

# Police Complaints Information Bulletin: Greater Manchester

**Reporting Period: 01 April 2024 - 30 September 2024 (Q2 2024/25)**

**Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, 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 (where applicable) and with the overall result for all forces (national).

**Please note: Unless stated otherwise, tables within the bulletin consist of 'year-to-date' figures covering all matters being started or completed between the two dates.**

**Q1: 1 April to 30 June, Q2: 1 April to 30 September, Q3: 1 April to 31 December, Q4: 1 April to 31 March**

Where charts refer to separate quarters the dates are: Q1: 1 April to 30 June, Q2: 1 July to 30 September, Q3: October to 31 December, Q4 1 January to 31 March.

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## Acronyms used in this bulletin

**YTD** – Year to date figures, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002

**Nat.** – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

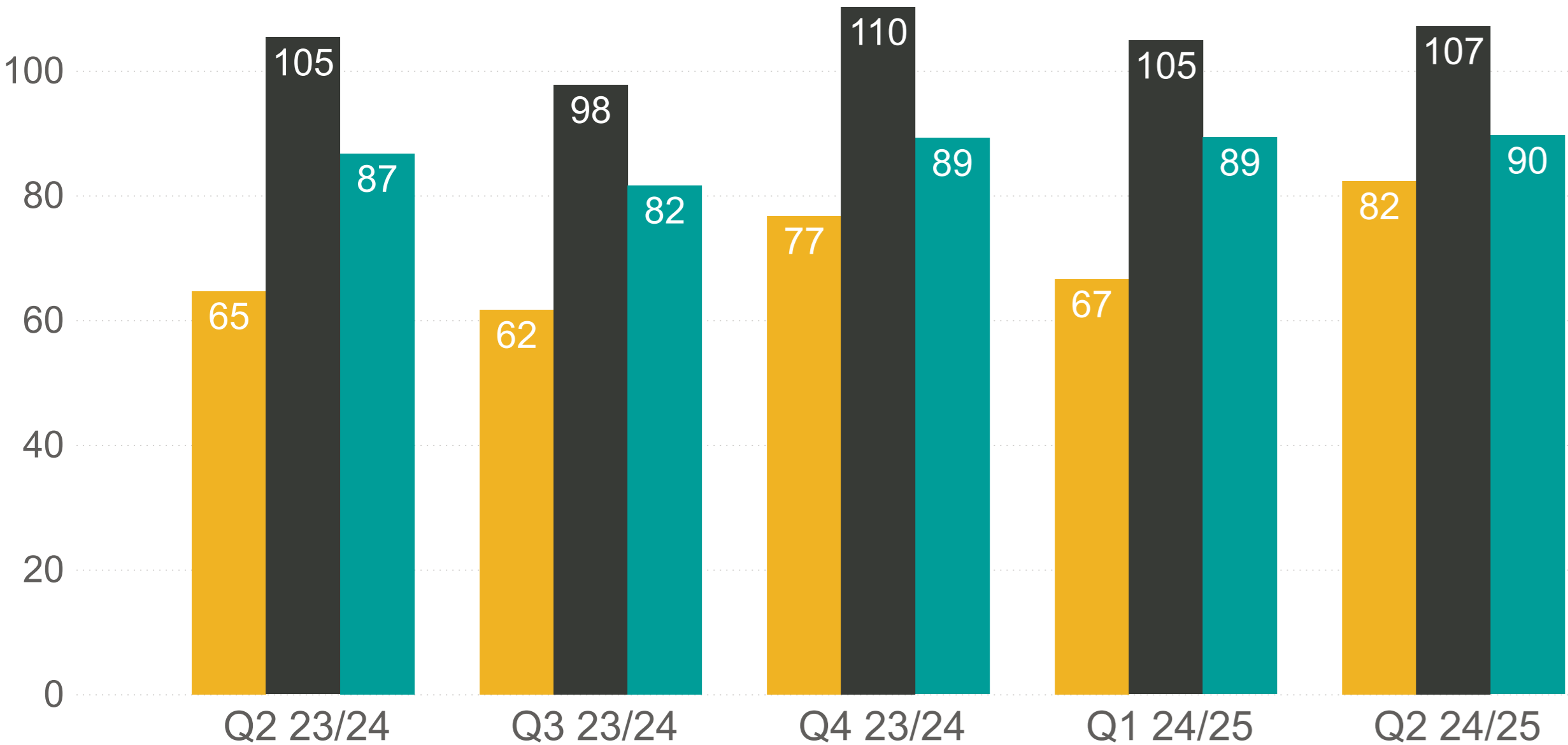
**Section A1.1: Complaint cases and allegations logged**

A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as possible after the complaint has been raised. Average to log/contact is from the customer perspective. Note: Number of employees is a fixed number through the period, therefore complaints and allegations per 1,000 employees is higher for the full period (as in the table) than when broken down in to quarters (as per the charts)

Year to date	Complaint cases logged	Complaints per 1,000 employees	Allegations Logged	Allegations per 1,000 employees	Average working days to contact complainants	Average working days to log complaints
Force	1,941	149	6,630	508	4	4
SPLY	1,597	123	3,956	305	8	9
MSF Average	1,479	212	2,732	364	8	4
National	45,593	179	80,142	314	7	6

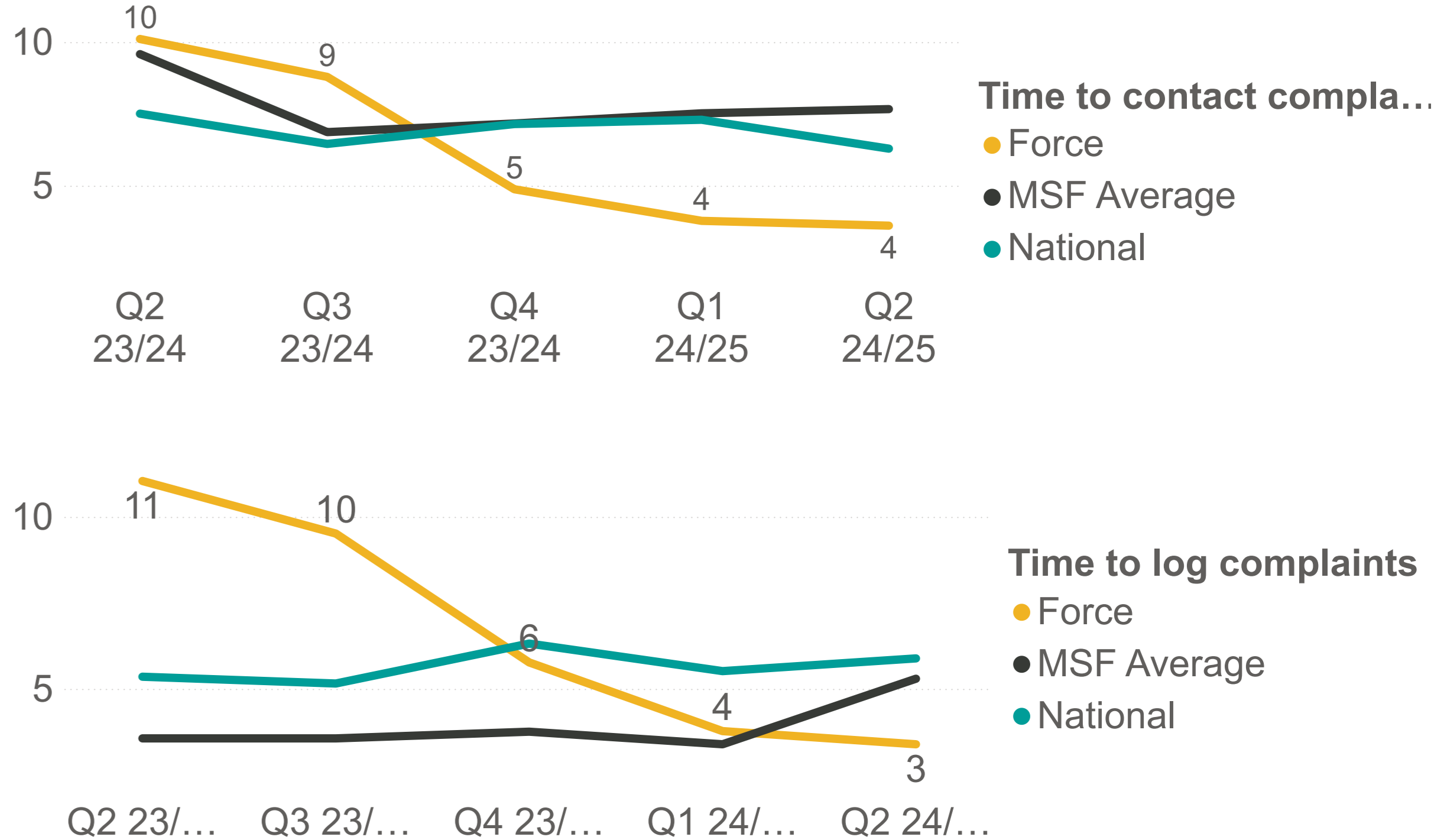
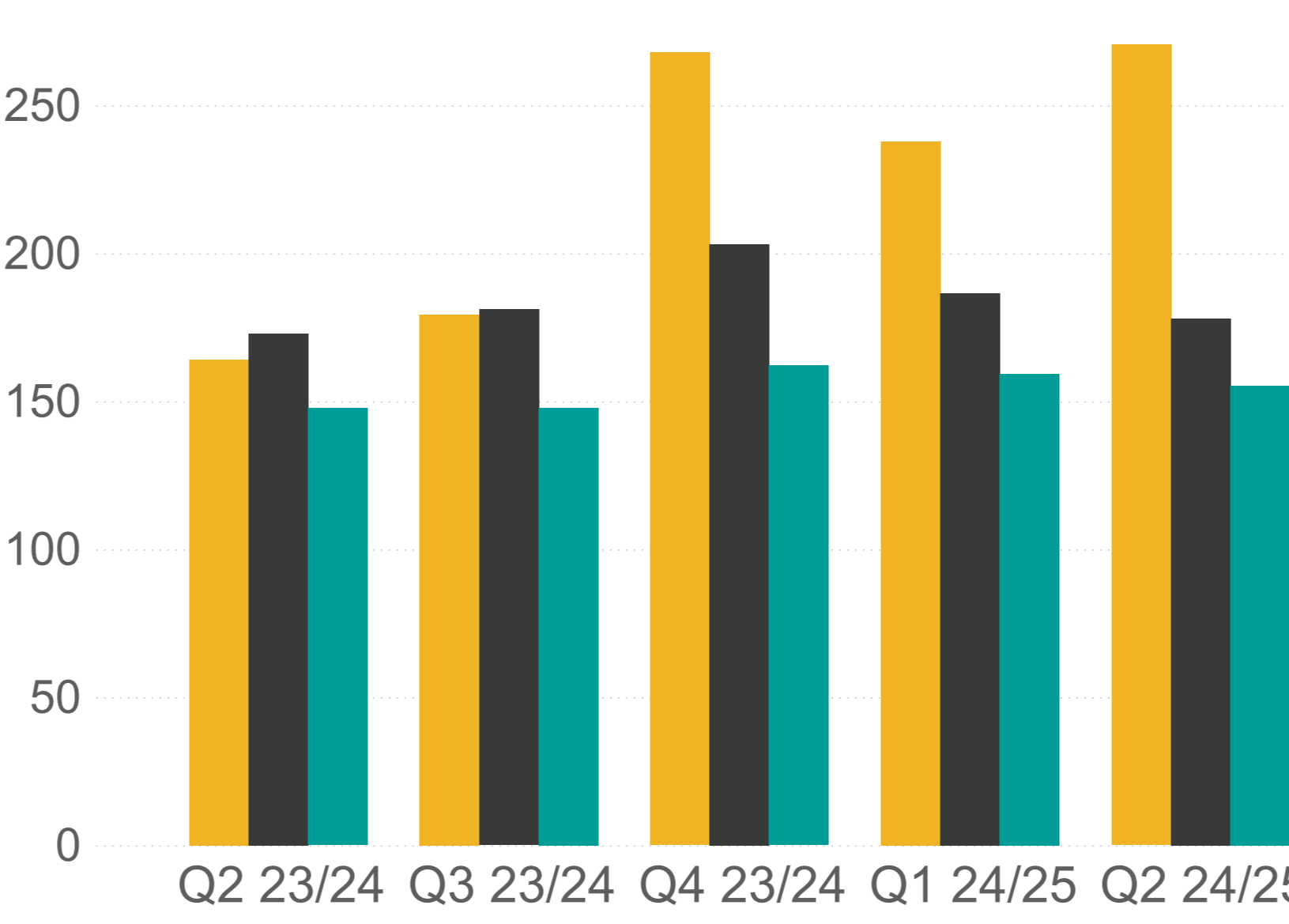
**Complaints logged per 1,000 employees**

● Force ● MSF Average ● National



**Allegations logged per 1,000 employees**

● Force ● MSF Average ● National



**Section A1.2: Reason for complaints to be logged under Schedule 3**

For space reasons some figures in the above charts are not shown

Allegations should have an allegation category applied to them which will identify the root of what the allegation is about.

Forces can handle a complaint informally (known as Outside of Schedule 3), this should be used to deal with lower level complaints.

If a complaint is handled formally under Schedule 3, the force should record the reason why.

For more information on Schedule 3 of the Police Reform Act see here:

[Guidance on capturing data about police complaints.](#)

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	430	514	92	6,798
Complainant wishes the complaint be recorded	207	109	153	2,795
Dissatisfaction after initial handling	108	130	56	2,316
Nature of the allegation(s) in the complaint	116	98	151	3,441
<b>Total</b>	<b>861</b>	<b>851</b>	<b>452</b>	<b>15,350</b>

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	50 %	60 %	21 %	44 %
Complainant wishes the complaint be recorded	24 %	13 %	27 %	18 %
Dissatisfaction after initial handling	13 %	15 %	20 %	15 %
Nature of the allegation(s) in the complaint	13 %	12 %	32 %	22 %

**Section A1.3: Allegations logged – what has been complained about (YTD)**

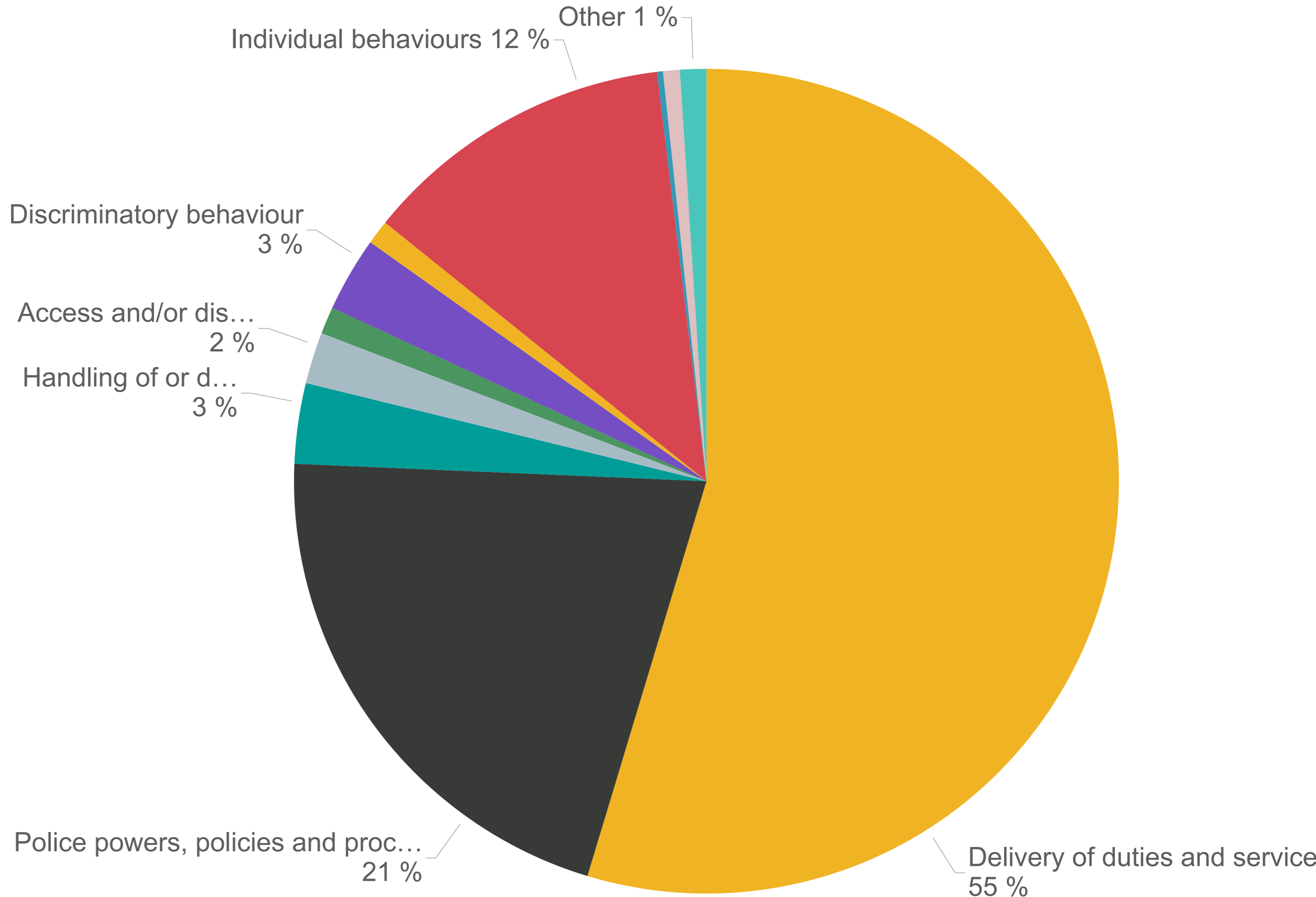
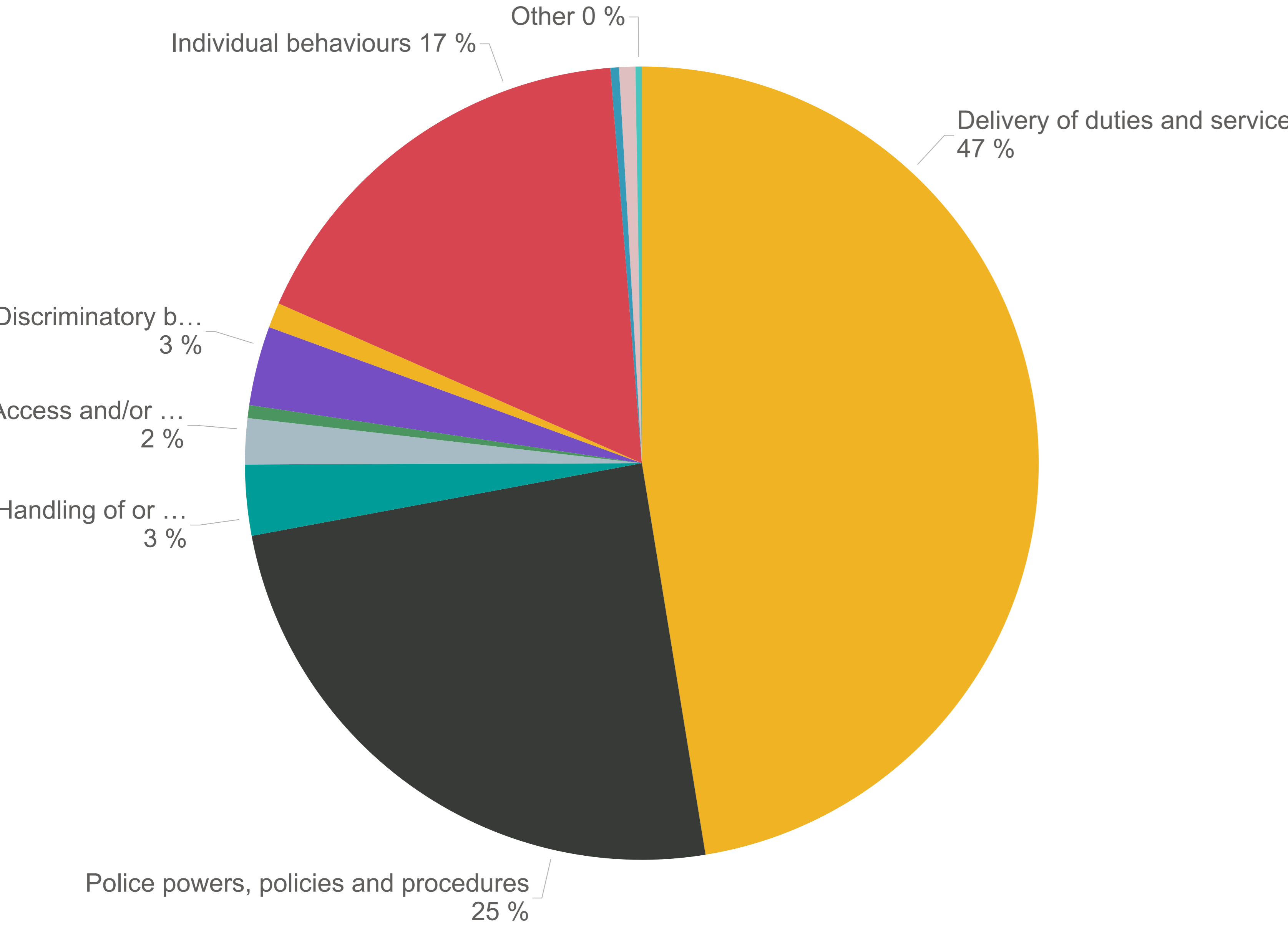
This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

**What has been complained about (YTD)**

Year to date	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	3,145	1,633	191	124	35	214	68	1,136	23	44	17	6,630
SPLY	1,826	940	150	118	51	138	58	604	9	53	9	3,956
MSF Average	1,395	585	100	56	27	89	31	400	6	17	25	2,732
National	43,804	16,841	2,527	1,617	850	2,349	762	9,854	186	523	826	80,139

**What has been complained about (force - year to date)**

**What has been complained about (national - year to date)**



**Section A1.4: Allegations logged – Top five allegation categories and their sub-categories (Year to date)**

Category	Year to date Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	<b>Total</b>	<b>3,144</b>	<b>47 %</b>	<b>1,826</b>	<b>46 %</b>	<b>1,395</b>	<b>52 %</b>	<b>43,801</b>	<b>55 %</b>	
	Police action following contact	1,973	63 %	1,238	68 %	697	43 %	18,035	41 %	
	Information	549	17 %	239	13 %	176	13 %	4,976	11 %	
	Decisions	517	16 %	231	13 %	205	15 %	6,186	14 %	
	General level of service	105	3 %	118	6 %	317	29 %	14,604	33 %	
Police powers, policies and procedures	<b>Total</b>	<b>1,633</b>	<b>25 %</b>	<b>940</b>	<b>24 %</b>	<b>585</b>	<b>21 %</b>	<b>16,837</b>	<b>21 %</b>	
	Use of force	469	29 %	371	39 %	178	31 %	4,424	26 %	
	Detention in police custody	294	18 %	124	13 %	94	15 %	2,422	14 %	
	Power to arrest and detain	258	16 %	140	15 %	92	15 %	3,002	18 %	
	Searches of premises and seizure of property	181	11 %	99	11 %	85	17 %	2,094	12 %	
	Evidential procedures	121	7 %	46	5 %	37	6 %	1,283	8 %	
	Other policies and procedures	117	7 %	60	6 %	39	6 %	1,615	10 %	
	Bail, identification and interview procedures	108	7 %	39	4 %	27	4 %	955	6 %	
	Stops, and stop and search	74	5 %	58	6 %	29	5 %	793	5 %	
	Out of court disposals	11	1 %	3	0 %	5	1 %	249	1 %	
	Individual behaviours	<b>Total</b>	<b>1,136</b>	<b>17 %</b>	<b>604</b>	<b>15 %</b>	<b>400</b>	<b>14 %</b>	<b>9,853</b>	<b>12 %</b>
		Unprofessional attitude and disrespect	305	27 %	210	35 %	111	30 %	2,782	28 %
		Impolite and intolerant actions	265	23 %	112	19 %	79	18 %	1,498	15 %
Impolite language / tone		257	23 %	134	22 %	100	26 %	2,449	25 %	
Overbearing or harassing behaviours		182	16 %	99	16 %	68	16 %	1,756	18 %	
Lack of fairness and impartiality		127	11 %	49	8 %	42	9 %	1,368	14 %	
Discriminatory behaviour	<b>Total</b>	<b>214</b>	<b>3 %</b>	<b>138</b>	<b>3 %</b>	<b>89</b>	<b>3 %</b>	<b>2,349</b>	<b>3 %</b>	
	Race	93	43 %	84	61 %	39	48 %	1,088	46 %	
	Disability	53	25 %	22	16 %	18	20 %	439	19 %	
	Sex	36	17 %	15	11 %	17	13 %	394	17 %	
	Other	16	7 %	7	5 %	9	9 %	229	10 %	
	Religion or belief	10	5 %	4	3 %	3	2 %	57	2 %	
	Sexual orientation	4	2 %	4	3 %	3	6 %	76	3 %	
	Age	1	0 %	0	0 %	1	1 %	38	2 %	
	Marriage and civil partnership	1	0 %	0	0 %	0	0 %	2	0 %	
	Gender reassignment	0	0 %	2	1 %	1	2 %	25	1 %	
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %	
Handling of or damage to property/ premises	<b>Total</b>	<b>186</b>	<b>3 %</b>	<b>150</b>	<b>4 %</b>	<b>100</b>	<b>4 %</b>	<b>2,467</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	186	97 %	150	100 %	100	100 %	2,466	98 %	
	Police action following contact	0	0 %	0	0 %	0	0 %	1	0 %	

This section presents the three most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation logged. Total % is of the total number of allegations logged. Allegations where the subcategory is 'none' are omitted from this table.

**Section A1.5: National complaint factors**

Year to date Factors on all allegations	Force		SPLY		MSF Average		National	
	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged	Allegations Logged	% Allegations Logged
Investigation	2,498	38 %	1,501	38 %	969	34 %	29,355	37 %
None	1,215	18 %	408	10 %	416	17 %	15,525	19 %
Arrest	1,155	17 %	1,014	26 %	400	14 %	10,232	13 %
Domestic / gender abuse	696	10 %	522	13 %	178	5 %	4,125	5 %
VAWG - dissatisfaction handling	604	9 %	527	13 %	137	4 %	3,054	4 %
Neighbourhood policing	588	9 %	231	6 %	140	4 %	3,752	5 %
Custody	528	8 %	347	9 %	184	6 %	4,574	6 %
Roads/traffic	449	7 %	379	10 %	178	7 %	4,731	6 %
Mental health	336	5 %	499	13 %	104	3 %	2,317	3 %
Premises search	224	3 %	167	4 %	91	4 %	1,958	2 %
Stop and/or search	224	3 %	179	5 %	62	2 %	1,618	2 %
Child protection / CSA / CSE	193	3 %	130	3 %	49	1 %	1,370	2 %
Call Handling	151	2 %	93	2 %	93	4 %	3,424	4 %
Restraint equipment	149	2 %	114	3 %	37	1 %	855	1 %
Drugs / alcohol	118	2 %	206	5 %	40	1 %	897	1 %
VAWG - police perpetrated	118	2 %	242	6 %	22	1 %	539	1 %
Death	75	1 %	74	2 %	28	1 %	759	1 %
Public order incident	52	1 %	84	2 %	23	1 %	645	1 %
Social media	46	1 %	63	2 %	18	1 %	330	0 %
Fraud	40	1 %	46	1 %	12	0 %	485	1 %
Firearms	38	1 %	29	1 %	10	0 %	400	0 %
Hate Crime	33	0 %	23	1 %	19	1 %	468	1 %
Missing persons	33	0 %	56	1 %	22	1 %	514	1 %
Serious injury	30	0 %	57	1 %	8	0 %	168	0 %
Taser	16	0 %	4	0 %	5	0 %	105	0 %
Covert policing	8	0 %	1	0 %	2	0 %	48	0 %
VAWG - police victim	2	0 %	8	0 %	3	0 %	88	0 %
Unknown	1	0 %	12	0 %	0	0 %	20	0 %
Coronavirus - other	0	0 %	1	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	1	0 %
Coronavirus - police powers on restricti	0	0 %	1	0 %	0	0 %	0	0 %
Police dogs or horses	0	0 %	1	0 %	1	0 %	54	0 %
PPDA	0	0 %	0	0 %	0	0 %	7	0 %
PPDA - Police victim	0	0 %	0	0 %	0	0 %	3	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	1	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	2	0 %	14	0 %
VAWG' - police victim	0	0 %	0	0 %	2	0 %	14	0 %

This section presents information that shows the situational context of the dissatisfaction expressed in a complaint.

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 and the percentages here will add up to over 100%. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

**Section A1.6: National complaint factors on top five allegation categories**

Factors on top five allegation categories (Year to date)	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/ premises	Discriminatory behaviour	Individual behaviours
VAWG - police victim	0	2	0	0	0
VAWG - police perpetrated	15	41	0	5	27
VAWG - dissatisfaction handling	451	64	1	10	66
Unknown	0	0	0	0	1
Taser	1	12	0	0	3
Stop and/or search	35	109	9	13	52
Social media	21	6	0	1	10
Serious injury	7	20	0	0	1
Roads/traffic	168	125	18	14	87
Restraint equipment	6	121	1	2	18
Public order incident	15	25	0	2	7
Premises search	45	109	28	3	33
None	555	154	47	38	324
Neighbourhood policing	346	107	10	18	85
Missing persons	14	7	1	0	9
Mental health	124	86	6	20	82
Investigation	1,742	316	57	50	254
Hate Crime	19	3	0	9	2
Fraud	33	0	0	1	5
Firearms	16	14	3	2	1
Drugs / alcohol	42	47	7	1	13
Domestic / gender abuse	382	148	12	34	92
Death	38	14	4	0	14
Custody	50	382	13	20	49
Covert policing	0	0	0	0	6
Child protection / CSA / CSE	117	31	5	3	31
Call Handling	74	1	0	8	67
Arrest	223	638	44	40	166
<b>Total</b>	<b>3,113</b>	<b>1,620</b>	<b>191</b>	<b>209</b>	<b>1,128</b>

This section presents information that shows what people are complaining about using a combination of allegation categories and factors against the police force.

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.

The table below shows a breakdown of allegations logged with the focus national complaint factors.

IOPC Police Data Year Quarter	VAWG - dissatisfaction handling	VAWG - police perpetrated	VAWG - police victim	Total
Q2 23/24	223	153	1	365
Q3 23/24	259	68	0	320
Q4 23/24	327	107	0	433
Q1 24/25	300	67	1	362
Q2 24/25	304	51	1	348
<b>Total</b>	<b>1,413</b>	<b>446</b>	<b>3</b>	<b>1,828</b>

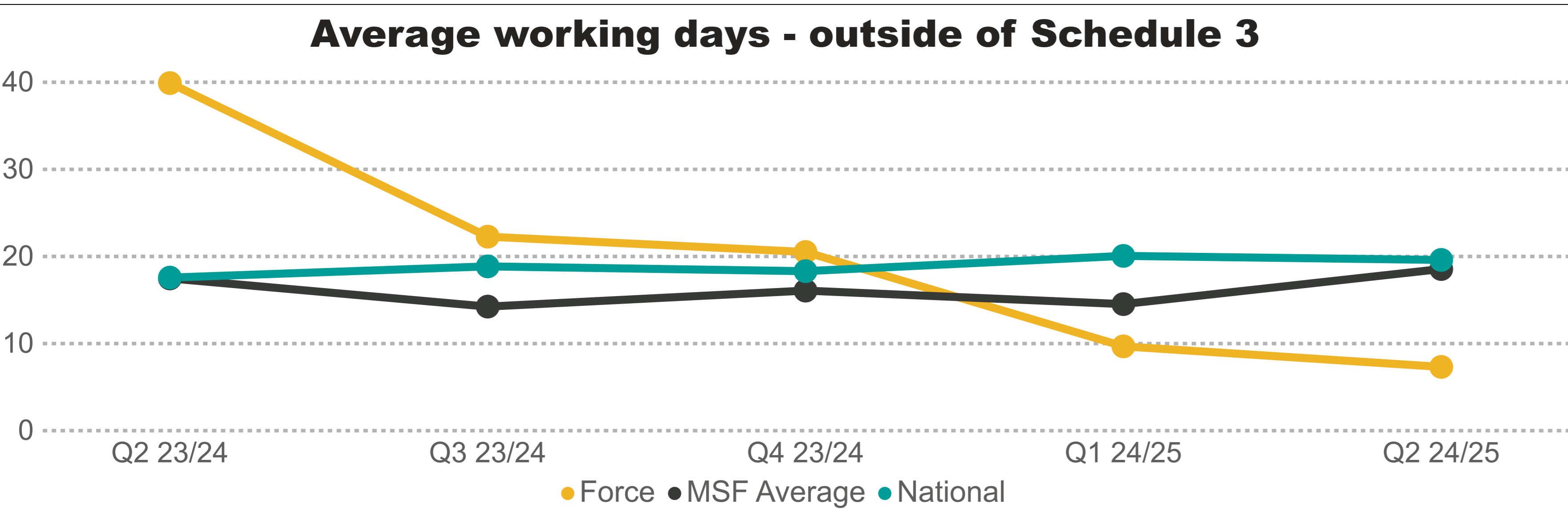
**Section A2: Allegations timeliness**

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

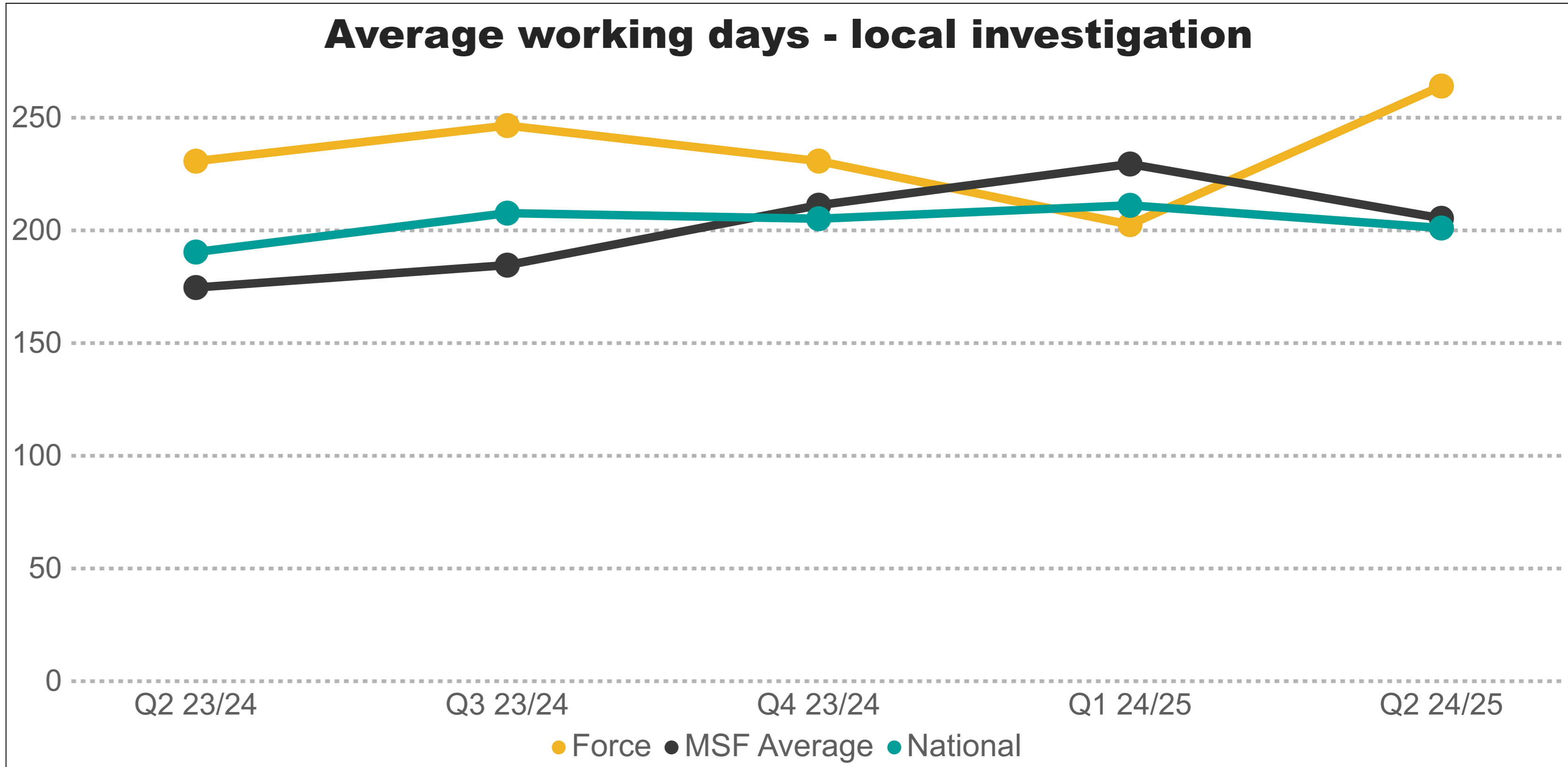
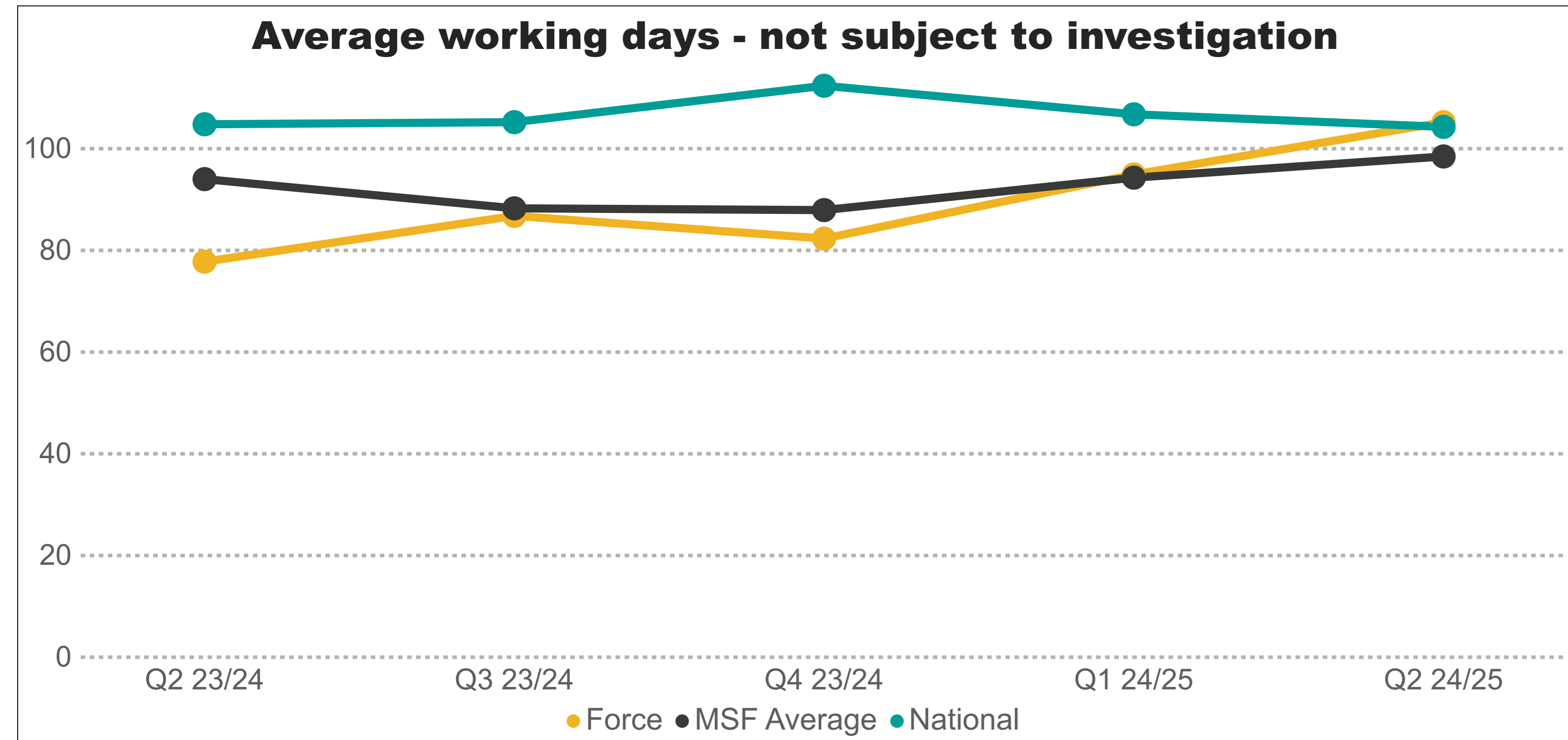
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

Allegations with 'invalid dates' have been removed from the data shown. Please refer to the performance framework counting rules and calculations on the [IOPC website](#) for an explanation of invalid dates.

Year to date Allegations	Outside of Schedule 3		Under Schedule 3 - not subject to investigation		Under Schedule 3 - by local investigation		Under Schedule 3 - by independent investigation	
	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days	Number Finalised	Average days
Force	2,115	8	3,962	101	323	231	15	153
SPLY	1,123	33	1,920	76	120	245	27	291
MSF Average	1,167	16	1,193	96	236	219	5	293
National	33,250	20	35,230	105	8,680	206	109	282



Year to date Allegations	Under Schedule 3 - by directed investigation	
	Number Finalised	Average days
Force	0	0
SPLY	0	0
MSF Average	0	0
National	16	544

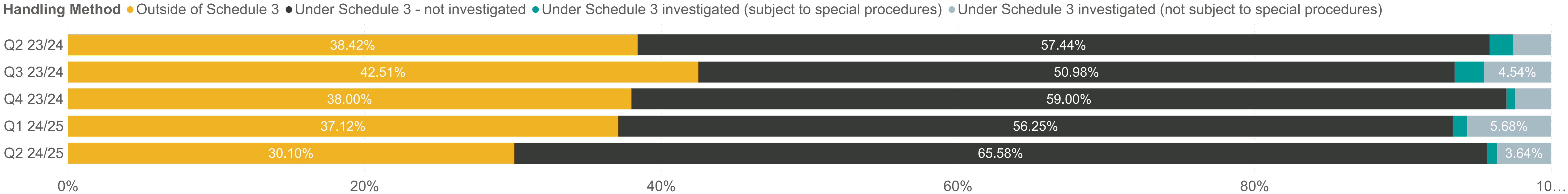


**Section A3.1: How allegations were handled and their decisions**

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 (Year to date)	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	287	4 %	226	9 %	7,922	10 %
Under Schedule 3 investigated (subject to special procedures)	51	1 %	15	1 %	883	1 %
Under Schedule 3 - not investigated	3,962	62 %	1193	41 %	35,230	46 %
Outside of Schedule 3	2,115	33 %	1167	50 %	33,250	43 %
<b>Total</b>	<b>6,415</b>	<b>100 %</b>	<b>2600</b>	<b>100 %</b>	<b>77,285</b>	<b>100 %</b>

**Force: percent of allegations finalised by handling method**



How allegations were handled (Year to date)	Outside of Schedule 3				Under Schedule 3 - not investigated				Under Schedule 3 investigated (subject to special procedures)				Under Schedule 3 investigated (not subject to special procedures)			
	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %	Force No.	Force %	National No.	National %
No further action					193	5 %	2,768	8 %			9	1 %	16	6 %	242	3 %
Regulation 41 applies							59	0 %			1	0 %			93	1 %
Service provided - unable to determine					561	14 %	3,238	9 %	2	4 %	10	1 %	19	7 %	770	10 %
Service provided - not acceptable					684	17 %	4,563	13 %			26	3 %	16	6 %	900	11 %
Service provided - acceptable					2451	62 %	23,538	67 %	6	12 %	129	15 %	196	68 %	5,675	72 %
Not Resolved	115	5 %	1,876	6 %												
Resolved	2000	95 %	31,373	94 %												
No Case to Answer									27	53 %	512	58 %				
Case to Answer									11	22 %	180	20 %				
Withdrawal					73	2 %	1,063	3 %	5	10 %	16	2 %	40	14 %	242	3 %



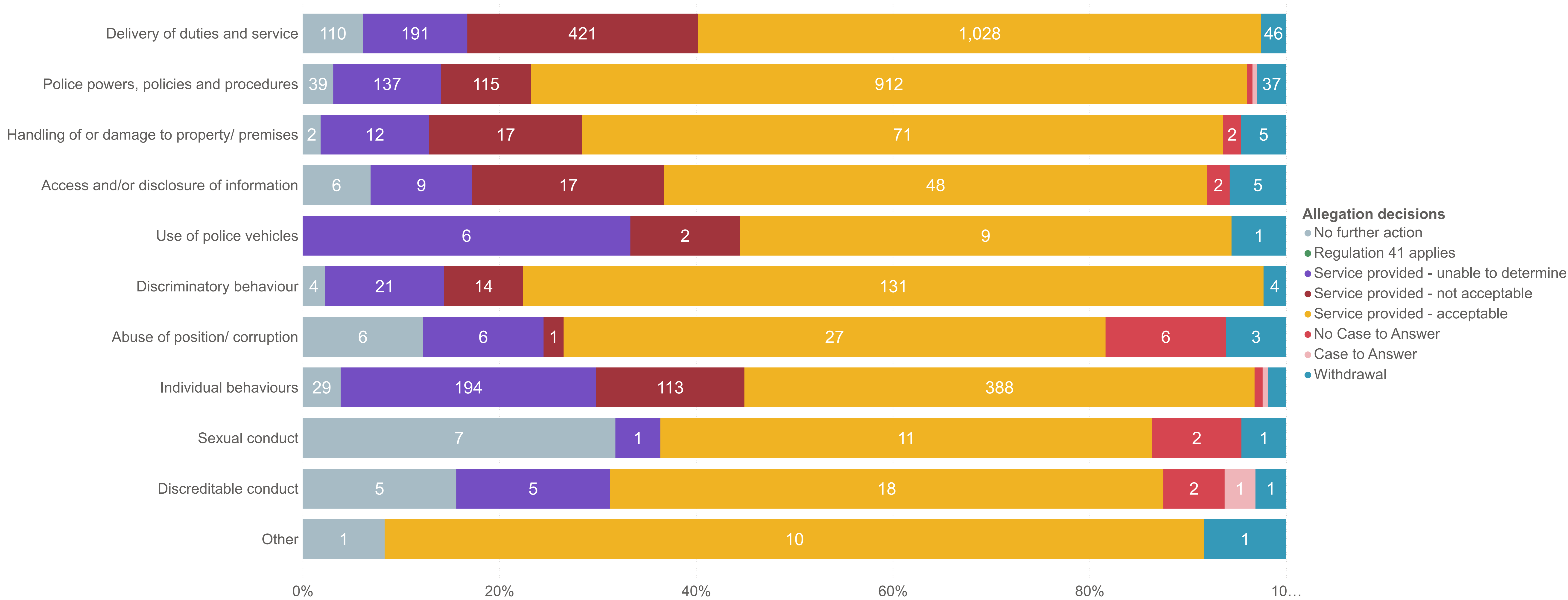
**Section A3.2: Allegation decisions by what was complained about (Year to date by category)**

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.

**Outside Schedule 3 allegation decisions**

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
Resolved	1,206	296	108	30	15	27	5	305	0	4	4	2,000
Not Resolved	55	16	2	7	3	5	0	23	1	0	3	115

**Schedule 3 allegation decisions**



**Section B1.1: Allegation actions - on allegations handled outside of Schedule 3 (Year to date)**

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.

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	0	0 %	5	0 %	1	0 %	132	0 %
Learning from reflection	8	0 %	28	2 %	19	2 %	935	3 %
Policy review	0	0 %	1	0 %	0	0 %	32	0 %
Goodwill gesture	2	0 %	1	0 %	1	0 %	52	0 %
Apology	314	15 %	92	8 %	88	9 %	3,241	10 %
Debrief	51	2 %	74	7 %	15	2 %	311	1 %
Explanation	405	19 %	466	41 %	637	59 %	20,147	61 %
No further action	178	8 %	178	16 %	131	11 %	3,760	11 %
Other action	1,155	55 %	278	25 %	250	15 %	4,135	12 %

**Section B1.2: Allegation actions - on allegations handled under Schedule 3 (Year to date)**

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**

Actions following Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Organisational learning	4	0 %	1	0 %	7	1 %	398	1 %
Apology	184	4 %	77	4 %	56	3 %	1,605	4 %
Debrief	1,208	28 %	165	8 %	159	4 %	1,343	3 %
Explanation	2,677	62 %	1,650	80 %	945	68 %	27,139	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	11	0 %
No further action	148	3 %	105	5 %	181	17 %	9,817	22 %
Other action	9	0 %	21	1 %	7	1 %	432	1 %
Learning from reflection	51	1 %	31	1 %	63	5 %	2,263	5 %
Referral to RPRP	5	0 %	15	1 %	10	1 %	671	2 %

**Misconduct, UPP and RPRP on complaints investigated under Schedule 3 (subject to Special Procedures)**

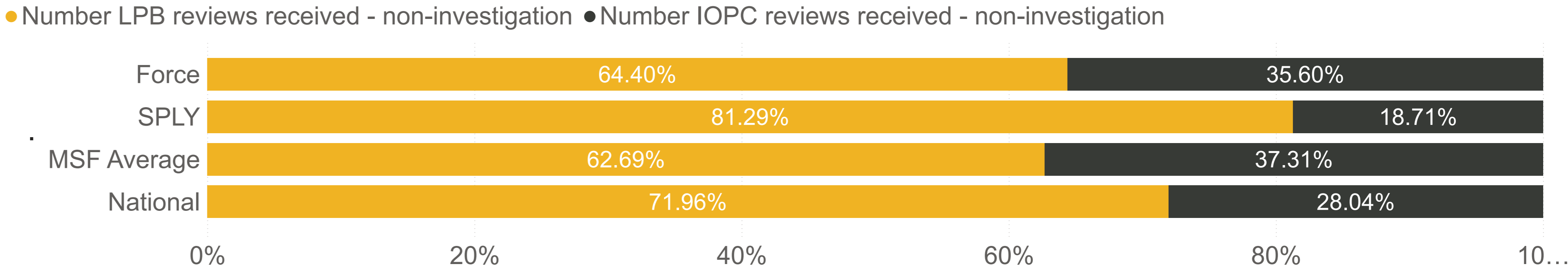
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

Actions following Schedule 3 (special procedures) cases	Force		SPLY		MSF Average		National	
	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised	Allegations Finalised	% Allegations Finalised
Misconduct proceedings	9	18 %	0	0 %	2	7 %	77	9 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	2	0 %
Other actions following a case to answer decision	0	0 %	0	0 %	0	1 %	64	7 %
Referral to RPRP	5	10 %	14	41 %	2	21 %	161	18 %

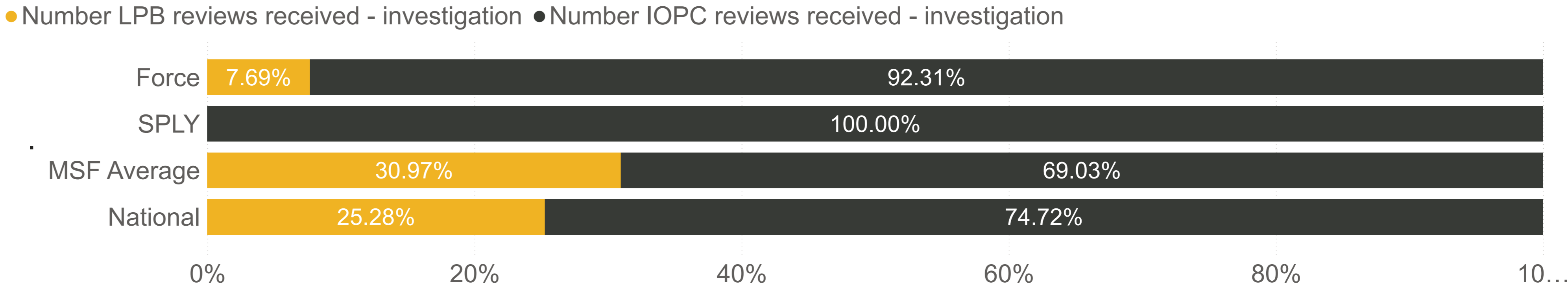
**Section C1: Reviews received and timeliness (Year to date)**

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. For information on when the IOPC should be the review body, please see our [Statutory Guidance](#)

Non-investigation reviews received	LPB	IOPC
Force	123	68
SPLY	126	29
MSF Average	56	33
National	1,850	721

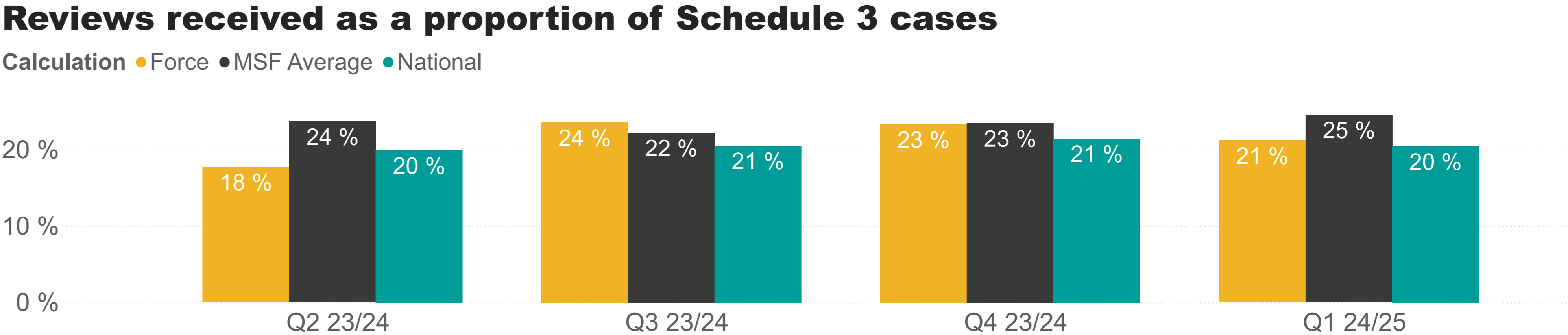


Investigation reviews received	LPB	IOPC
Force	1	12
SPLY	0	9
MSF Average	6	13
National	159	470



Complaints are not finalised until after any reviews are completed. However, this measure helps to provide an indication of how often reviews are made in comparison to the number of complaints completed.

	Reviews received	Schedule 3 complaints finalised
Force	204	907
SPLY	164	907
MSF Average	109	484
National	3,200	15,484



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	11	133	17	49
Average number of working days to complete IOPC reviews	120	96	135	138

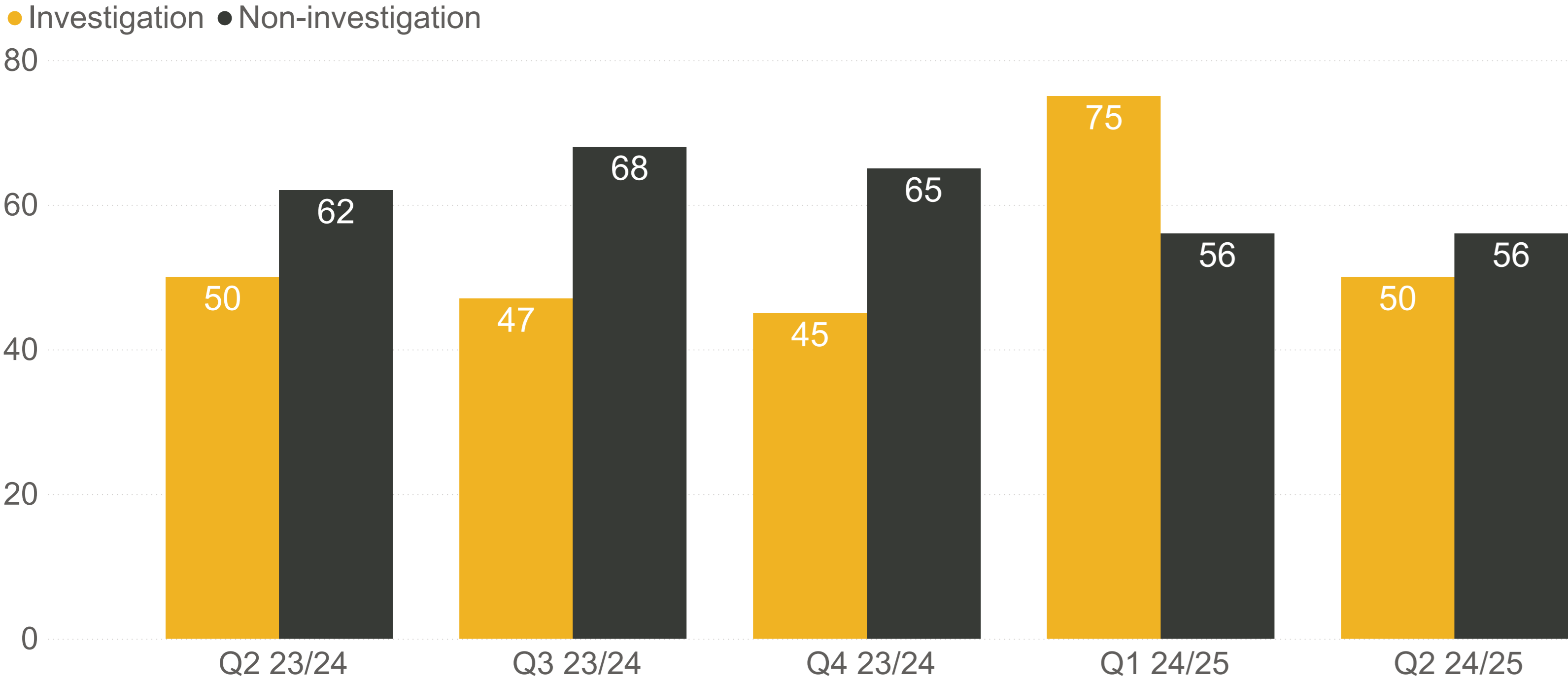
**Section C2: Outcomes on reviews**

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. Contact the IOPC for specific recommendations and directions made as these are not available in this data set

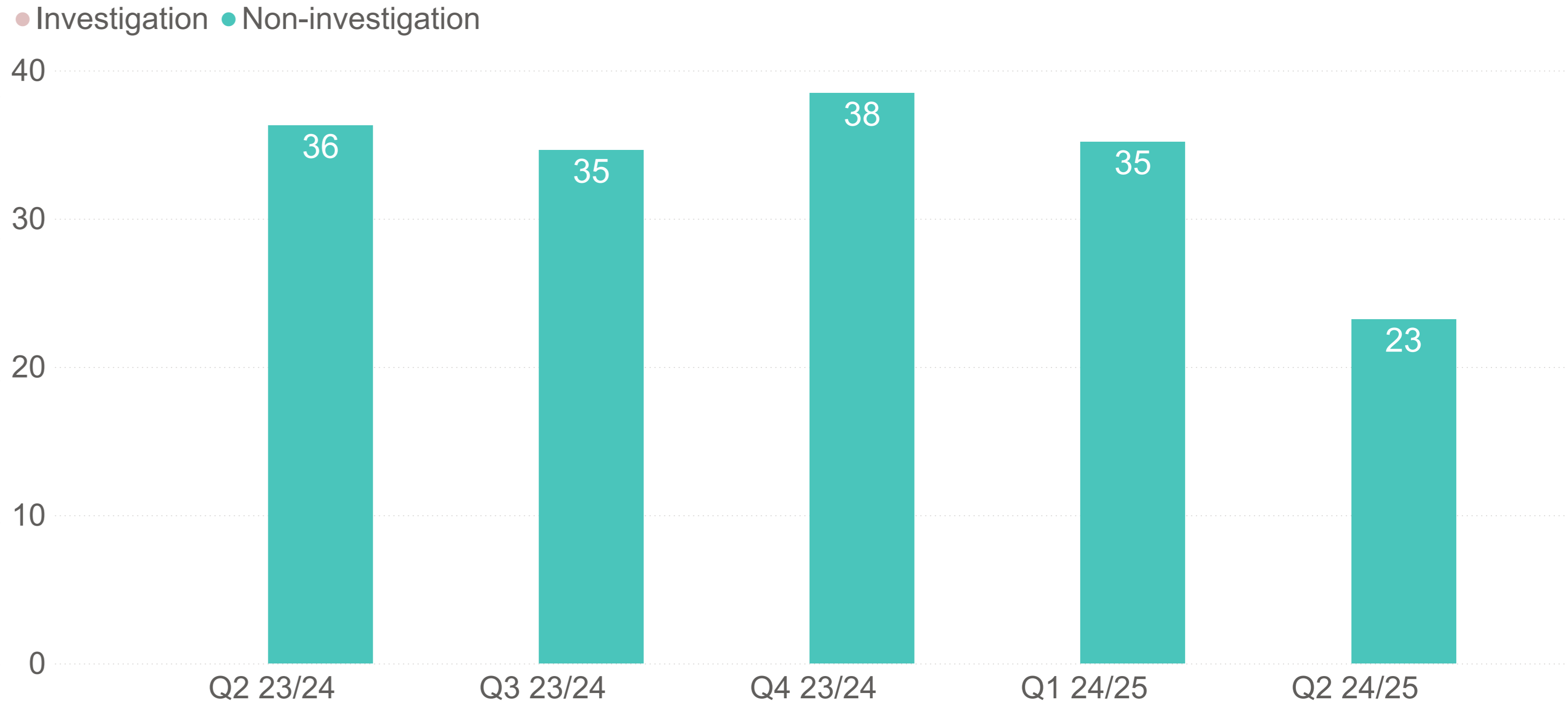
Investigation reviews (YTD)	Completed investigation (IOPC)	Upheld investigation (IOPC)	Completed investigation (LPB)	Upheld investigation (LPB)
Force	10	5	0	
SPLY	10	5	0	
MSF Average	12	3	5	6
National	453	139	157	39

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	27	15	110	32
SPLY	21	13	253	68
MSF Average	21	7	51	12
National	452	144	1,825	363

**% IOPC reviews upheld - Force**



**% LPB Reviews upheld - Force**



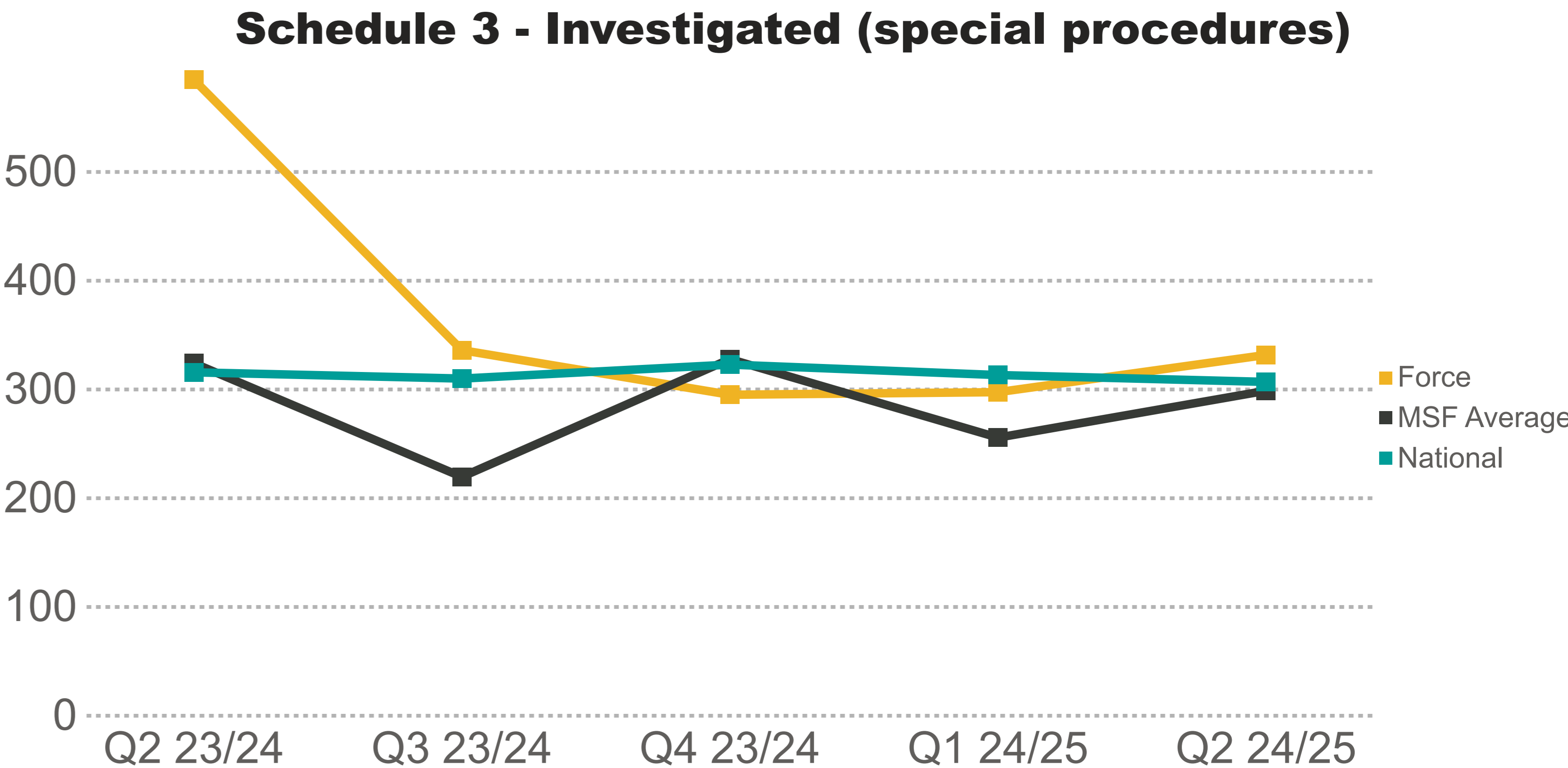
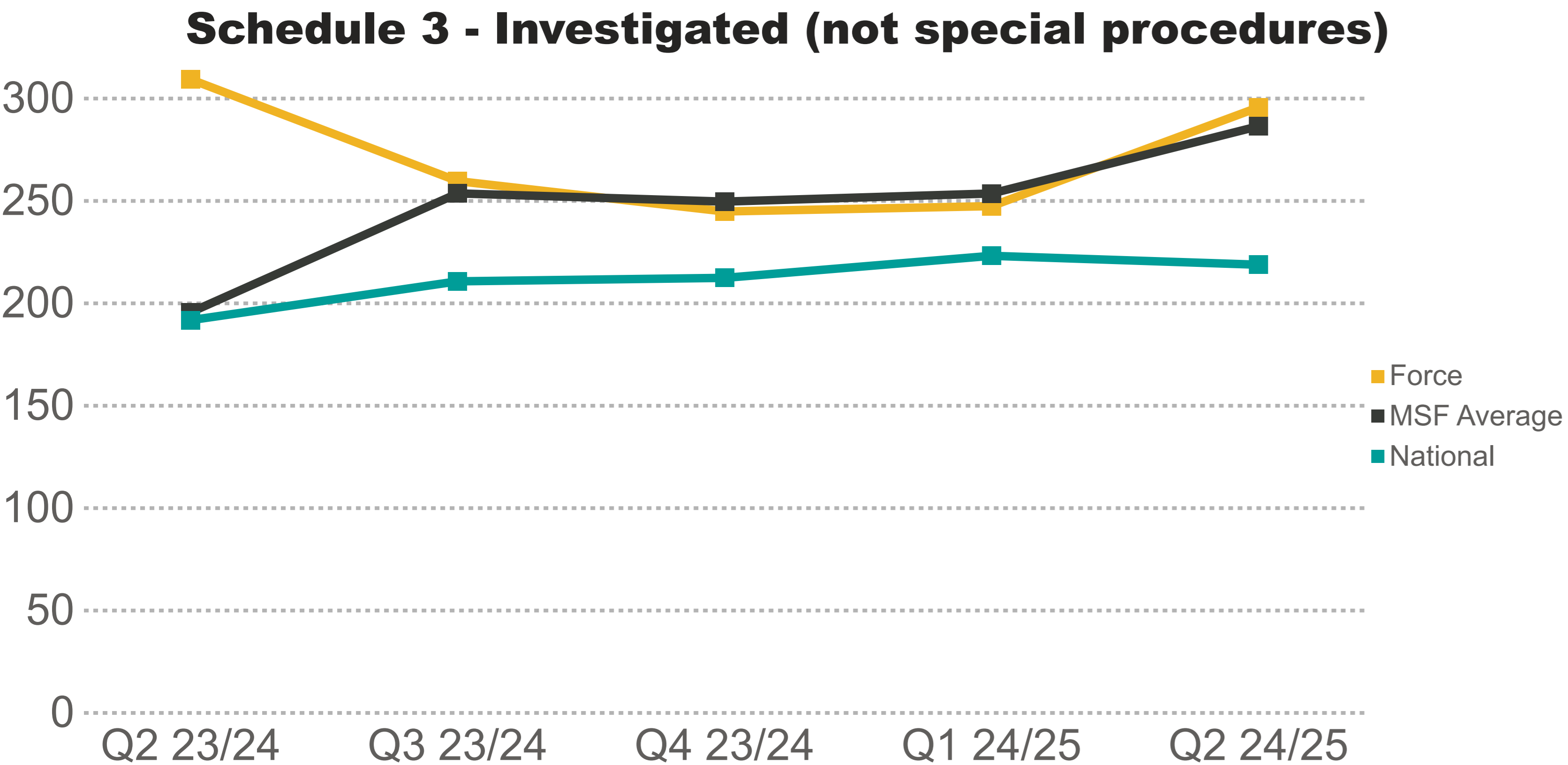
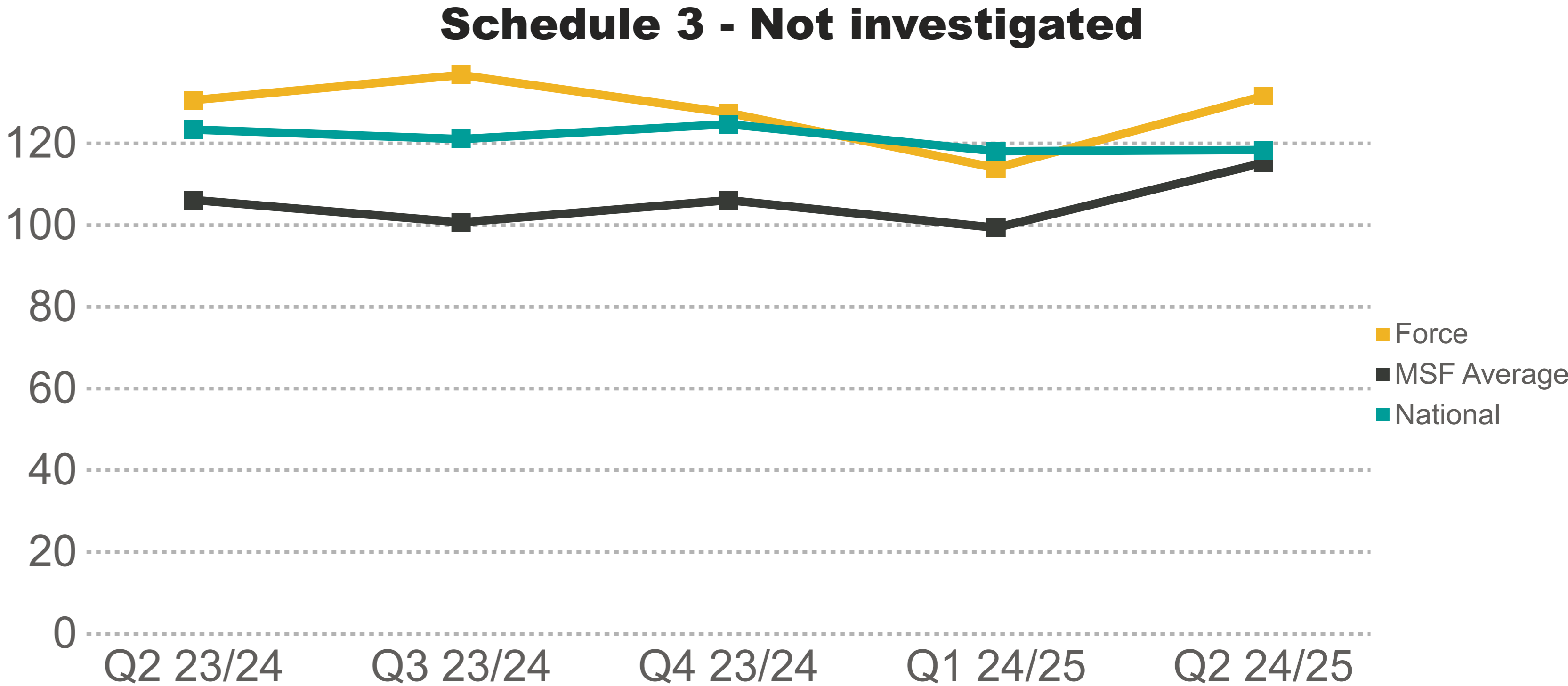
**Section D1: Complaint cases finalised under Schedule 3 - timeliness**

This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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. For more information on the proportion of complaints handled under each method (along with outside if Schedule 3) please see page 14

Average working days to finalise (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 investigated (subject to special procedures)	313	472	316	310
Under Schedule 3 investigated (not subject to special procedures)	265	257	276	221
Under Schedule 3 - not investigated	123	143	104	118
<b>Total</b>	<b>136</b>	<b>151</b>	<b>127</b>	<b>140</b>

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	831	857	395	12,474
Under Schedule 3 investigated (not subject to special procedures)	56	40	81	2,681
Under Schedule 3 investigated (subject to special procedures)	20	10	8	329
<b>Total</b>	<b>907</b>	<b>907</b>	<b>484</b>	<b>15,484</b>



**Section D2: Complaint cases finalised outside of Schedule 3 - timeliness**

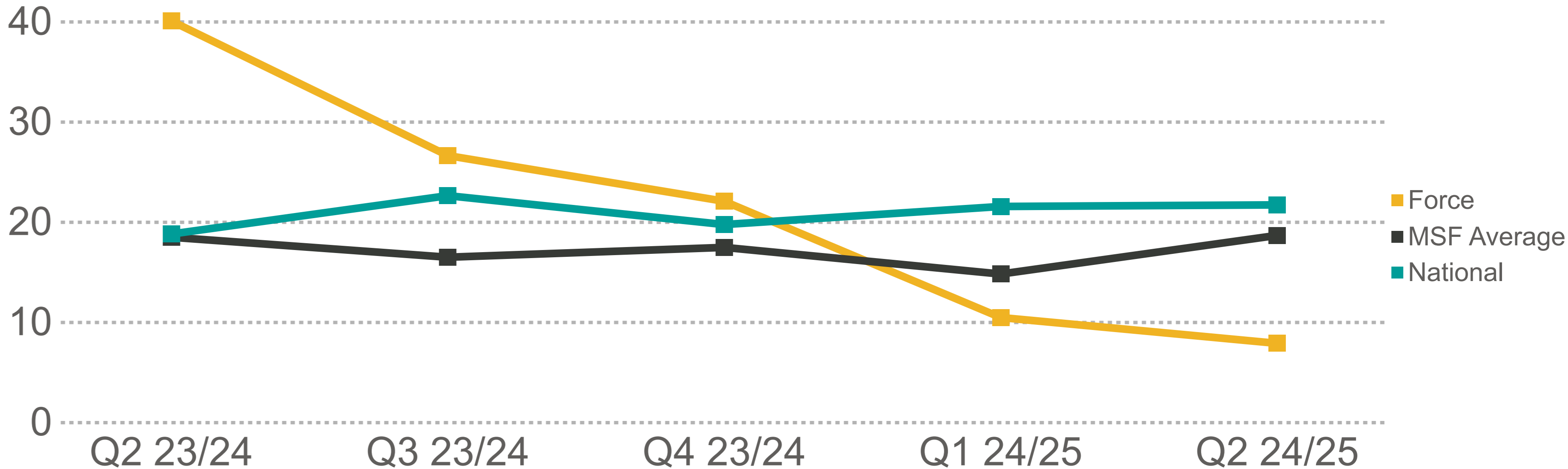
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled formally under Schedule 3. Timeliness is calculated from the date the complaint was made. On cases under Schedule 3, the below figures include the time a case may spend suspended due to criminal matters.

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.

**Year to date**

	Force	SPLY	MSF Average	National
Complaint cases handled outside of Schedule 3	1068	733	879	27766
Average days to finalise complaint cases handled outside of Schedule 3	9	33	16	22

**Outside Schedule 3**



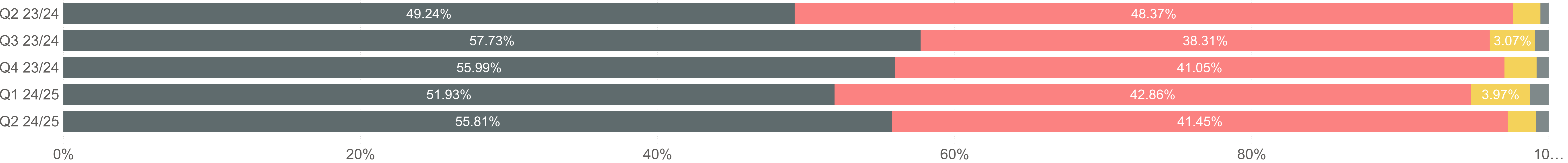
**Section D3: How complaint cases handled**

This section shows the proportion of complaint cases handled by the force, most similar for group and nationally under each method of handling. The table covers data recorded in the period as per 'Reporting Period' above, while the below chart concerns the force only using the last four quarters of available data.

Means Of Handling	Force		SPLY		MSF Average		National	
	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised	Complaints Finalised	% Finalised
Outside of Schedule 3	1,068	54%	733	45%	879	65%	27,766	64%
Under Schedule 3 - not investigated	831	42%	857	52%	395	29%	12,474	29%
Under Schedule 3 investigated (not subject to special procedures)	56	3%	40	2%	81	6%	2,681	6%
Under Schedule 3 investigated (subject to special procedures)	20	1%	10	1%	8	1%	329	1%
<b>Total</b>	<b>1,975</b>	<b>100%</b>	<b>1,640</b>	<b>100%</b>	<b>1,363</b>	<b>100%</b>	<b>43,250</b>	<b>100%</b>

**Force: percent of complaint cases finalised by handling method**

Means Of Handling • Outside of Schedule 3 • Under Schedule 3 - not investigated • Under Schedule 3 investigated (not subject to special procedures) • Under Schedule 3 investigated (subject to special procedures)



**Section E: Referrals**

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.

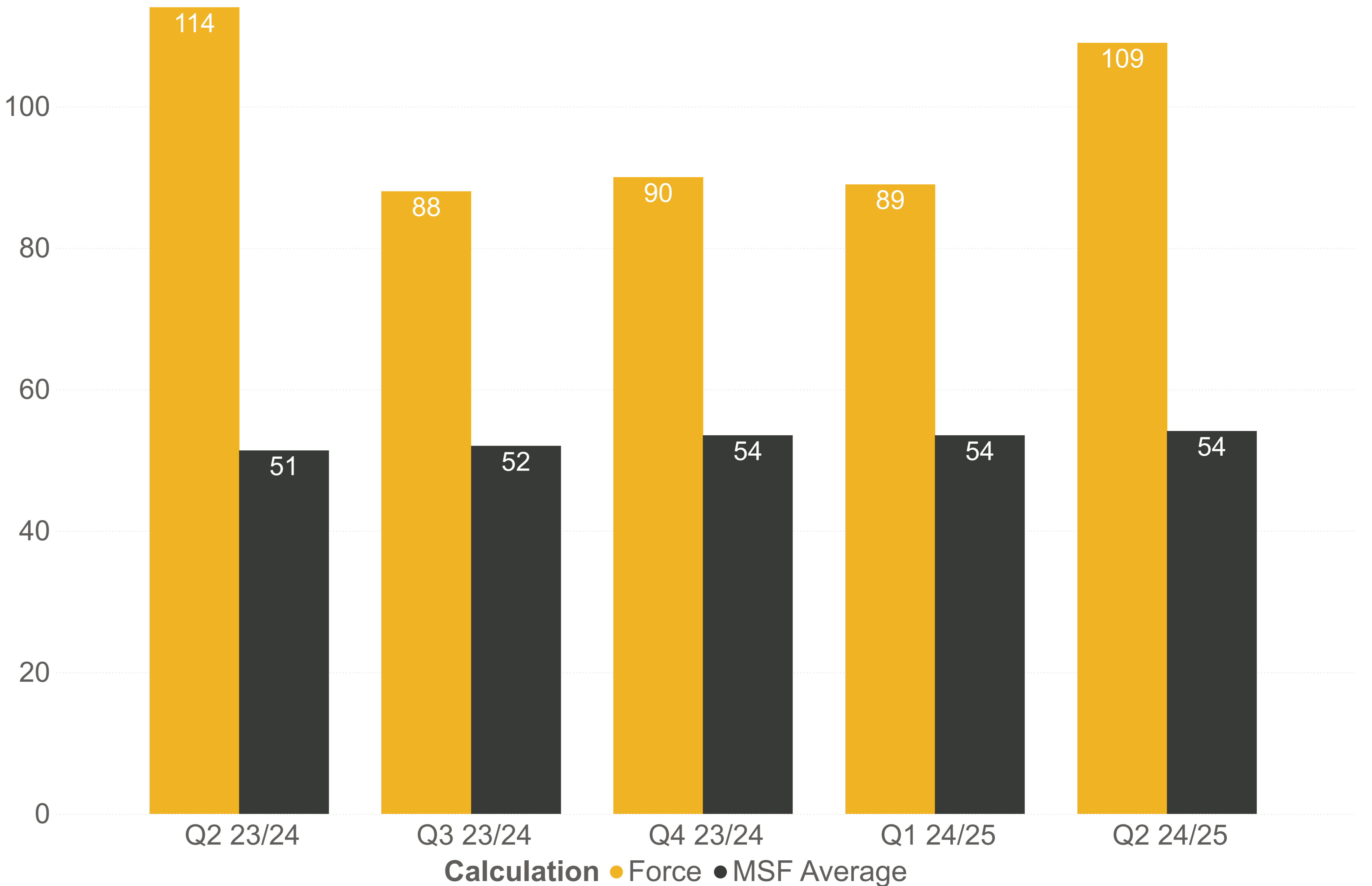
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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.

**Year to date**

	Force	SPLY	MSF Average	National
Number referrals received	198	195	108	3,490
Number referrals completed	189	190	107	3,490
Decision: Independent Investigation	26	15	9	206
Decision: Directed Investigation	2	1	0	5
Decision: Local Investigation	109	138	54	1,935
Decision: Return to Force	51	35	42	1,262
Decision: Invalid	1	1	2	80

**Force and MSF Group referrals received**





Most Similar Force (MSF) Group: Cleveland, Greater Manchester, Merseyside, Northumbria, South Wales, South Yorkshire, West Midlands, West Yorkshire

## Notes

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### Data sources

- Data in this bulletin is taken from XML data submissions made by forces to the IOPC every quarter except for IOPC performance data which is taken from the IOPC case management system.
- Police force employee numbers are taken from the latest [police workforce England and Wales statistics](#) published by the Home Office.
- The most similar force (MSF) groups used for the calculation of the MSF averages in this bulletin are those determined by HMICFRS. Please note that the British Transport Police and City of London Police do not have an MSF group. A list of the MSF groups is available on the [IOPC website](#).
- Figures for City of London include complaint cases logged in relation to 'Action Fraud'. Action Fraud is the UK's national reporting centre for fraud and cybercrime. The service is run by the City of London Police, which is the national policing lead for economic crime.

### Performance Framework counting rules and calculation

- The counting rules and calculations used to produce the data shown in this bulletin can be found on the [IOPC website](#).
- Average times are presented in working days and do not include weekends or bank holidays.
- Some percentages may add up to more or less than 100% due to rounding.
- Complaint cases and allegations with invalid start/end dates have been removed from average time calculations. Therefore, the numbers of complaint cases and allegations used in the average time calculations may be lower than the total number of complaint cases and allegations logged or finalised.

### Data constraints

- The data is sourced from live case management systems and provides a snapshot of information as it was at that time. Therefore, there may be variances between the information in this bulletin and information reported at a later date.

### Further Information

- A glossary providing a full list of definitions used in this bulletin, can be found on the [IOPC website](#).
- Additional information about the recording of police complaints, including the definitions of the complaint categories, can be found in appendix A of the IOPC's [Guidance on capturing data about police complaints](#).
- Information about how the police complaints system operates, who can complain and how reviews are dealt with can be found in the IOPC's [Statutory Guidance on the police complaints system \(February 2020\)](#).