

Police Complaints Information Bulletin

Appropriate Authority: Hertfordshire

Reporting Period: 01 April 2021 - 31 March 2022 (Q4 2021/22)

Most Similar Force (MSF) Group: Avon And Somerset, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire, 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 new 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).

Data relating to complaints made prior to 1 February 2020 will be reported separately and in line with the previous performance framework

Please note: Data regarding complaints handled outside of Schedule 3 is extracted from a different system by Bedfordshire Police, Cambridgeshire Constabulary & Hertfordshire Constabulary than by other forces. This data is currently considered experimental, therefore the data may not offer a direct comparison with other forces.

As reported in the Annual Police Complaint Statistics, data for 2020/21 was considered experimental. Due to this, 'Same Period Last Year' figures are not contained in this bulletin.

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 B1: Investigations (all investigation types) – timeliness

Section B2: Investigations (by type of investigation) – timeliness

Section C: Referrals

Section D1: Reviews received

Section D2: Reviews timeliness

Section D3: Decisions on 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

Section E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for 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

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	2	1
MSF Average	7	6
National	9	9

To log complaint cases

Average number of working days...	Customer perspective	Initial handling performance
Force	8	7
MSF Average	7	6
National	6	5

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

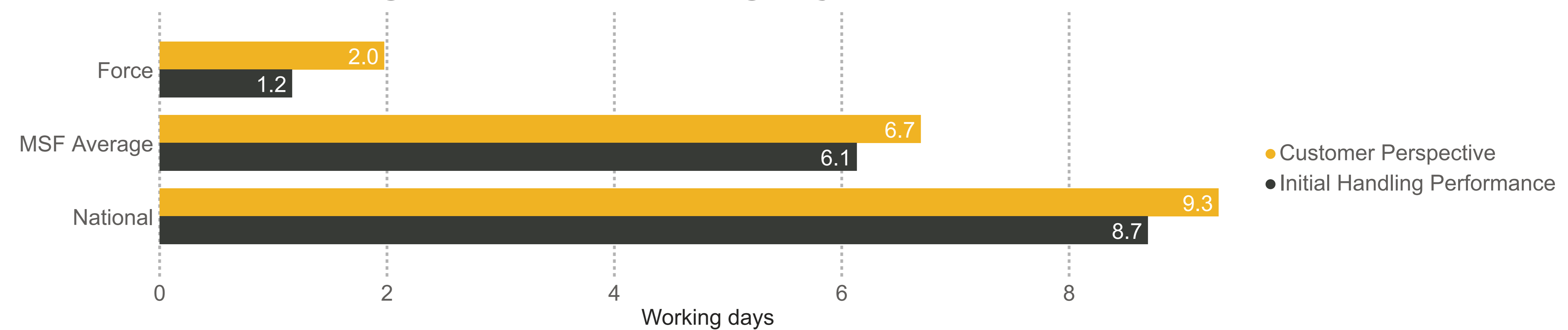
	Force	MSF Average	National
Complaint cases logged	1,188	2,147	75,020
No. of complaint cases logged per 1,000 employees	283	376	309

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

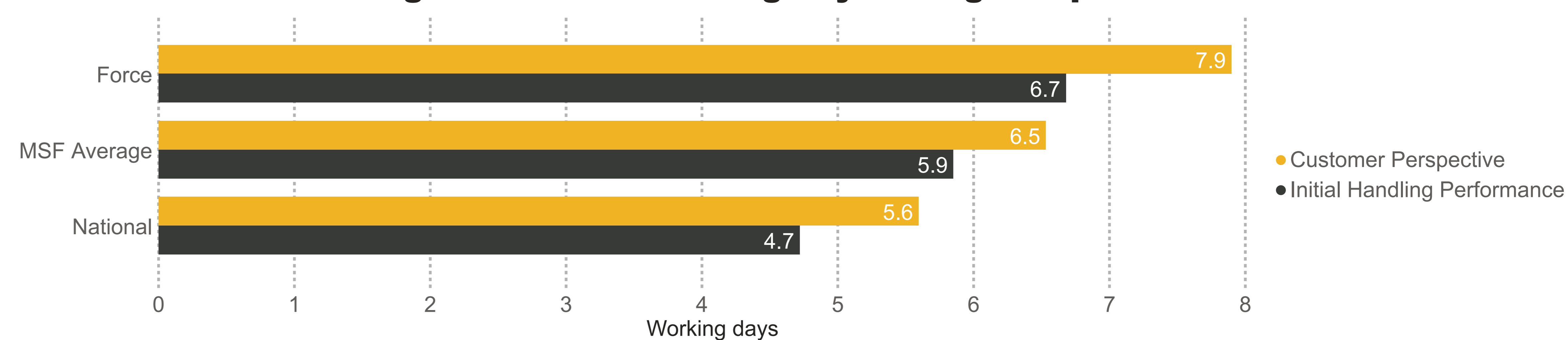
The below table presents the number of complaint cases handled under Schedule 3 of the PRA 2002 (formal handling) and the reasons why.

Reason complaint case recorded under Schedule 3	Force		MSF Average		National	
	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	85	20 %	562	53 %	14,760	41 %
Complainant wishes the complaint be recorded	49	11 %	186	15 %	11,459	32 %
Dissatisfaction after initial handling	115	26 %	110	15 %	4,021	11 %
Nature of the allegation(s) in the complaint	185	43 %	135	18 %	5,498	15 %

Average number of working days to contact complainants



Average number of working days to log complaint cases



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

This section presents information that shows what people complain about. Allegation categories capture the root of the dissatisfaction expressed in a complaint. A complaint case will contain one or more allegations and one category is selected for each allegation logged.

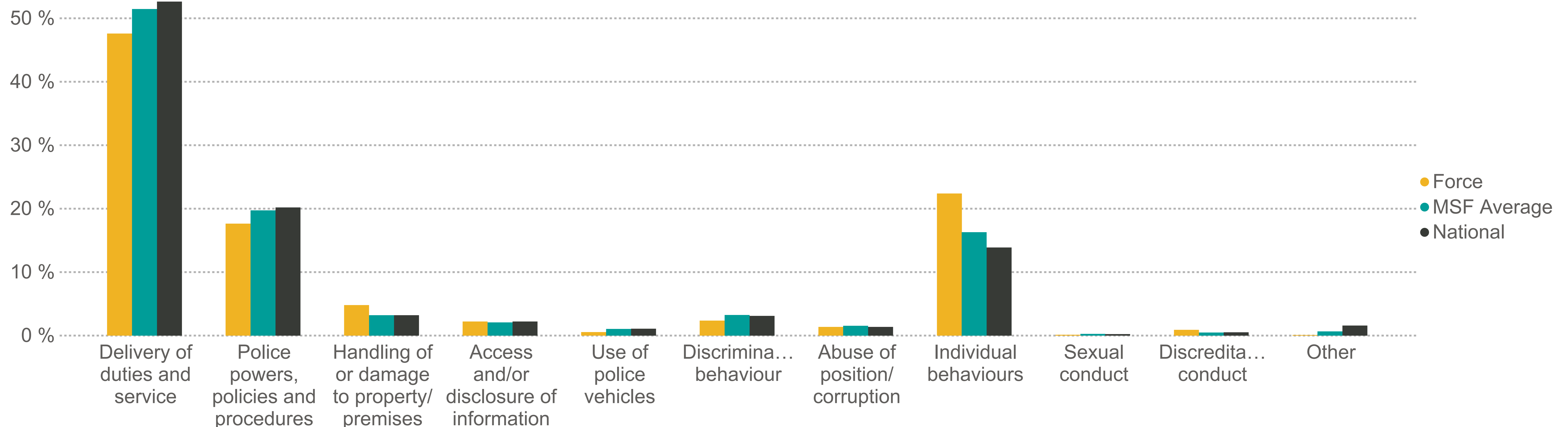
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

Allegations logged

	Force	MSF Average	National
Allegations Logged	2,126	3,550	120,690
No. of allegations logged per 1,000 employees	506	620	497

What has been complained about

	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
Force	1,012	375	102	47	12	50	29	476	3	19	1	2,126
MSF Average	1,874	691	112	75	38	119	53	532	9	18	28	3,550
National	63,509	24,386	3,861	2,668	1,298	3,735	1,638	16,766	279	622	1,925	120,687
Force	48 %	18 %	5 %	2 %	1 %	2 %	1 %	22 %	0 %	1 %	0 %	100 %
MSF Average	51 %	20 %	3 %	2 %	1 %	3 %	2 %	16 %	0 %	0 %	1 %	100 %
National	53 %	20 %	3 %	2 %	1 %	3 %	1 %	14 %	0 %	1 %	2 %	100 %



Police Complaints Information Bulletin

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

Category	Subcategory	Force		MSF Average		National	
		No.	%	No.	%	No.	%
Delivery of duties and service	Total	1,012	48 %	1,874	51 %	63,509	53 %
	Police action following contact	601	59 %	916	51 %	28,041	44 %
	Decisions	164	16 %	245	14 %	8,409	13 %
	General level of service	43	4 %	506	21 %	21,444	34 %
	Information	204	20 %	208	14 %	5,614	9 %
	None	0	0 %	0	0 %	1	0 %
Police powers, policies and procedures	Total	375	18 %	691	20 %	24,386	20 %
	Stops, and stop and search	22	6 %	35	5 %	1,724	7 %
	Searches of premises and seizure of property	53	14 %	85	13 %	3,113	13 %
	Power to arrest and detain	47	13 %	106	15 %	3,718	15 %
	Detention in police custody	46	12 %	97	15 %	3,182	13 %
	Bail, identification and interview procedures	12	3 %	28	4 %	838	3 %
	Use of force	130	35 %	189	29 %	7,104	29 %
	Evidential procedures	15	4 %	34	4 %	1,517	6 %
	Out of court disposals	7	2 %	15	2 %	306	1 %
	Other policies and procedures	43	11 %	103	12 %	2,881	12 %
	Impolite and intolerant actions	0	0 %	0	0 %	0	0 %
	None	0	0 %	0	0 %	2	0 %
	Use of force and detention in custody	0	0 %	0	0 %	1	0 %
	Handling of or damage to property/ premises	Total	102	5 %	112	3 %	3,861
Handling of or damage to property/ premises		41	40 %	104	93 %	3,583	93 %
None		61	60 %	8	7 %	278	7 %
Discriminatory behaviour	Total	50	2 %	119	3 %	3,735	3 %
	Age	0	0 %	2	1 %	47	1 %
	Disability	7	14 %	22	18 %	555	15 %
	Gender reassignment	0	0 %	1	1 %	29	1 %
	Marriage and civil partnership	0	0 %	0	0 %	3	0 %
	Pregnancy and maternity	0	0 %	0	0 %	2	0 %
	Race	33	66 %	64	54 %	2,221	59 %
	Religion or belief	2	4 %	3	2 %	92	2 %
	Sex	7	14 %	15	13 %	401	11 %
	Sexual orientation	1	2 %	3	4 %	103	3 %
	Other	0	0 %	8	7 %	281	8 %
	None	0	0 %	0	0 %	1	0 %
Individual behaviours	Total	476	22 %	532	16 %	16,766	14 %
	Unprofessional attitude and disrespect	121	25 %	153	28 %	4,905	29 %
	Lack of fairness and impartiality	112	24 %	84	16 %	2,528	15 %
	Overbearing or harassing behaviours	85	18 %	114	21 %	2,945	18 %
	Impolite language / tone	130	27 %	125	25 %	4,335	26 %
	Impolite and intolerant actions	28	6 %	57	11 %	2,053	12 %
	None	0	0 %	0	0 %	0	0 %

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.

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	46	171	25	1	0	11	2	49	1	1	0	307
Call Handling	81	0	0	0	0	0	0	36	0	0	0	117
Child protection / CSA / CSE	18	4	1	2	0	0	0	7	0	0	0	32
Coronavirus – other	3	7	0	0	0	0	0	2	0	0	0	12
Coronavirus – police powers on restricti	3	1	0	0	0	0	0	2	0	0	0	6
Covert policing	0	1	1	0	0	0	0	3	0	0	0	5
Custody	10	46	6	0	0	1	0	14	1	0	0	78
Death	10	1	1	0	0	0	1	0	0	0	0	13
Domestic / gender abuse	69	14	7	1	0	1	0	23	0	1	0	116
Drugs / alcohol	24	10	6	1	0	0	0	7	0	0	0	48
Firearms	7	9	2	0	0	0	0	3	0	0	0	21
Fraud	12	0	1	0	0	0	0	2	0	0	0	15
Hate Crime	9	0	0	0	0	2	0	1	0	0	0	12
Investigation	539	47	35	21	0	13	19	159	0	2	0	835
Mental health	48	14	0	1	1	2	0	29	0	0	0	95
Missing persons	5	4	0	0	0	0	0	4	0	0	0	13
Neighbourhood policing	133	3	1	1	2	1	2	55	0	0	0	198
None	130	29	21	18	3	14	4	76	1	8	0	304
Police dogs or horses	1	2	0	0	0	0	1	0	0	0	0	4
Premises search	16	34	25	1	0	0	0	16	0	0	0	92
Public order incident	8	4	3	0	0	0	1	4	0	0	0	20
Restraint equipment	1	30	0	0	0	0	1	1	0	0	0	33
Roads/traffic	89	15	4	1	5	1	0	42	0	2	0	159
Serious injury	5	17	0	0	0	0	0	1	0	0	0	23
Social media	4	1	0	2	0	1	0	3	0	4	1	16
Stop and/or search	7	30	5	0	1	5	0	19	0	0	0	67
Taser	0	1	0	0	0	0	0	0	0	0	0	1
VAWG - dissatisfaction handling	31	0	0	0	0	0	0	3	0	0	0	34
VAWG - police perpetrated	0	28	0	0	0	0	0	5	2	2	0	37

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

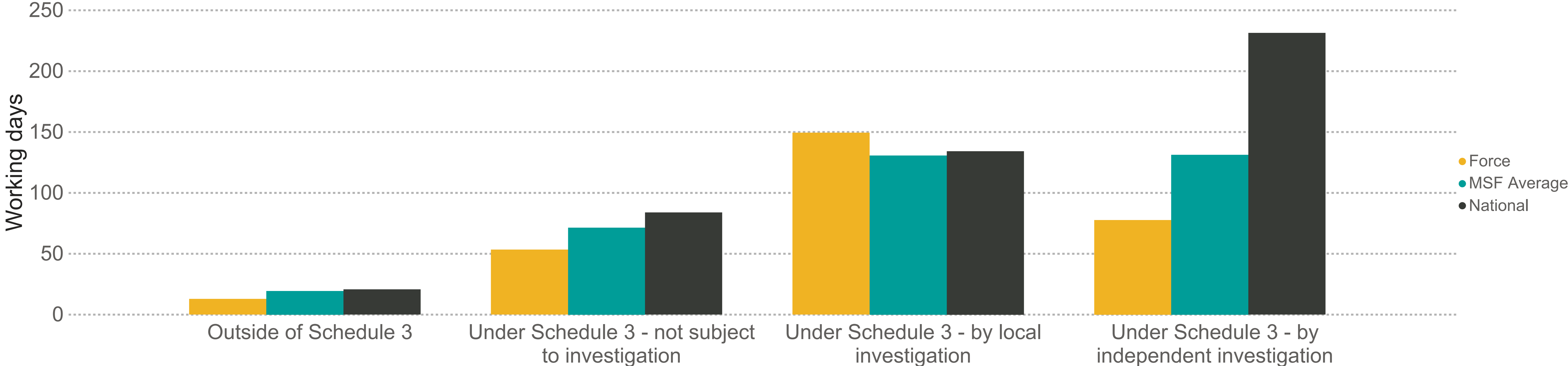
Average number of working days to finalise allegations	Force	MSF Average	National
Outside of Schedule 3	13	19	21
Under Schedule 3 - not subject to investigation	53	71	84
Under Schedule 3 - by local investigation	149	131	134
Under Schedule 3 - by directed investigation	0	0	0
Under Schedule 3 - by independent investigation	78	131	231

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.

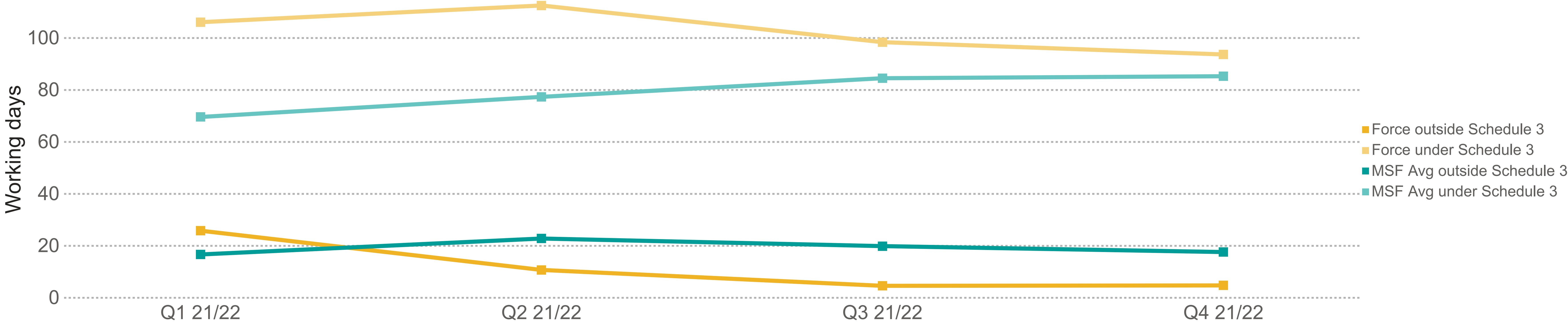
At present, allegations finalised by directed investigations are being included under 'local investigation'. This breakdown will be available in future bulletins.

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



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)	734	29 %	708	18 %	16,923	14 %
Under Schedule 3 investigated (subject to special procedures)	47	2 %	29	1 %	1,369	1 %
Under Schedule 3 - not investigated	680	27 %	1408	46 %	55,958	48 %
Outside of Schedule 3	1,030	41 %	1257	36 %	43,123	37 %
Total	2,491	100 %	3401	100 %	117,373	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			0 %	1	13 %	89	11 %	6,060			2 %	25	1 %	11	10 %	1,744
Regulation 41 applies							0 %	185					1 %	7	1 %	114
Service provided - unable to determine					4 %	26	5 %	2,865	2 %	1	2 %	25	7 %	50	5 %	793
Service provided - not acceptable					10 %	68	12 %	6,899	2 %	1	4 %	60	8 %	60	10 %	1,739
Service provided - acceptable					68 %	461	67 %	37,635	26 %	12	16 %	225	82 %	604	71 %	12,009
Not Resolved	6 %	64	6 %	2,671			0 %	1								
Resolved	94 %	966	94 %	40,446			0 %	3								
No Case to Answer									64 %	30	51 %	704				
Case to Answer									6 %	3	21 %	294				
Withdrawal					5 %	36	4 %	2,308			3 %	36	0 %	2	3 %	523
Total	41 %	1030	37 %	43,118	27 %	680	48 %	55,956	2 %	47	1 %	1,369	29 %	734	14 %	16,922

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 decisions	Allegation category											Total
	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	
No further action	43	15	7	4	0	1	4	22	1	2	1	100
Regulation 41 applies	3	1	0	0	0	1	0	2	0	0	0	7
Service provided - unable to determine	16	13	1	4	1	5	3	31	0	3	0	77
Service provided - not acceptable	69	20	5	10	0	1	1	21	0	2	0	129
Service provided - acceptable	363	291	33	40	1	73	29	240	1	5	1	1,077
Not Resolved	29	11	2	0	0	0	2	20	0	0	0	64
Resolved	584	101	59	4	8	1	0	209	0	0	0	966
No Case to Answer	3	6	1	6	0	6	1	4	0	3	0	30
Case to Answer	1	1	0	0	0	0	0	0	0	1	0	3
Withdrawal	11	9	3	0	0	1	0	12	1	1	0	38

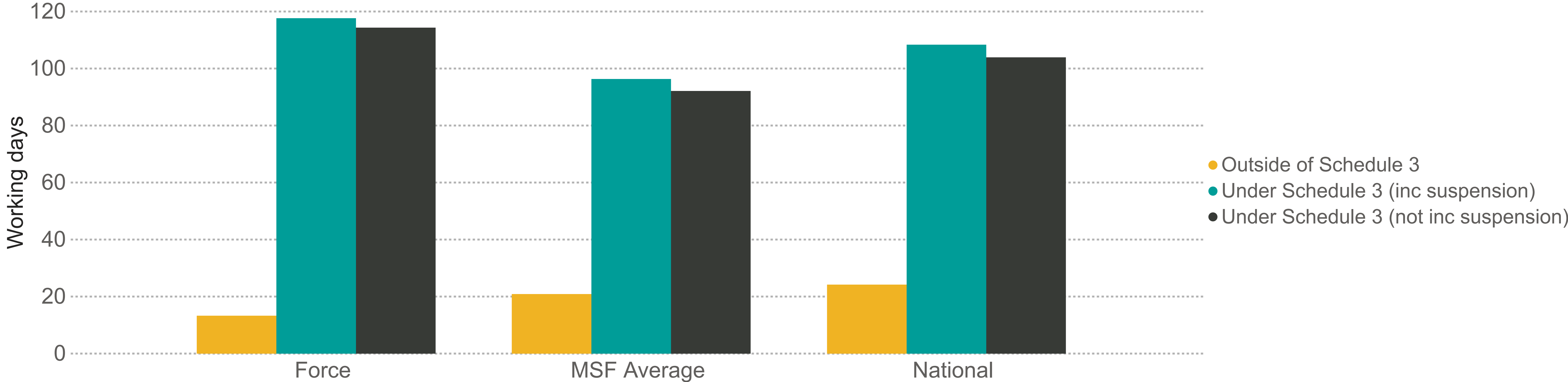
Section A4: Complaint cases finalised - timeliness

Average number of working days to finalise complaint cases	Force	MSF Average	National
Outside of Schedule 3	13	21	24
Under Schedule 3 (inc suspension)	118	96	108
Under Schedule 3 (not inc suspension)	114	92	104

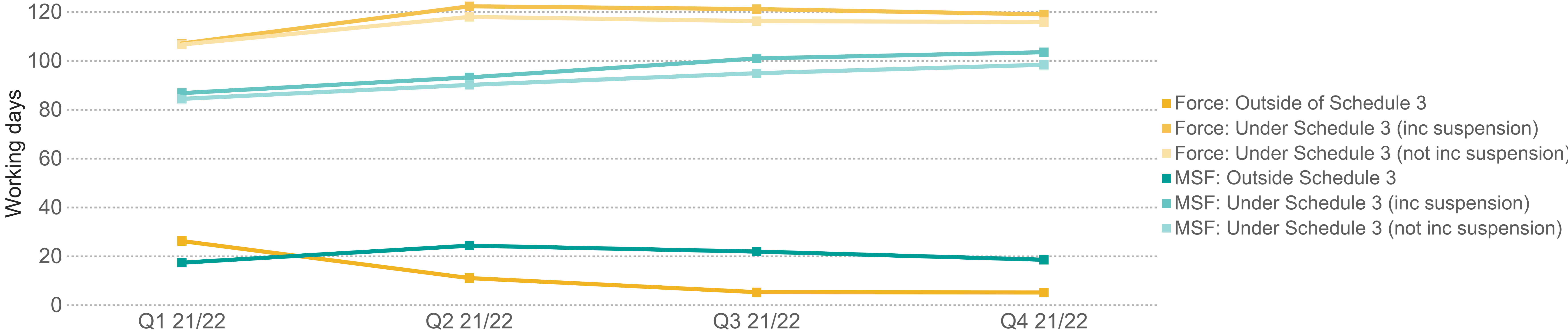
This section shows the time it takes the force to finalise complaint cases from the customer's perspective. It gives a breakdown of the time taken to finalise complaint cases handled informally and those that are handled formally under Schedule 3. Timeliness is calculated from the date the complaint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



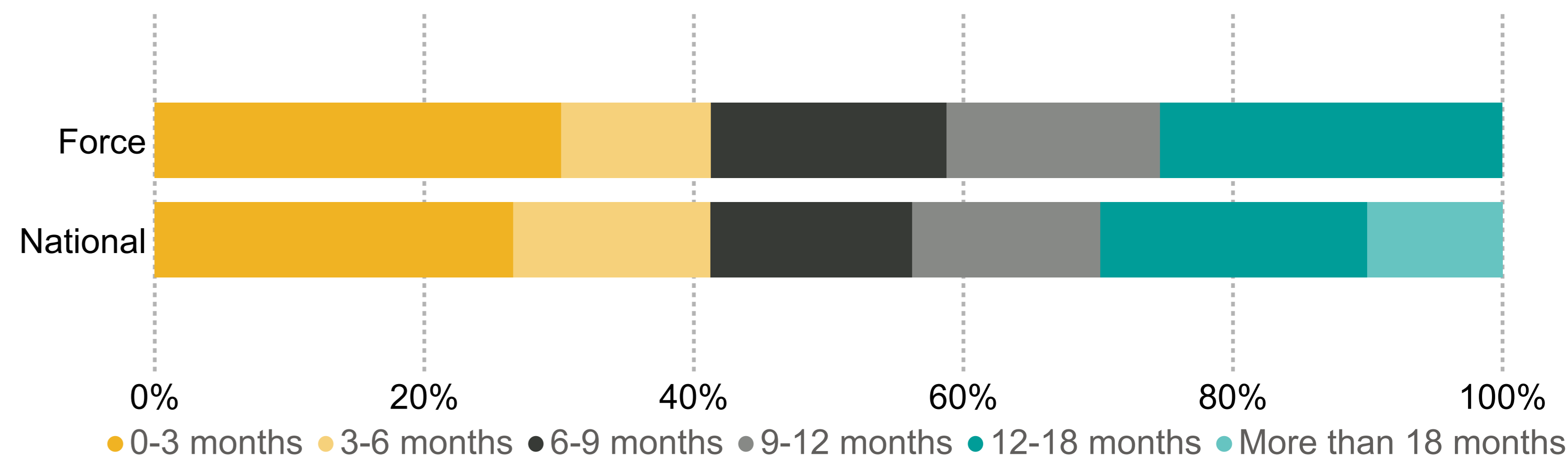
Section B1: Investigations (all investigation types) - timeliness

This section presents information about complaints handled under Schedule 3 that are investigated. It covers complaint cases investigated by both the force and the IOPC.

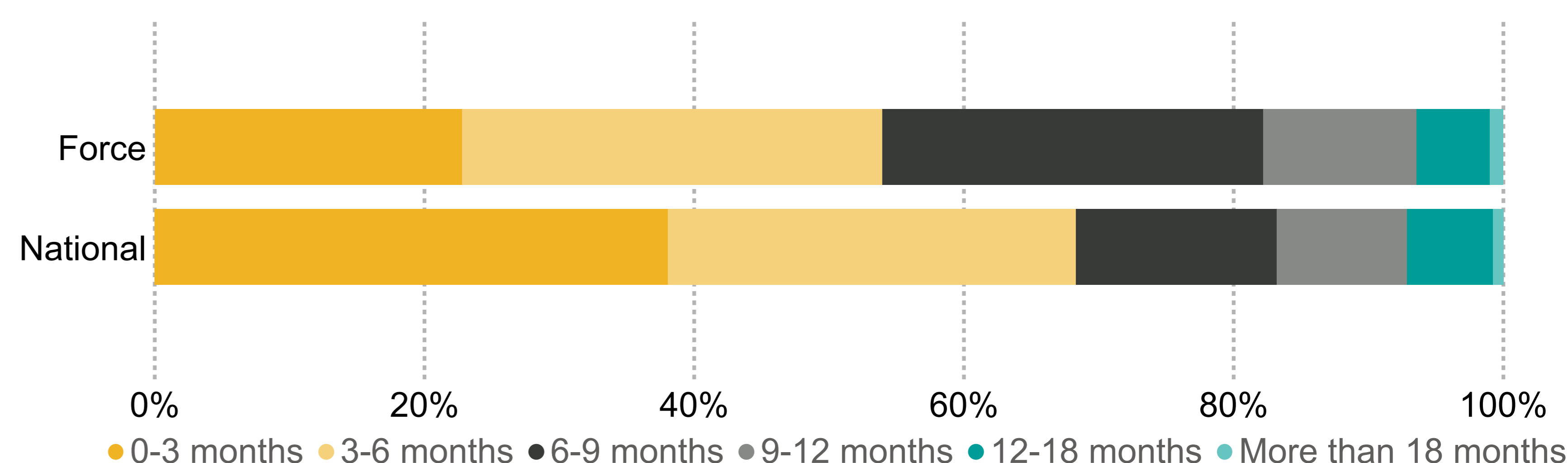
The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised.

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

Investigations active for...	Force	MSF Average	National
0-3 months	30 %	30 %	27 %
3-6 months	11 %	22 %	15 %
6-9 months	17 %	19 %	15 %
9-12 months	16 %	12 %	14 %
12-18 months	25 %	12 %	20 %
More than 18 months	0 %	5 %	10 %



Investigations completed in...	Force	MSF Average	National
0-3 months	23 %	37 %	38 %
3-6 months	31 %	33 %	30 %
6-9 months	28 %	17 %	15 %
9-12 months	11 %	8 %	10 %
12-18 months	5 %	4 %	6 %
More than 18 months	1 %	1 %	1 %



Allegations finalised by investigation (all investigation types) - timeliness

Average number of working days	Year allegation finalised
	2021/22
Force	148
MSF Average	132
National	135

Data for 2020/21 was considered experimental. Due to this, figures for that financial year are not reported in this bulletin.

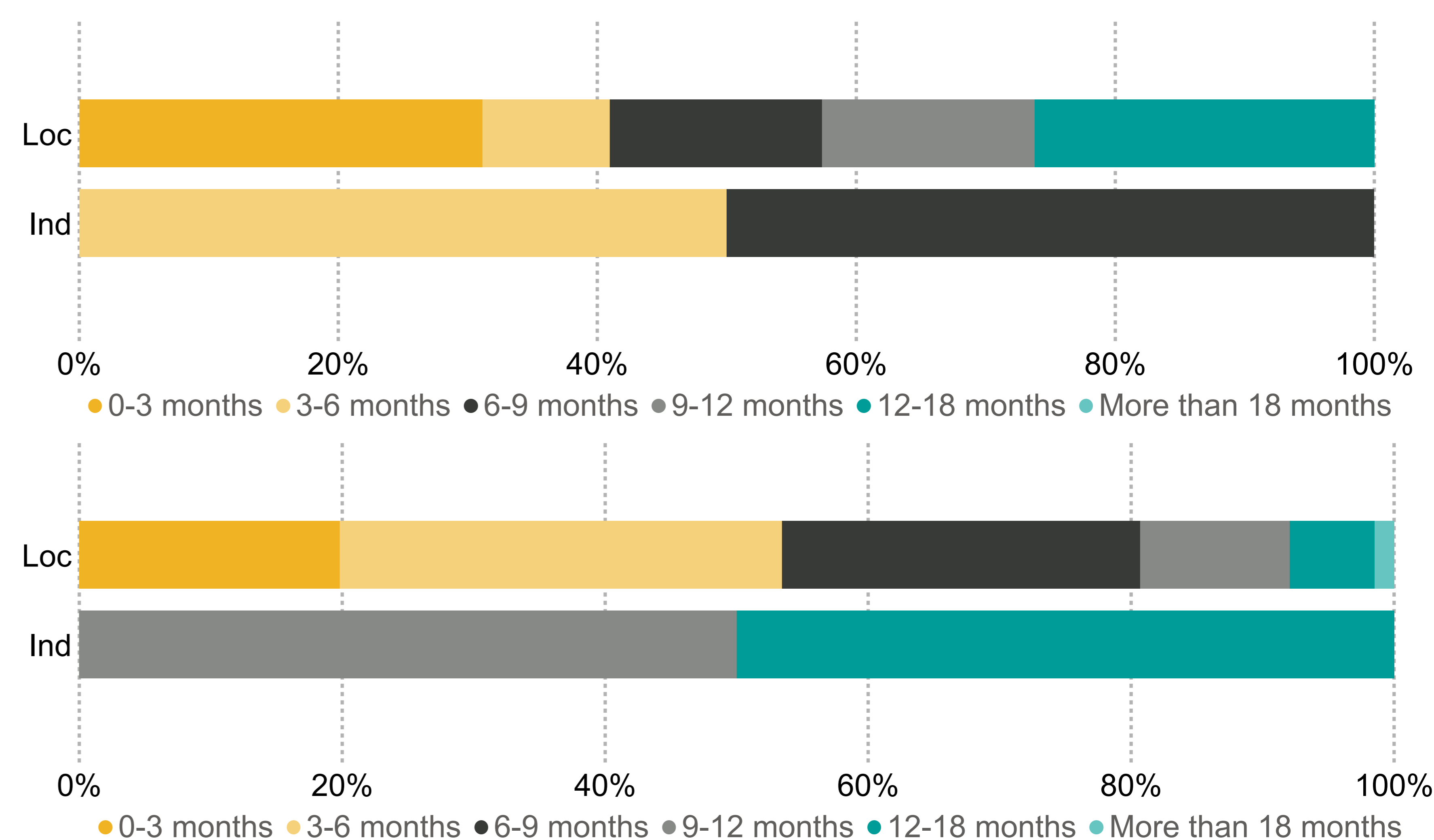
Section B2: Investigations (by type of investigation) - timeliness

This section presents information about complaint cases handled under Schedule 3 that are investigated, by the type of investigation. It covers complaint cases investigated by both the force and the IOPC. The data shows how long investigations have been open (active) at the end of the period being reported. Also, the time it takes for allegations that have been investigated to be finalised by the type of investigation. At present, allegations finalised by directed investigations are being included under 'local investigation'. The IOPC is working with force IT suppliers to ensure that reporting on this is possible in the future.

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

Investigations active for...	Loc	Dir	Ind	Unk	All
0-3 months	31 %	0 %	0 %	0 %	30 %
3-6 months	10 %	0 %	50 %	0 %	11 %
6-9 months	16 %	0 %	50 %	0 %	17 %
9-12 months	16 %	0 %	0 %	0 %	16 %
12-18 months	26 %	0 %	0 %	0 %	25 %
More than 18 months	0 %	0 %	0 %	0 %	0 %

Investigations completed in...	Loc	Ind	All
0-3 months	23 %	0 %	23 %
3-6 months	32 %	0 %	31 %
6-9 months	29 %	0 %	28 %
9-12 months	11 %	50 %	11 %
12-18 months	5 %	50 %	5 %
More than 18 months	1 %	0 %	1 %



Allegations finalised by investigation (by type of investigation) - timeliness

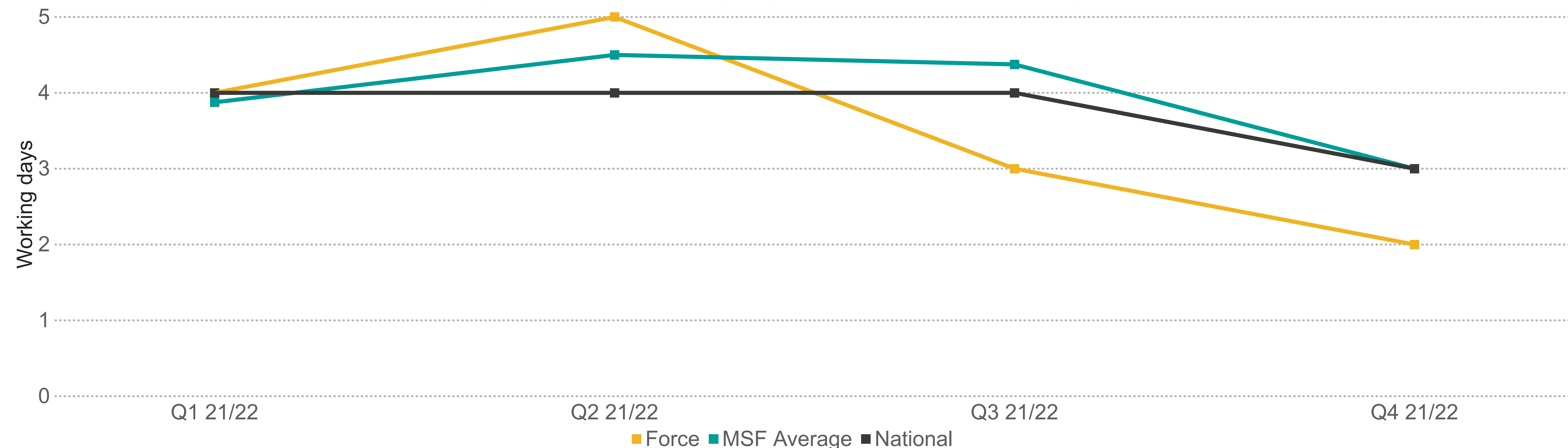
Average number of working days	Year allegation finalised
	2021/22
Local	149
Directed	0
Independent	78
All	148

Data for 2020/21 was considered experimental. Due to this, figures that financial year are not reported in this bulletin.

Section C: Referrals

	Force	Force %	MSF Average	MSF Average %	National	National %
Number referrals received	86		134		5,284	
Number referrals completed	86		134		5,261	
Decision: Independent Investigation	8	9%	11	8%	504	10%
Decision: Directed Investigation	0	0%	2	1%	47	1%
Decision: Local Investigation	55	64%	80	58%	3,073	58%
Decision: Return to Force	23	27%	40	31%	1,591	30%
Decision: Invalid	0	0%	1	1%	31	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.

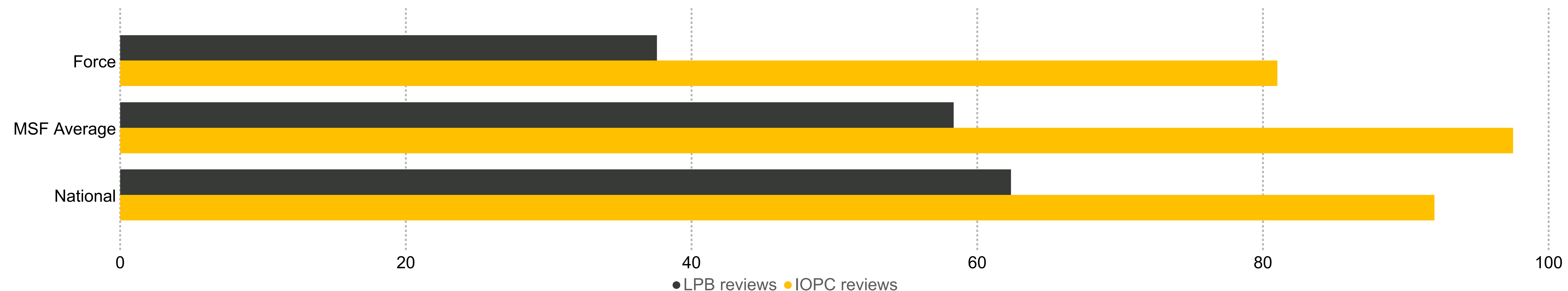
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

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	498	116	23 %	1	64	47	4
MSF Average	975	190	20 %	21	134	21	14
National	33,602	6,635	20 %	574	4,456	788	817

Section D2: Reviews timeliness

	Force	MSF Average	National
Average number of working days to complete Local Policing Body reviews	38	58	62
Average number of working days to complete IOPC reviews	81	98	92



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.

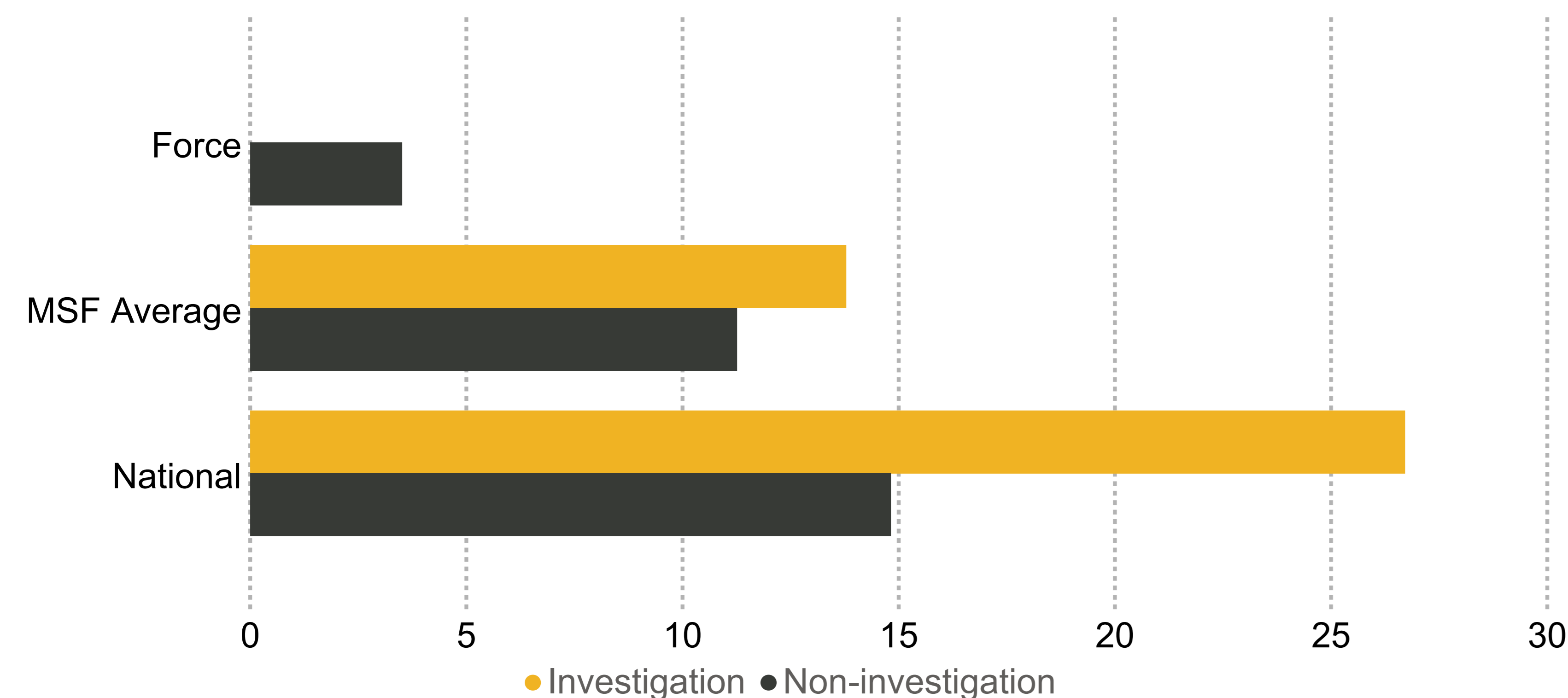
Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC's Statutory Guidance on the police complaints system \(February 2020\)](#).

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 reviews

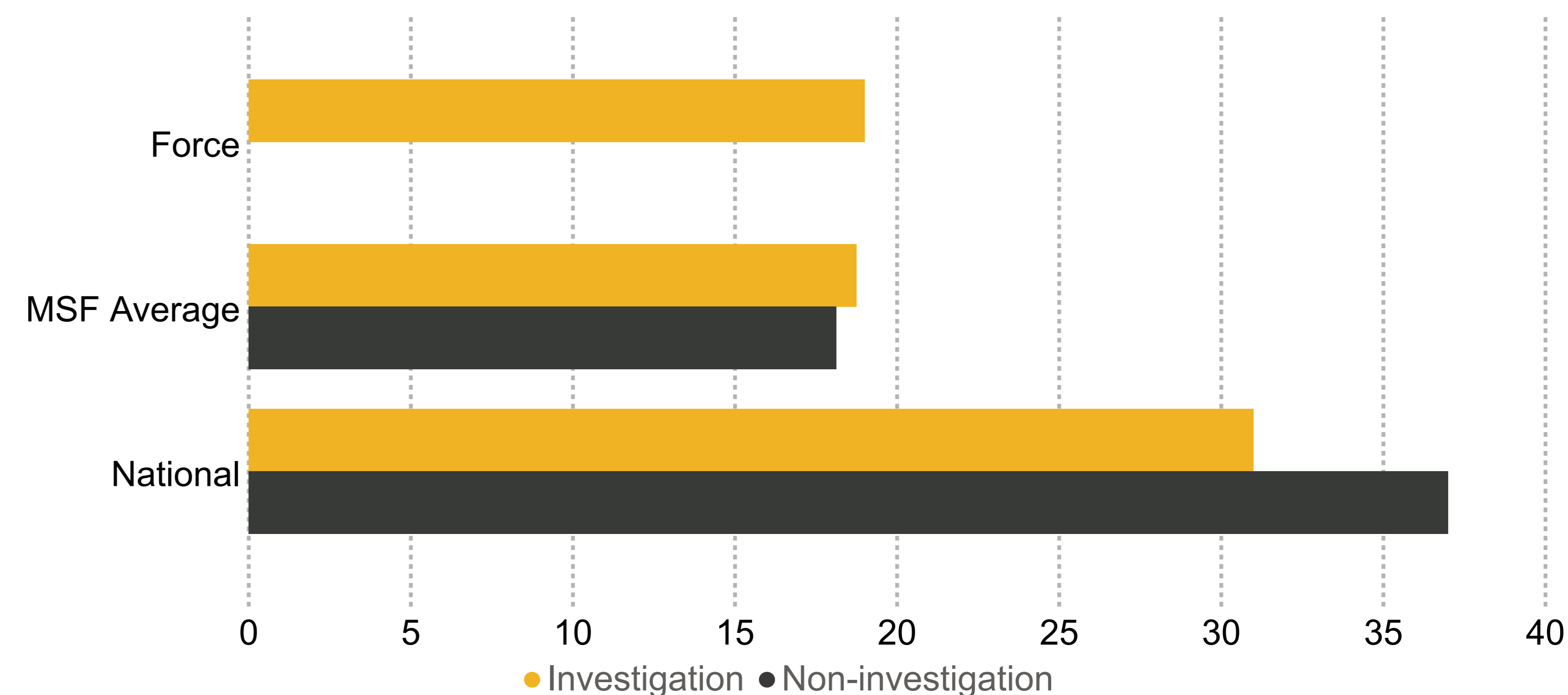
% LPB reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	0	14	27
Non-investigation	4	11	15



% IOPC reviews found outcome not reasonable and proportionate

	Force	MSF Average	National
Investigation	19	19	31
Non-investigation	0	18	37



% LPB reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	82	89

% IOPC reviews resulting in...

	Force	MSF Average	National
Recommendation made	0	1	2
Direction	6	13	22
Extra work commissioned	3	0	1

This section presents information about the decisions made on reviews by local policing bodies and the IOPC. It includes the proportion of reviews where the relevant review body found the outcome of the complaint was not reasonable and proportionate and those that resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

The percentage of reviews the relevant review body determines to be not reasonable and proportionate excludes any reviews that were deemed invalid. Invalid reviews may, for example, include applications that were made outside of the 28 day period to submit an application. Some caution is advised when looking at the percentage of reviews that found the complaint case outcome was not reasonable and proportionate due to the sometimes small number of reviews involved.

Where the IOPC does not have enough information to decide on a review of a police force investigation, they are able to request that the force undertakes further work to gather additional evidential material. This is known as commissioning further work. The proportion of reviews completed where additional work was commissioned are shown in this section.

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

Actions following outside of Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Organisational learning	17	2 %	5	1 %	169	0 %
Individual learning	66	9 %	10	1 %	348	1 %
Policy review	2	0 %	1	0 %	31	0 %
Goodwill gesture	3	0 %	2	0 %	135	0 %
Apology	56	8 %	125	10 %	3312	9 %
Debrief	4	1 %	16	1 %	562	1 %
Explanation	536	72 %	589	51 %	18481	48 %
No further action	79	11 %	193	20 %	11157	29 %
Learning from Reflection	0	0 %	21	3 %	696	2 %

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

Actions following Schedule 3 complaint cases	Force		MSF Average		National	
	No.	%	No.	%	No.	%
Referral to RPRP	32	6 %	29	3 %	1003	3 %
Learning from Reflection	70	14 %	76	9 %	3364	10 %
Other actions following a case to answer decision	0	0 %	1	0 %	20	0 %
Other action	0	0 %	32	3 %	517	2 %
No further action	359	72 %	551	56 %	15965	48 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	1	0 %	14	0 %
Misconduct proceedings	1	0 %	2	0 %	68	0 %
Explanation	102	20 %	200	25 %	12350	37 %
Debrief	0	0 %	3	1 %	259	1 %
Apology	10	2 %	46	5 %	1737	5 %
Goodwill gesture	1	0 %	1	0 %	14	0 %
Policy review	1	0 %	1	0 %	41	0 %
Individual learning	1	0 %	4	0 %	86	0 %
Organisational learning	4	1 %	11	1 %	588	2 %

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 E2: Focus on RPRP, UPP, misconduct and criminal outcomes (for complaint cases handled under Schedule 3)

RPRP and learning

This section focusses on what happened as a result of the complaint case (action) in relation to RPRP, UPP, and a case to answer for misconduct.

Actions are captured at allegation level and multiple actions can be selected, where appropriate, on a 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%. More than one UPP, RPRP, misconduct meeting and misconduct hearing can result from a single allegation, therefore the numbers shown do not represent the number of these processes which occurred in the period.

Number of complaint cases resulting in below actions	2021/22
RPRP	
National	1003
Force	32
Learning	
National	673
Force	5

Percentage of complaint cases resulting in below actions	2021/22
RPRP	
National	3 %
Force	6 %
Learning	
National	2 %
Force	1 %

RPRP, UPP, misconduct and criminal

Percentage of complaint cases resulting in below actions	Force		MSF Average		National	
	No.	%	No.	%	No.	%
RPRP	32	6 %	29	3 %	1003	3 %
Misconduct meeting	0	0 %	1	0 %	55	0 %
Misconduct hearing	1	0 %	1	0 %	14	0 %
UPP	0	0 %	1	0 %	14	0 %

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 \(February 2020\)](#).