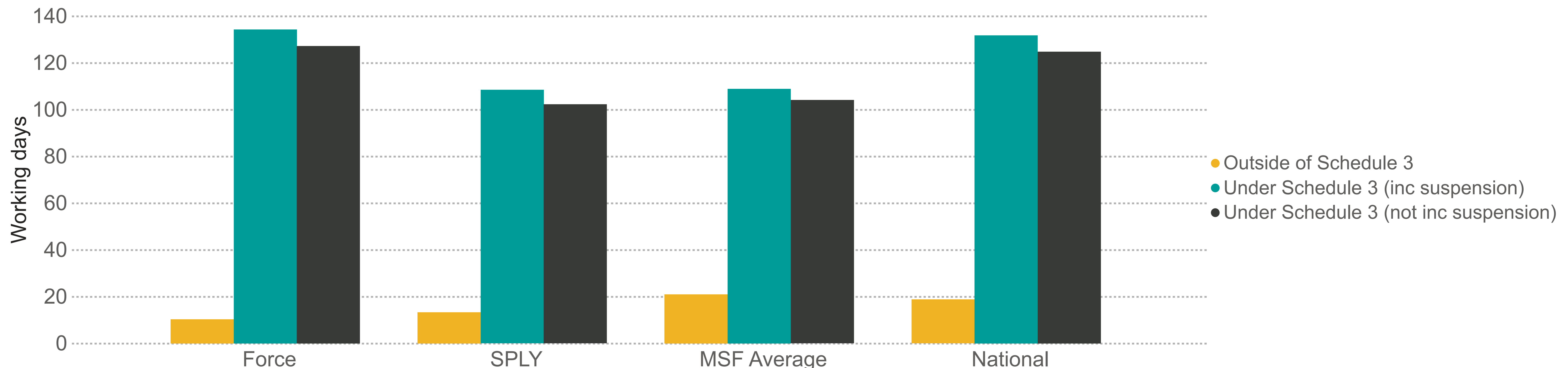
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	SPLY	MSF Average	National
Outside of Schedule 3	10	13	21	19
Under Schedule 3 (inc suspension)	134	108	109	132
Under Schedule 3 (not inc suspension)	127	102	104	125

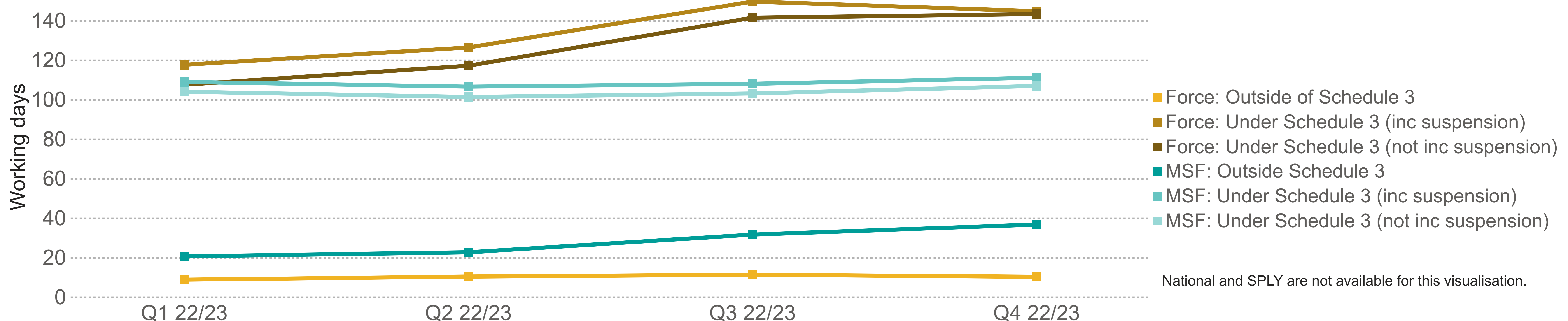
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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



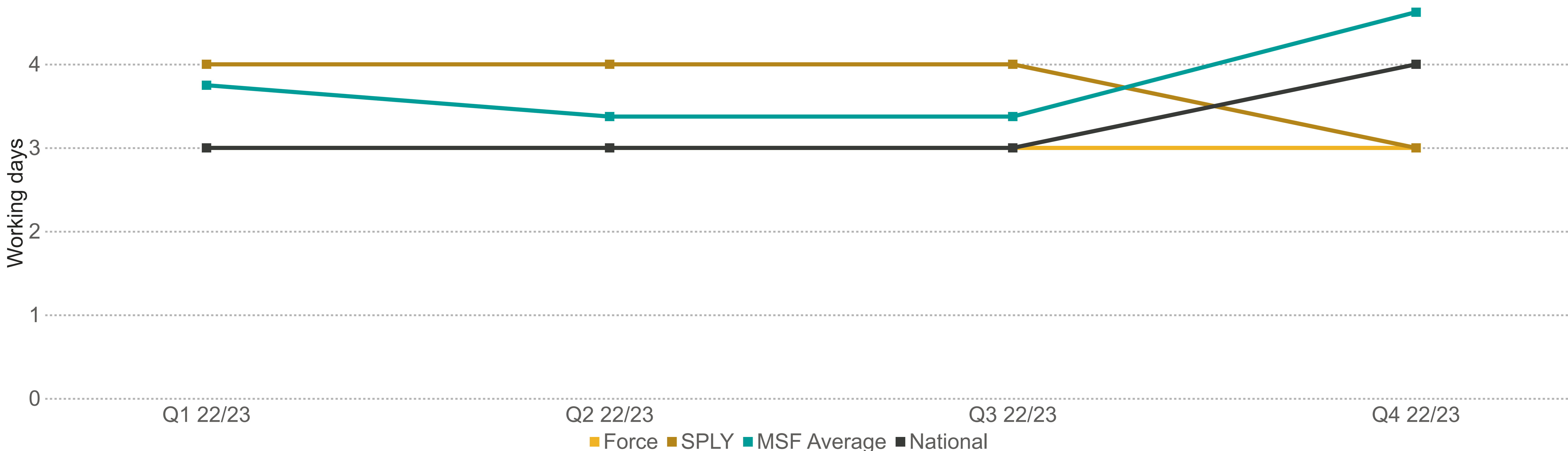
Average number of working days to finalise complaint cases by quarter



Section C: Referrals

	Force	Force %	SPLY	MSF Average	MSF Average %	National	National %
Number referrals received	147		144	139		6,083	
Number referrals completed	144		147	139		6,088	
Decision: Independent Investigation	2	1%	15	7	5%	420	7%
Decision: Directed Investigation	0	0%	1	1	1%	58	1%
Decision: Local Investigation	94	65%	79	90	65%	3,852	63%
Decision: Return to Force	48	33%	50	39	27%	1,679	28%
Decision: Invalid	0	0%	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.

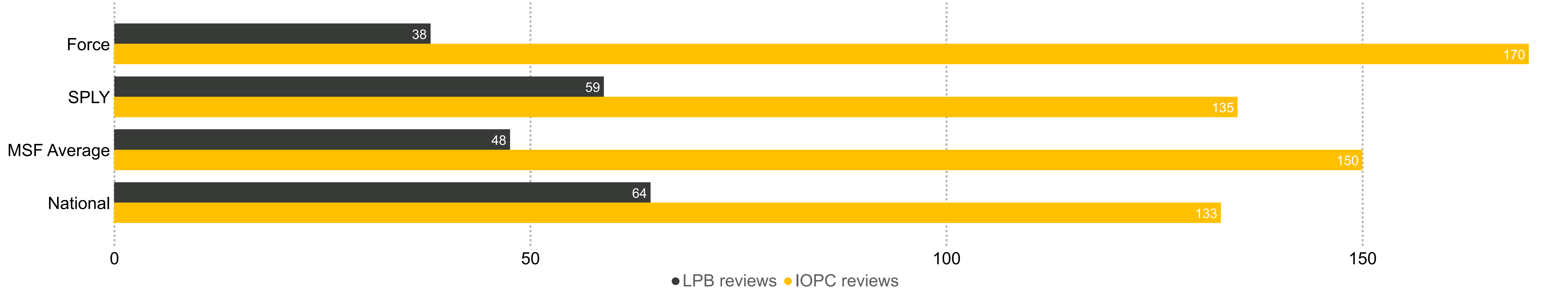
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	1,562	259	17 %	227	11	21	0
SPLY	1,914	315	16 %	288	20	6	1
MSF Average	918	177	20 %	41	87	23	25
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	38	59	48	64
Average number of working days to complete IOPC reviews	170	135	150	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 \(February 2020\)](#).

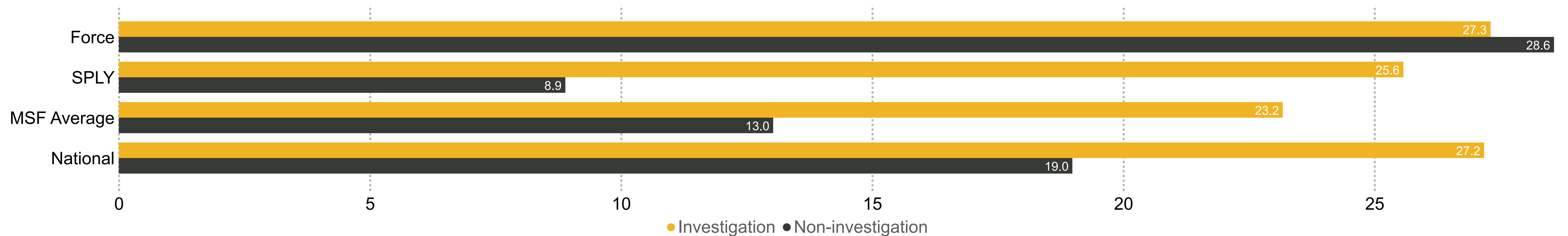
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

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

Force	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	249	68	27	7	2	29
SPLY	262	67	26	45	4	9
MSF Average			23			13
National	574	156	27	4,093	777	19



LPB reviews resulting in recommendations

Force	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force	68	68	100	2	2	100
SPLY	67	66	99	4	4	100
MSF Average			49			73
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.

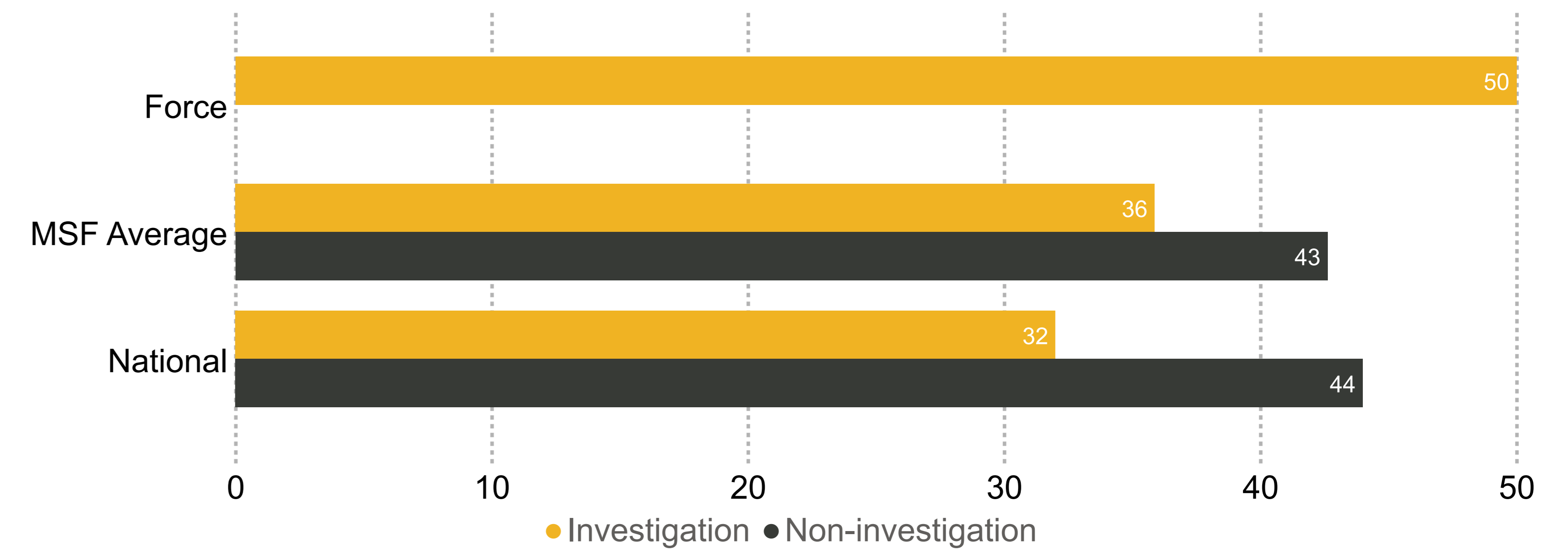
IOPC reviews found not reasonable and proportionate

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	6	3
MSF Average	16	5
National	551	178

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	1	0
MSF Average	16	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	3	2	2	67
MSF Average	5	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	0	0	0
MSF Average	6	4	-
National	421	318	75

Percentages not available for MSF group average

Police Complaints Information Bulletin

Appropriate Authority: Thames Valley

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	10	0 %	2	0 %	11	1 %	173	0 %
Learning from reflection	12	1 %	14	1 %	63	7 %	1064	2 %
Policy review	3	0 %	2	0 %	1	0 %	35	0 %
Goodwill gesture	0	0 %	1	0 %	6	2 %	150	0 %
Apology	627	31 %	494	32 %	145	10 %	4546	9 %
Debrief	30	1 %	33	2 %	11	1 %	433	1 %
Explanation	1013	50 %	756	48 %	743	54 %	27778	58 %
No further action	153	8 %	177	11 %	166	16 %	9943	21 %
Other action	195	10 %	88	6 %	65	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	31	2 %	22	1 %	16	2 %	547	2 %
Apology	81	5 %	56	3 %	59	6 %	1876	6 %
Debrief	4	0 %	1	0 %	1	0 %	343	1 %
Explanation	220	14 %	49	3 %	299	41 %	14021	46 %
Unsatisfactory Performance Procedure (UPP)	7	0 %	4	0 %	1	0 %	18	0 %
No further action	1050	67 %	1107	58 %	460	44 %	12107	40 %
Other action	14	1 %	17	1 %	34	3 %	567	2 %
Learning from reflection	99	6 %	122	6 %	96	12 %	3415	11 %
Referral to RPRP	84	5 %	95	5 %	27	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	6	40 %	1	8 %	4	35 %	113	24 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	6	1 %
Other actions following a case to answer decision	1	7 %	0	0 %	1	13 %	24	5 %
Referral to RPRP	3	20 %	6	50 %	2	20 %	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 \(February 2020\)](#).