

Police Complaints Information Bulletin: Avon And Somerset

Reporting Period: 01 April 2024 - 30 June 2024 (Q1 2024/25)

Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

About this bulletin

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

It sets out performance against a number of measures and compares force results to their most similar force (MSF) group (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

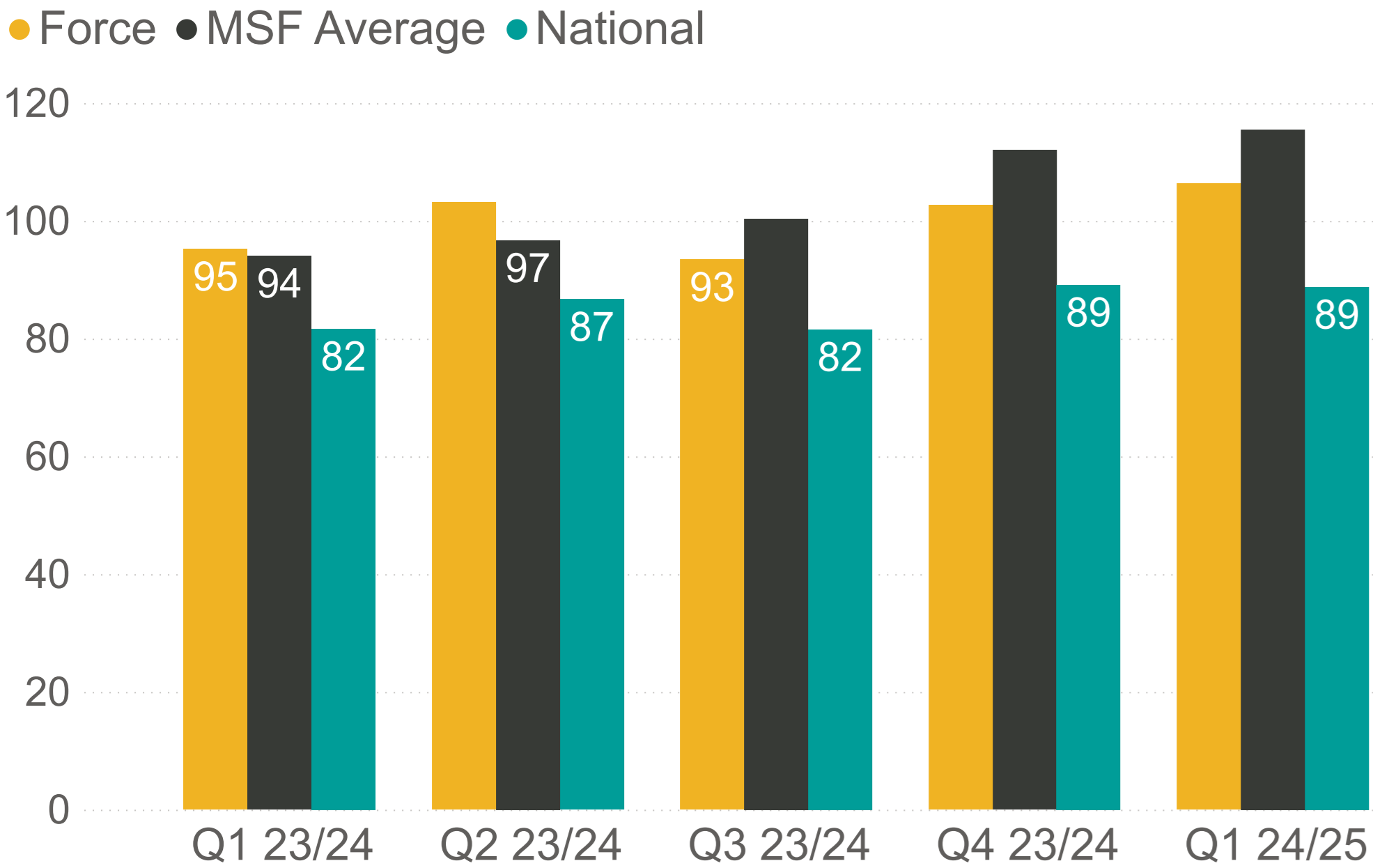
Nat. – National, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

Section A1.1: Complaint cases and allegations logged

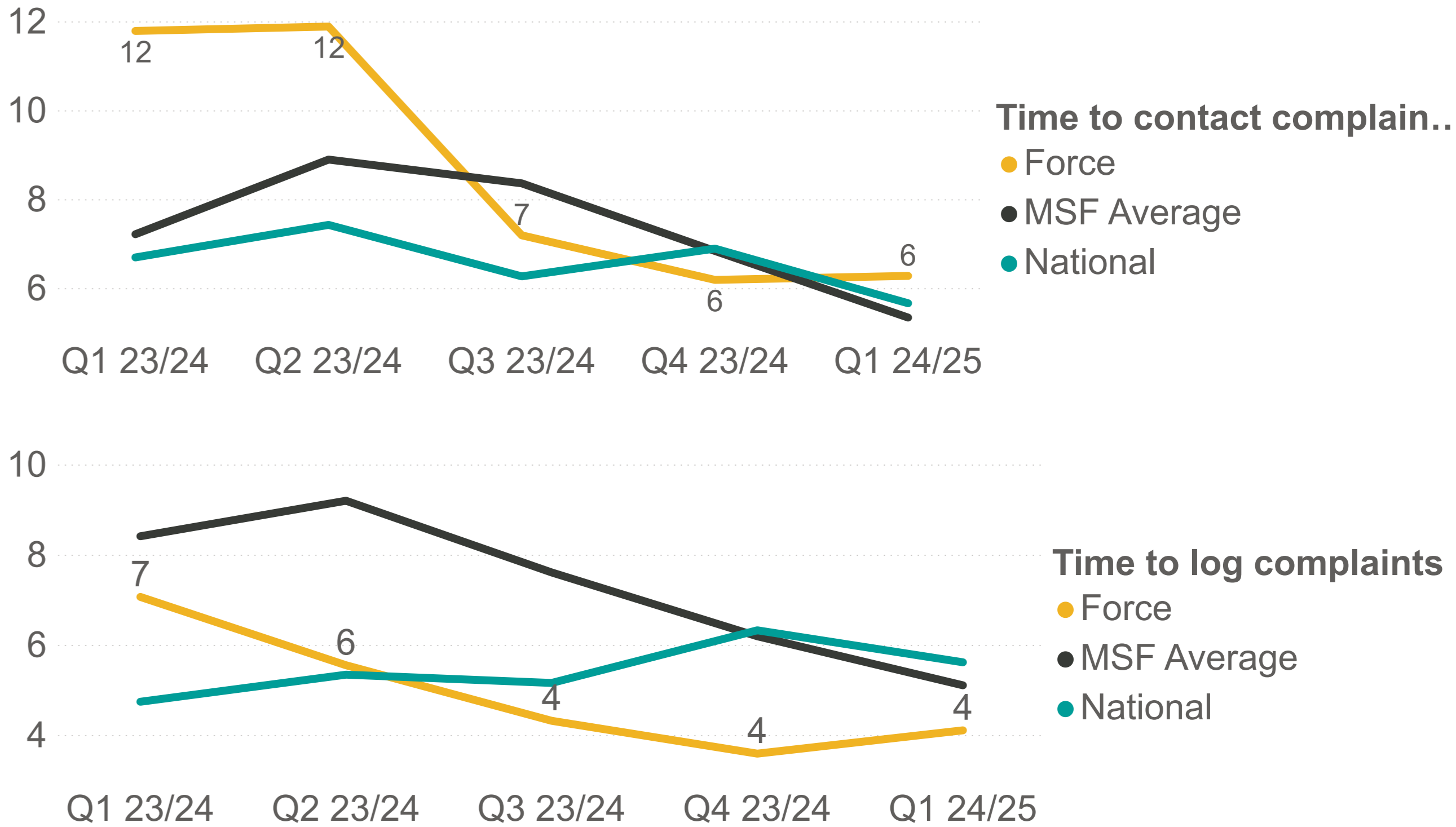
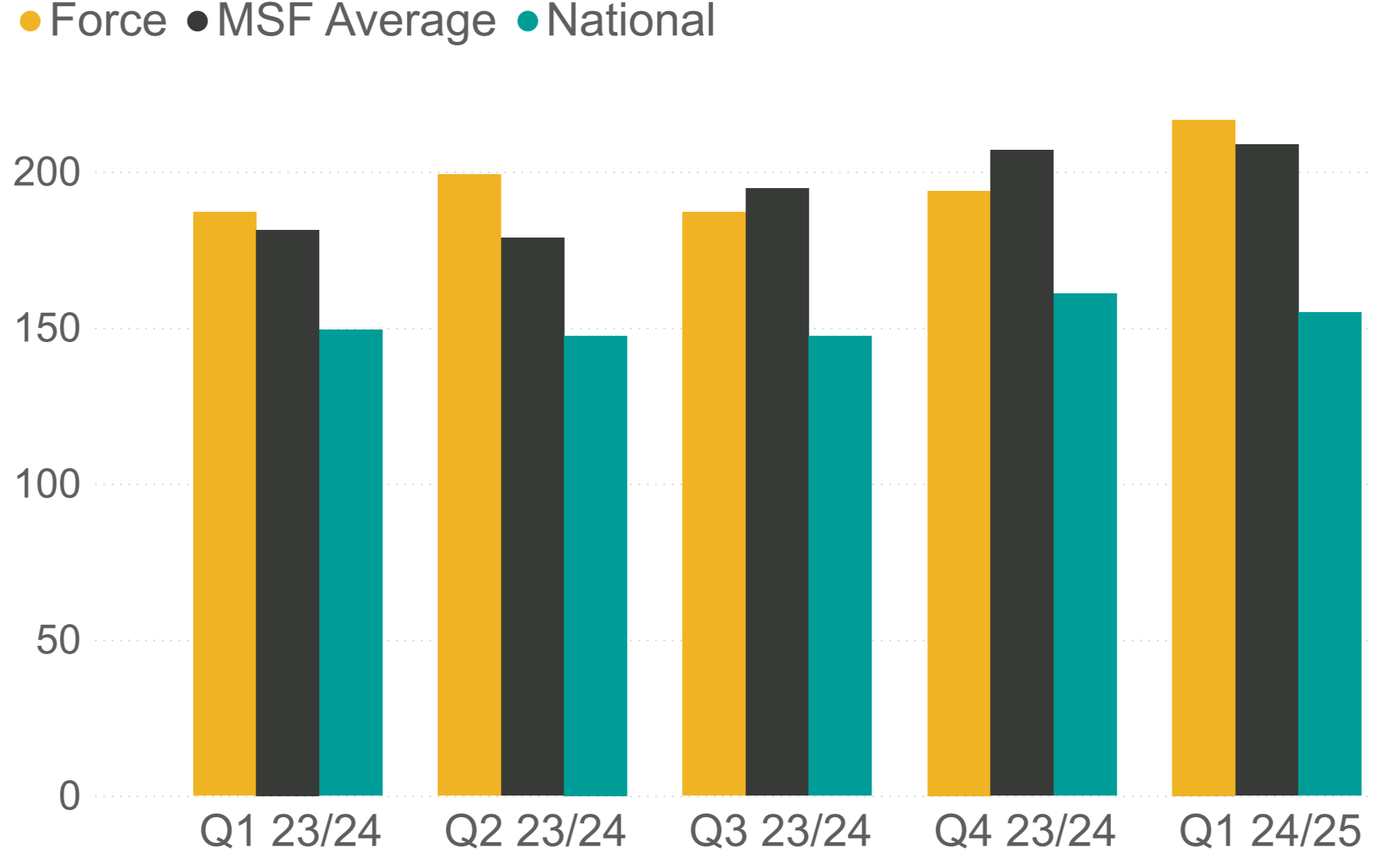
A complaint case is formed of one or more allegations. Numbers per 1,000 employees are used to demonstrate how the number of complaints/allegations against a force compare to their most similar force group and national figures. The force should contact the complainant and log the complaint as soon as 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	708	106	1,442	217	6	4
SPLY	639	95	1,255	187	12	7
MSF Average	650	116	1,172	209	5	5
National	22,622	89	39,473	155	6	6

Complaints logged per 1,000 employees



Allegations logged per 1,000 employees



For space reasons, the figures in the above charts are the force averages only

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

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	107	133	137	3,426
Complainant wishes the complaint be recorded	60	50	23	1,294
Dissatisfaction after initial handling	19	26	31	1,062
Nature of the allegation(s) in the complaint	115	115	48	1,571
Total	301	324	240	7,353

Reason complaint case recorded under Schedule 3 (YTD)	Force	SPLY	MSF Average	National
AA/body responsible for initial handling decides	36 %	41 %	52 %	47 %
Complainant wishes the complaint be recorded	20 %	15 %	9 %	18 %
Dissatisfaction after initial handling	6 %	8 %	17 %	14 %
Nature of the allegation(s) in the complaint	38 %	35 %	22 %	21 %

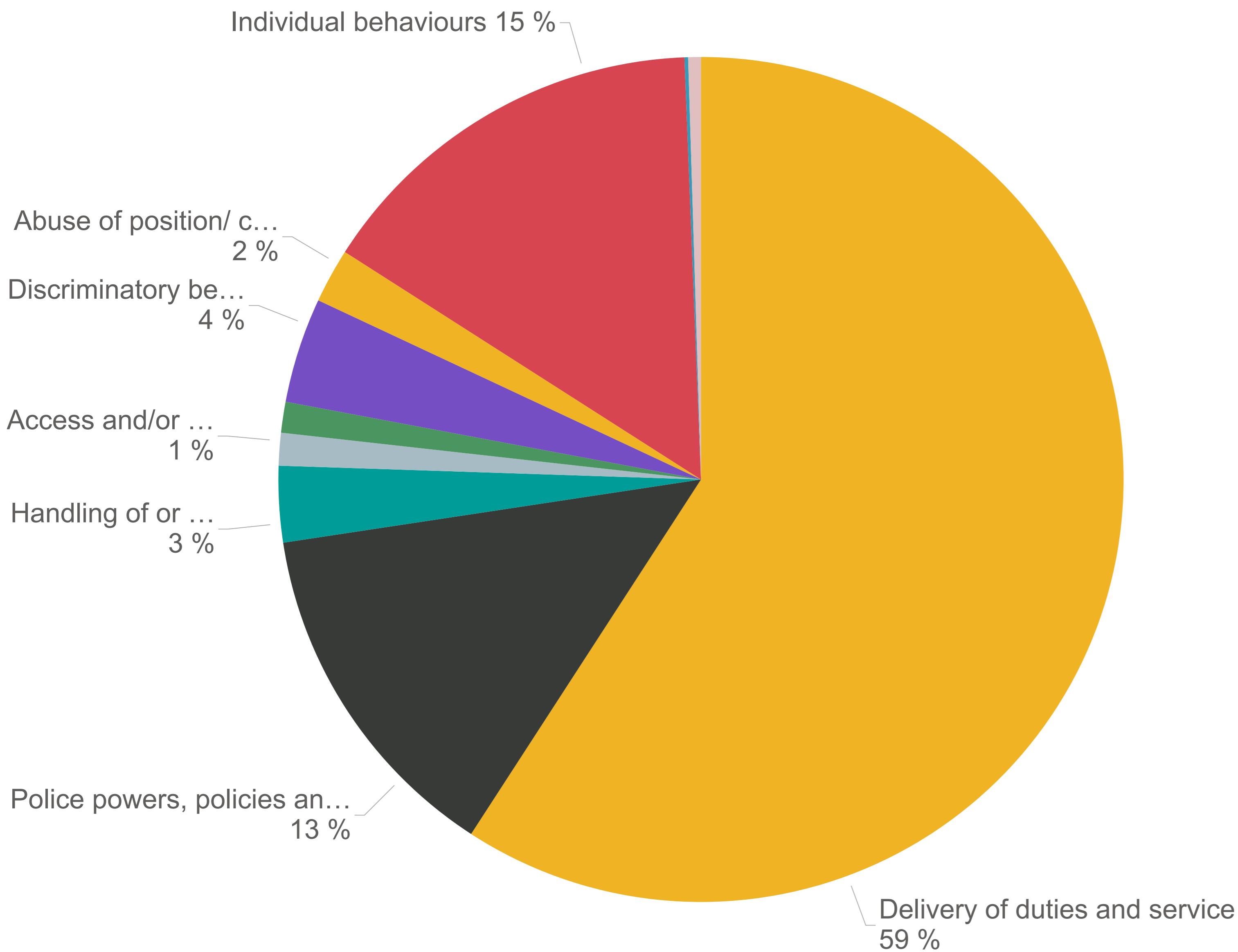
Section A1.3: Allegations logged – what has been complained about (YTD)

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.

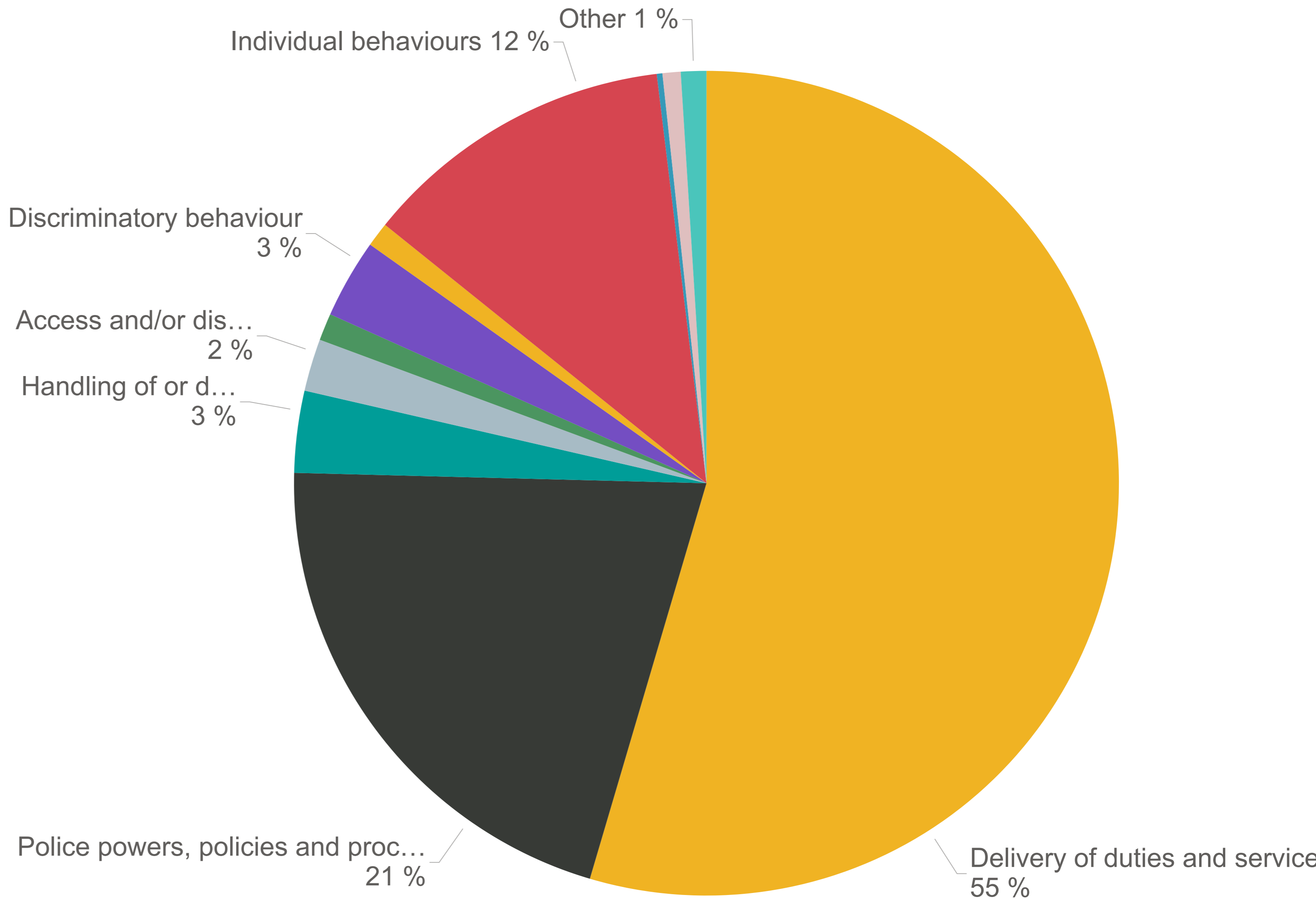
What has been complained about (YTD)

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	853	194	42	18	17	58	30	221	2	7	0	1,442
SPLY	604	255	42	14	21	50	56	196	1	15	1	1,255
MSF Average	644	234	37	21	11	37	11	158	3	6	9	1,172
National	21,535	8,225	1,265	809	419	1,225	378	4,853	87	280	393	39,469

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	Total	853	59 %	604	48 %	644	55 %	21,534	55 %
	Police action following contact	413	48 %	306	51 %	259	44 %	8,745	41 %
	Decisions	155	18 %	78	13 %	103	16 %	3,041	14 %
	General level of service	151	18 %	131	22 %	187	24 %	7,280	34 %
	Information	134	16 %	89	15 %	95	16 %	2,468	11 %
Individual behaviours	Total	221	15 %	196	16 %	158	14 %	4,853	12 %
	Lack of fairness and impartiality	61	28 %	32	16 %	27	16 %	686	14 %
	Overbearing or harassing behaviours	54	24 %	45	23 %	32	20 %	912	19 %
	Unprofessional attitude and disrespect	53	24 %	58	30 %	41	26 %	1,338	28 %
	Impolite language / tone	39	18 %	37	19 %	41	27 %	1,190	25 %
Police powers, policies and procedures	Impolite and intolerant actions	14	6 %	24	12 %	17	11 %	727	15 %
	Total	194	13 %	255	20 %	234	20 %	8,223	21 %
	Use of force	53	27 %	70	27 %	53	23 %	2,145	26 %
	Power to arrest and detain	38	20 %	49	19 %	43	19 %	1,454	18 %
	Searches of premises and seizure of property	29	15 %	28	11 %	30	12 %	1,035	13 %
	Detention in police custody	25	13 %	54	21 %	31	14 %	1,145	14 %
	Other policies and procedures	13	7 %	16	6 %	25	10 %	800	10 %
	Evidential procedures	12	6 %	8	3 %	19	7 %	638	8 %
	Out of court disposals	11	6 %	19	7 %	7	4 %	135	2 %
	Stops, and stop and search	7	4 %	6	2 %	9	4 %	386	5 %
Discriminatory behaviour	Bail, identification and interview procedures	6	3 %	5	2 %	16	7 %	485	6 %
	Total	58	4 %	50	4 %	37	3 %	1,225	3 %
	Race	22	38 %	23	46 %	16	43 %	549	45 %
	Sex	13	22 %	10	20 %	7	20 %	211	17 %
	Disability	12	21 %	15	30 %	7	20 %	224	18 %
	Age	6	10 %	1	2 %	1	3 %	18	1 %
	Sexual orientation	3	5 %	0	0 %	2	5 %	44	4 %
	Religion or belief	1	2 %	0	0 %	1	1 %	28	2 %
	Other	1	2 %	1	2 %	4	7 %	134	11 %
	Gender reassignment	0	0 %	0	0 %	0	1 %	15	1 %
Handling of or damage to property/ premises	Marriage and civil partnership	0	0 %	0	0 %	0	0 %	2	0 %
	Pregnancy and maternity	0	0 %	0	0 %	0	0 %	0	0 %
	Total	42	3 %	42	3 %	34	3 %	1,236	3 %
	Handling of or damage to property/ premises	42	100 %	42	100 %	34	91 %	1,235	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	517	36 %	309	25 %	422	38 %	14,194	36 %
None	321	22 %	240	19 %	257	19 %	7,961	20 %
Roads/traffic	117	8 %	86	7 %	72	6 %	2,358	6 %
Arrest	111	8 %	221	18 %	123	11 %	4,881	12 %
VAWG - dissatisfaction handling	83	6 %	55	4 %	41	3 %	1,405	4 %
Call Handling	72	5 %	88	7 %	55	5 %	1,621	4 %
Neighbourhood policing	56	4 %	45	4 %	54	5 %	1,815	5 %
Custody	46	3 %	52	4 %	50	5 %	2,207	6 %
Mental health	39	3 %	40	3 %	29	3 %	1,083	3 %
Domestic / gender abuse	35	2 %	52	4 %	59	6 %	2,010	5 %
Premises search	27	2 %	16	1 %	21	2 %	941	2 %
Public order incident	24	2 %	19	2 %	10	1 %	296	1 %
Missing persons	23	2 %	13	1 %	9	1 %	255	1 %
Child protection / CSA / CSE	14	1 %	8	1 %	24	2 %	687	2 %
Stop and/or search	8	1 %	10	1 %	14	1 %	804	2 %
Restraint equipment	6	0 %	7	1 %	8	1 %	365	1 %
Death	4	0 %	14	1 %	9	1 %	351	1 %
Hate Crime	4	0 %	7	1 %	7	1 %	252	1 %
Social media	4	0 %	2	0 %	5	0 %	170	0 %
Drugs / alcohol	3	0 %	4	0 %	8	1 %	442	1 %
Firearms	1	0 %	14	1 %	4	0 %	196	0 %
Serious injury	1	0 %	0	0 %	2	0 %	93	0 %
Taser	1	0 %	0	0 %	1	0 %	43	0 %
Coronavirus - other	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on infectiou	0	0 %	0	0 %	0	0 %	0	0 %
Coronavirus - police powers on restricti	0	0 %	0	0 %	0	0 %	0	0 %
Covert policing	0	0 %	1	0 %	0	0 %	18	0 %
Fraud	0	0 %	3	0 %	4	0 %	249	1 %
Police dogs or horses	0	0 %	0	0 %	0	0 %	16	0 %
Prejudicial and improper behaviour	0	0 %	0	0 %	0	0 %	0	0 %
Unknown	0	0 %	0	0 %	0	0 %	8	0 %
VAWG' - dissatisfaction handling	0	0 %	0	0 %	0	0 %	8	0 %
VAWG - police perpetrated	0	0 %	58	5 %	11	1 %	304	1 %
VAWG' - police victim	0	0 %	0	0 %	0	0 %	9	0 %
VAWG - police victim	0	0 %	4	0 %	5	0 %	61	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 - dissatisfaction handling	67	1	0	4	9
Taser	0	1	0	0	0
Stop and/or search	0	4	0	2	2
Serious injury	0	1	0	0	0
Roads/traffic	63	8	2	2	26
Restraint equipment	0	5	0	0	1
Public order incident	15	2	0	1	6
Premises search	3	22	2	0	0
None	179	28	20	18	61
Neighbourhood policing	44	0	0	0	12
Missing persons	20	0	0	0	2
Mental health	21	9	0	1	6
Investigation	375	21	11	21	65
Hate Crime	2	0	0	2	0
Firearms	1	0	0	0	0
Drugs / alcohol	2	0	0	0	1
Domestic / gender abuse	29	0	0	2	3
Death	2	0	2	0	0
Custody	4	31	1	4	5
Child protection / CSA / CSE	11	0	0	0	1
Call Handling	66	0	0	0	6
Arrest	11	71	4	4	16
Total	848	192	42	57	214

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
Q1 23/24	55	58	4	113
Q2 23/24	34	8	0	42
Q3 23/24	50	1	0	51
Q4 23/24	62	6	0	68
Q1 24/25	83	0	0	83
Total	284	73	4	357

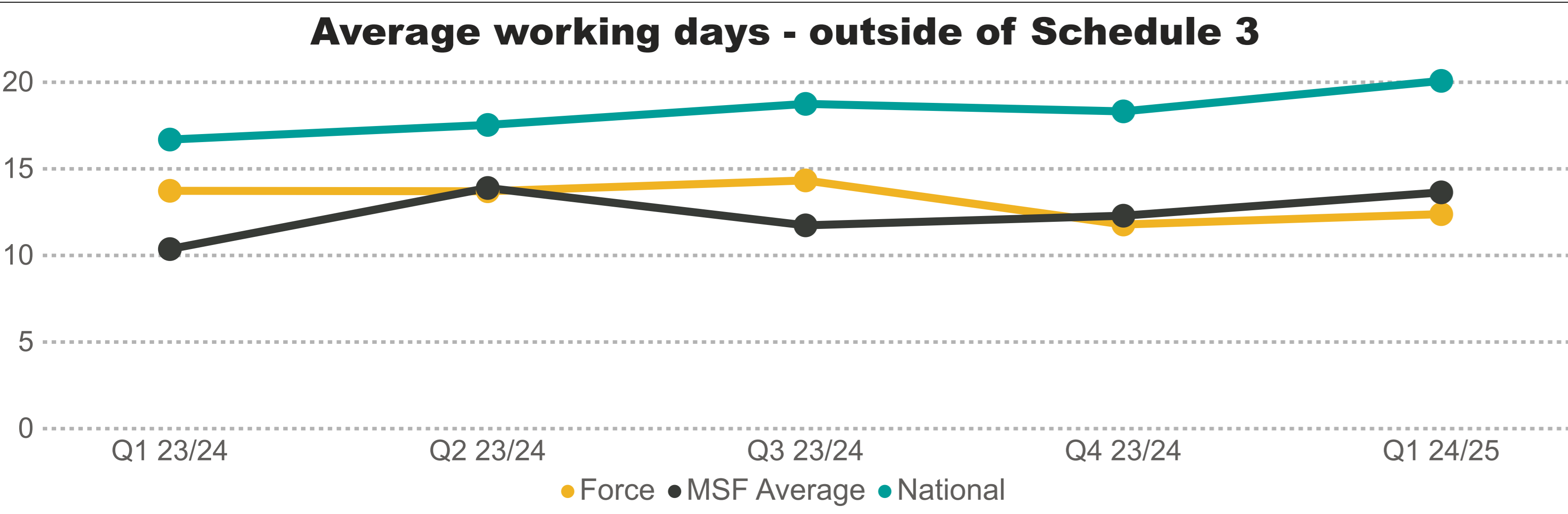
Section A2: Allegations timeliness

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.

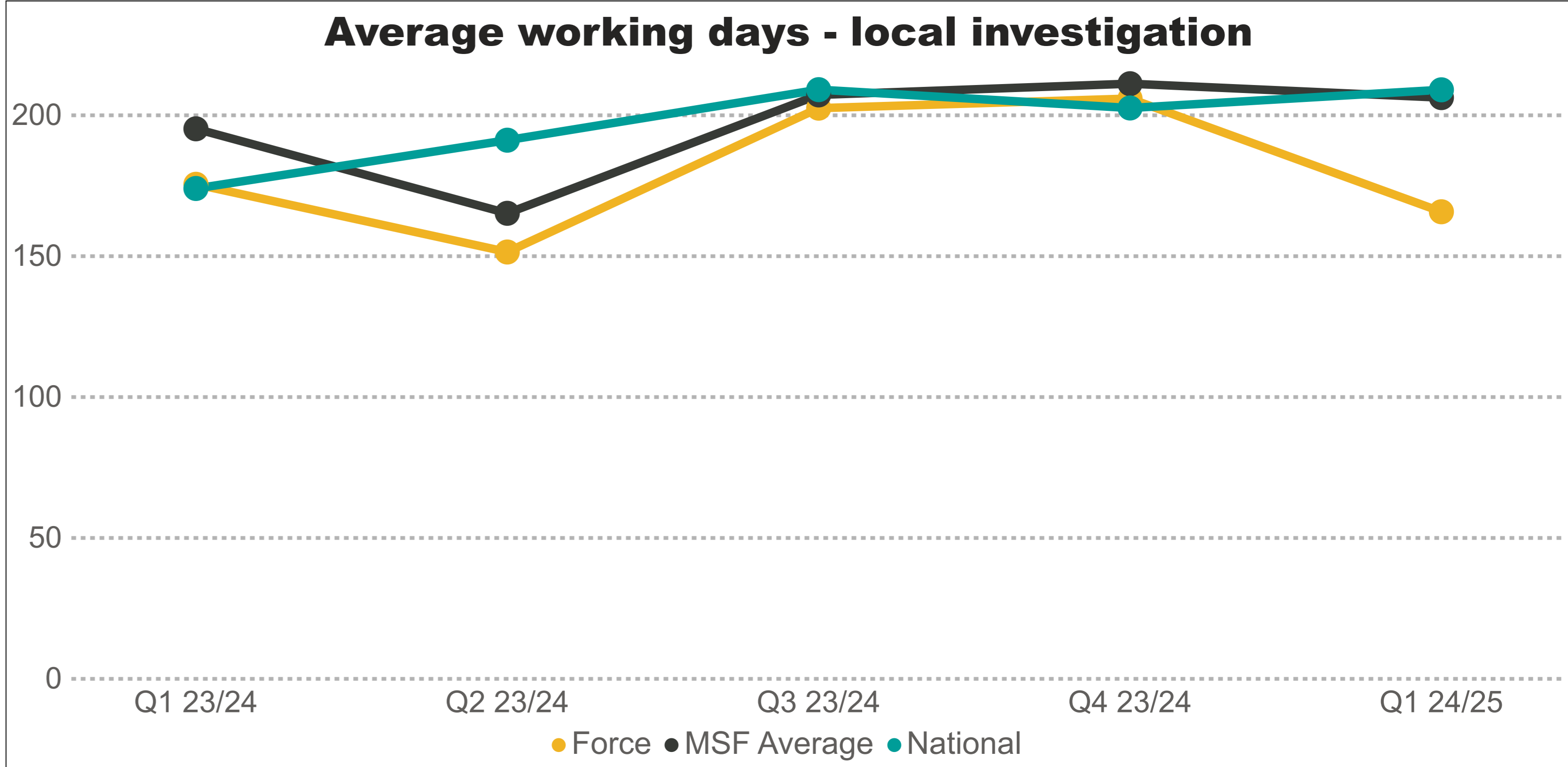
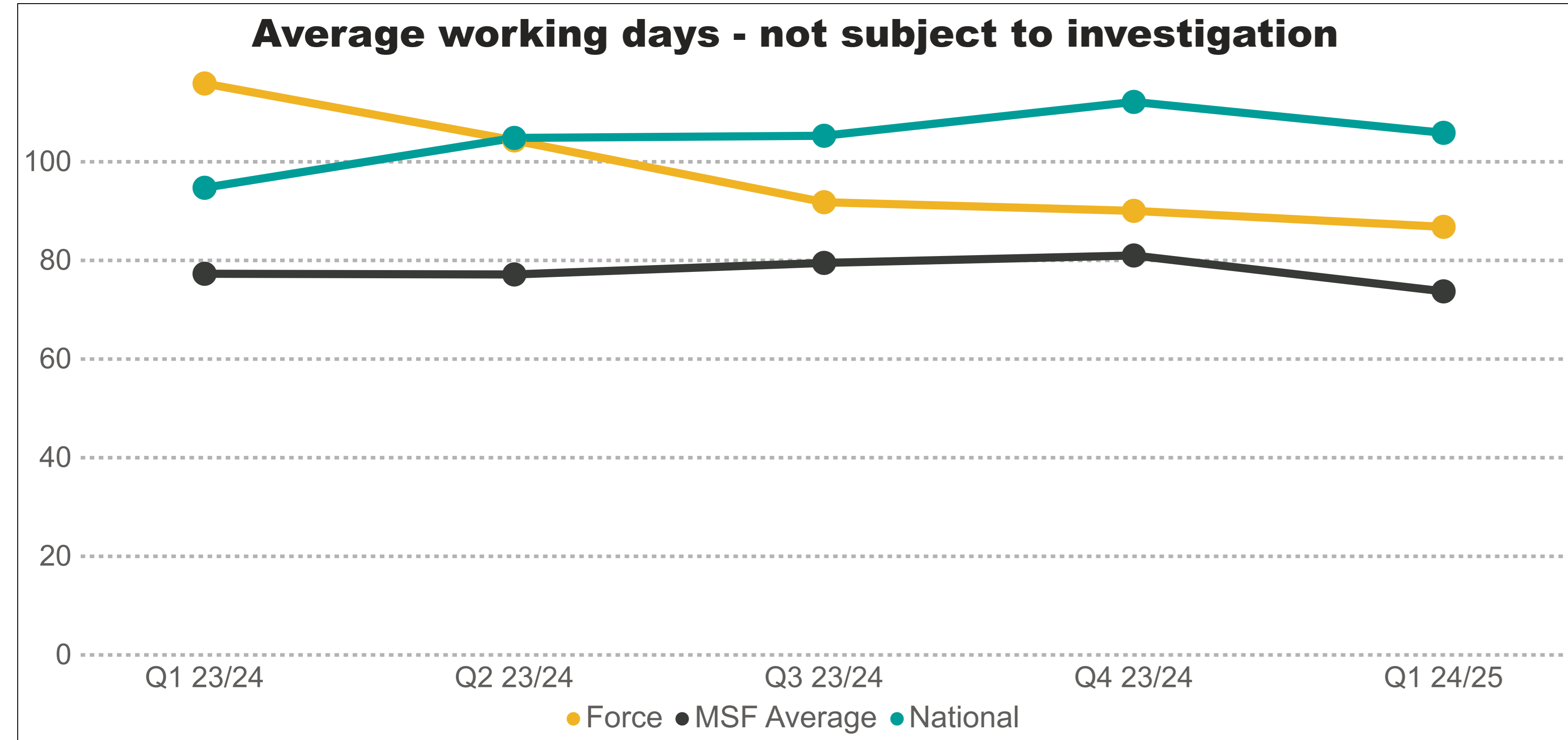
Independent investigation figures do not include conduct or death/serious injury investigations which are also investigated by the IOPC.

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	521	12	689	87	123	166	1	284
SPLY	357	14	567	116	137	175	0	0
MSF Average	450	14	518	74	89	206	0	36
National	16,487	20	17,104	105	4,492	208	23	360



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	12	619



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)	122	9 %	87	7 %	4,102	11 %
Under Schedule 3 investigated (subject to special procedures)	2	0 %	2	0 %	425	1 %
Under Schedule 3 - not investigated	689	52 %	518	48 %	17,104	45 %
Outside of Schedule 3	521	39 %	450	45 %	16,487	43 %
Total	1,334	100 %	1057	100 %	38,118	100 %

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				0 %	74	11 %	1,340	4 %			4	0 %	2	2 %	124	0 %
Regulation 41 applies				0 %			31	0 %			1	0 %			45	0 %
Service provided - unable to determine				0 %	58	8 %	1,503	4 %			4	0 %	17	14 %	381	1 %
Service provided - not acceptable				0 %	92	13 %	2,230	6 %			14	0 %	21	17 %	471	1 %
Service provided - acceptable				0 %	440	64 %	11,528	30 %			44	0 %	80	66 %	2,928	8 %
Not Resolved	16	3 %	930	2 %				0 %				0 %				0 %
Resolved	505	97 %	15,557	41 %				0 %				0 %				0 %
No Case to Answer				0 %				0 %	1	50 %	255	1 %				0 %
Case to Answer				0 %				0 %	1	50 %	90	0 %				0 %
Withdrawal				0 %	25	4 %	471	1 %			13	0 %	2	2 %	153	0 %
Total	521	39 %	16,487	43 %	689	52 %	17,103	45 %	2	0 %	425	1 %	122	9 %	4,102	11 %

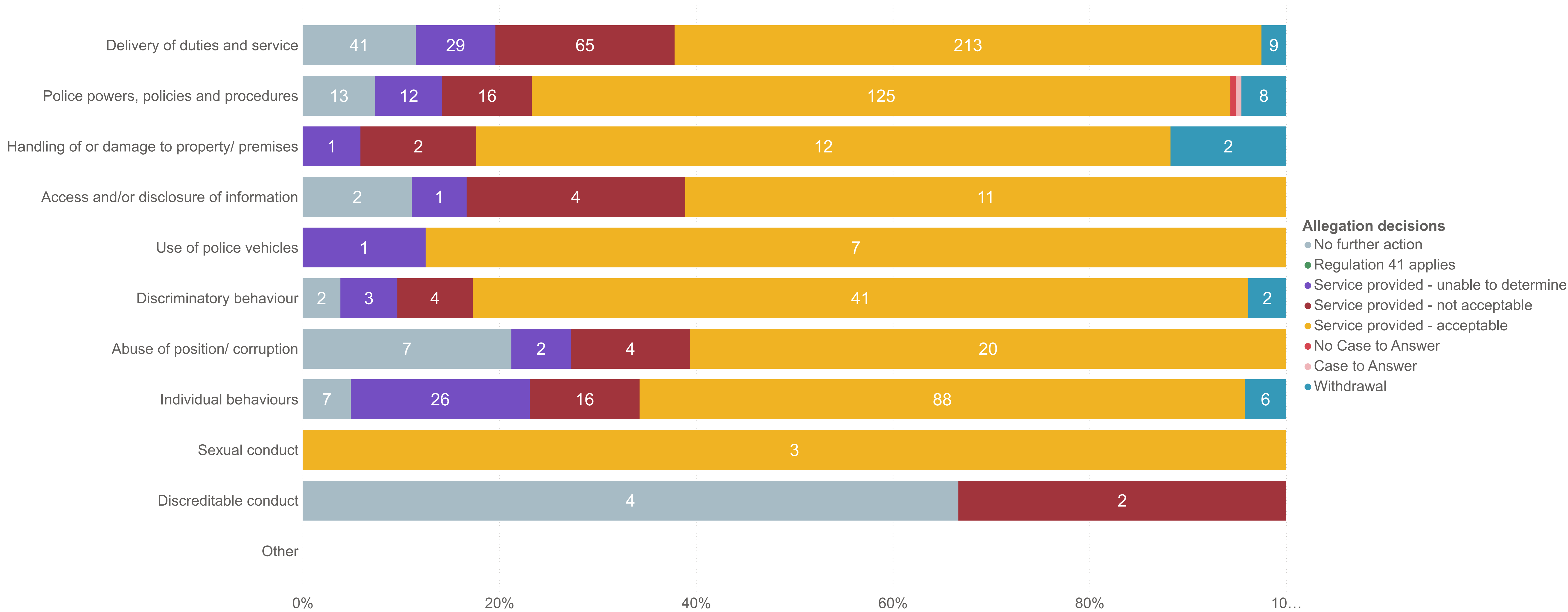
Section A3.2: Allegation decisions by what was complained about (Year to date by category)

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	379	32	25	2	8	0	0	58	0	1	0	505
Not Resolved	8	1	0	0	2	1	0	4	0	0	0	16

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 %	1	0 %	3	1 %	69	0 %
Learning from reflection	5	1 %	5	1 %	20	4 %	460	3 %
Policy review	0	0 %	1	0 %	1	0 %	16	0 %
Goodwill gesture	0	0 %	0	0 %	0	0 %	16	0 %
Apology	47	9 %	25	7 %	34	7 %	1,689	10 %
Debrief	0	0 %	0	0 %	3	1 %	155	1 %
Explanation	393	76 %	277	78 %	323	70 %	10,008	61 %
No further action	40	8 %	28	8 %	43	11 %	1,776	11 %
Other action	31	6 %	15	4 %	17	4 %	1,954	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	10	1 %	4	1 %	5	1 %	202	1 %
Apology	30	4 %	38	5 %	17	3 %	744	3 %
Debrief	0	0 %	0	0 %	1	0 %	513	2 %
Explanation	131	16 %	174	25 %	357	59 %	13,366	62 %
Unsatisfactory Performance Procedure (UPP)	0	0 %	0	0 %	0	0 %	5	0 %
No further action	561	69 %	436	62 %	177	29 %	4,931	23 %
Other action	6	1 %	3	0 %	10	1 %	168	1 %
Learning from reflection	64	8 %	38	5 %	33	5 %	1,178	5 %
Referral to RPRP	10	1 %	5	1 %	4	1 %	327	2 %

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

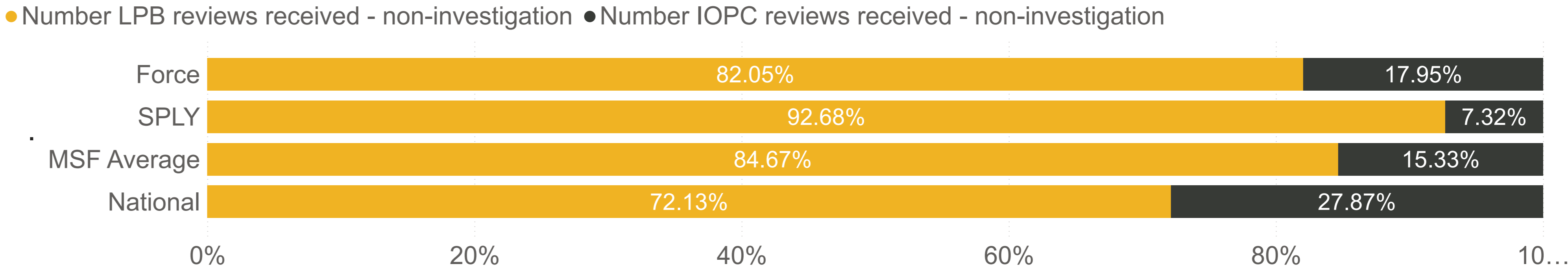
Complaint cases handled under Schedule 3 that are investigated and subject to Special Procedures can result in misconduct proceedings

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	0	0 %	0	0 %	0	0 %	39	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	15 %	45	11 %
Referral to RPRP	0	0 %	1	7 %	1	22 %	81	19 %

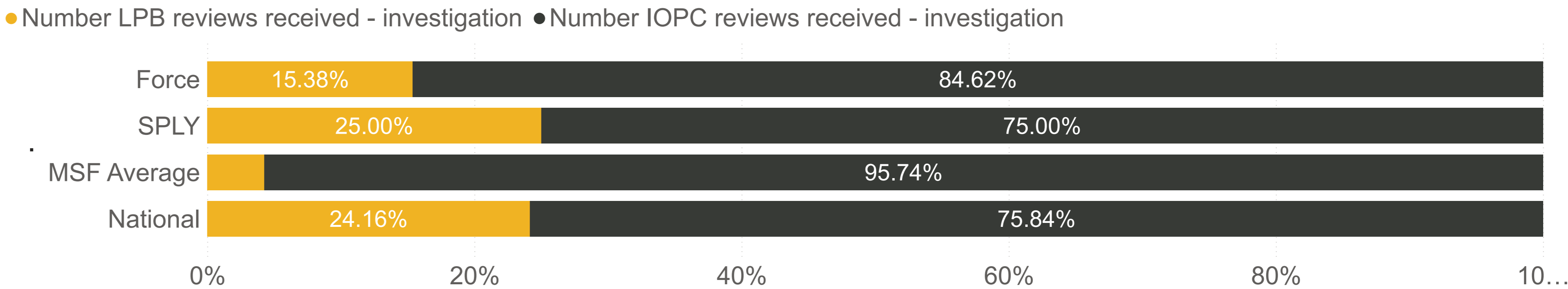
Section C1: Reviews received and timeliness (Year to date)

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	32	7
SPLY	38	3
MSF Average	29	5
National	893	345

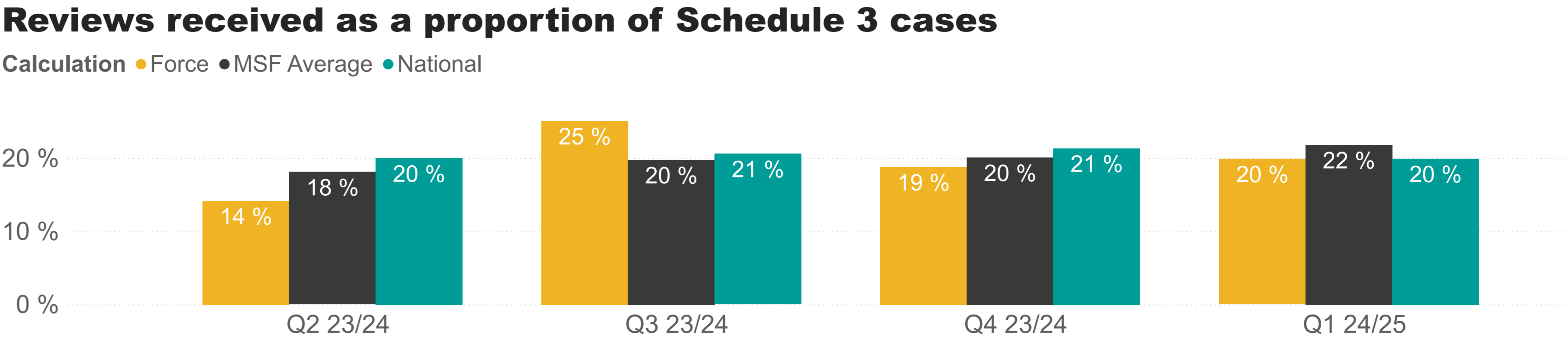


Investigation reviews received	LPB	IOPC
Force	2	11
SPLY	2	6
MSF Average	0	6
National	79	248



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	52	261
SPLY	49	296
MSF Average	40	215
National	1,565	7,851



	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	4	18	54	55
Average number of working days to complete IOPC reviews	120	150	137	141

Section C2: Outcomes on reviews

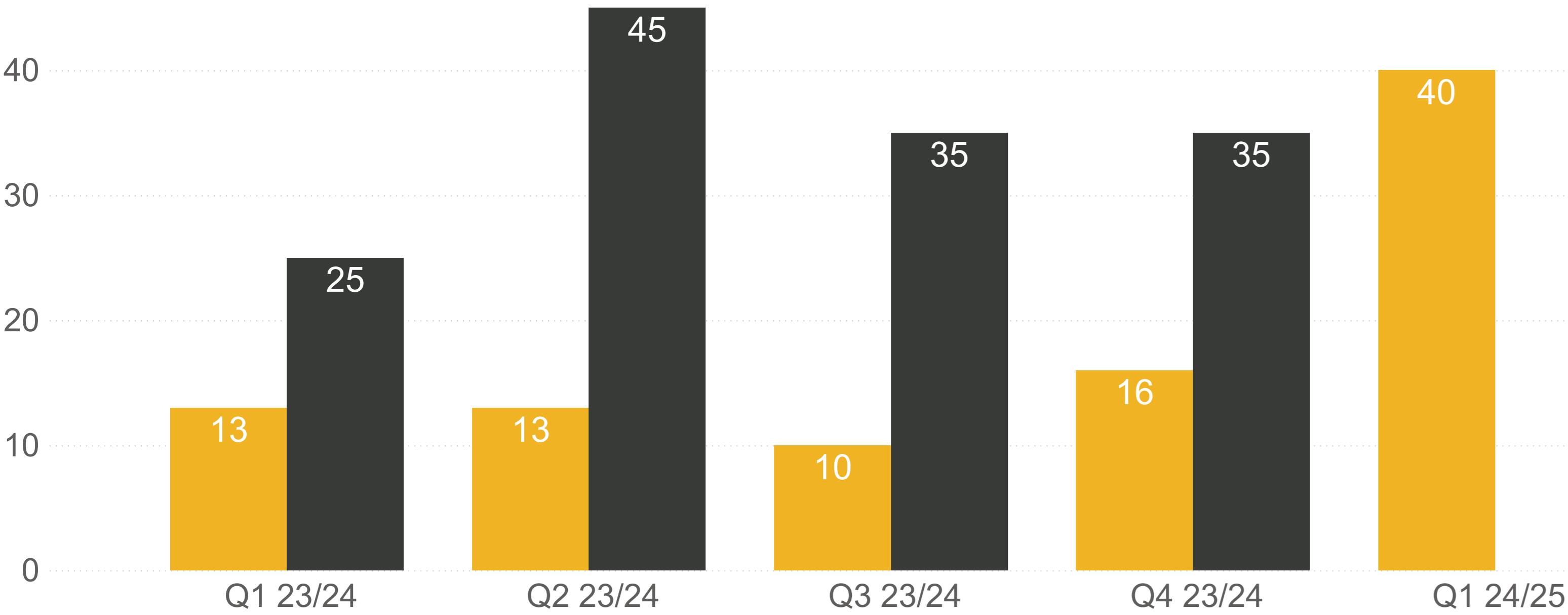
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any 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	5	2	2	
SPLY	8	1	2	
MSF Average	6	3	0	
National	221	68	67	9

Non-investigation reviews (YTD)	Completed non-investigation (IOPC)	Upheld non-investigation (IOPC)	Completed non-investigation (LPB)	Upheld non-investigation (LPB)
Force	4	0	25	3
SPLY	4	1	41	7
MSF Average	5	1	25	3
National	225	79	849	156

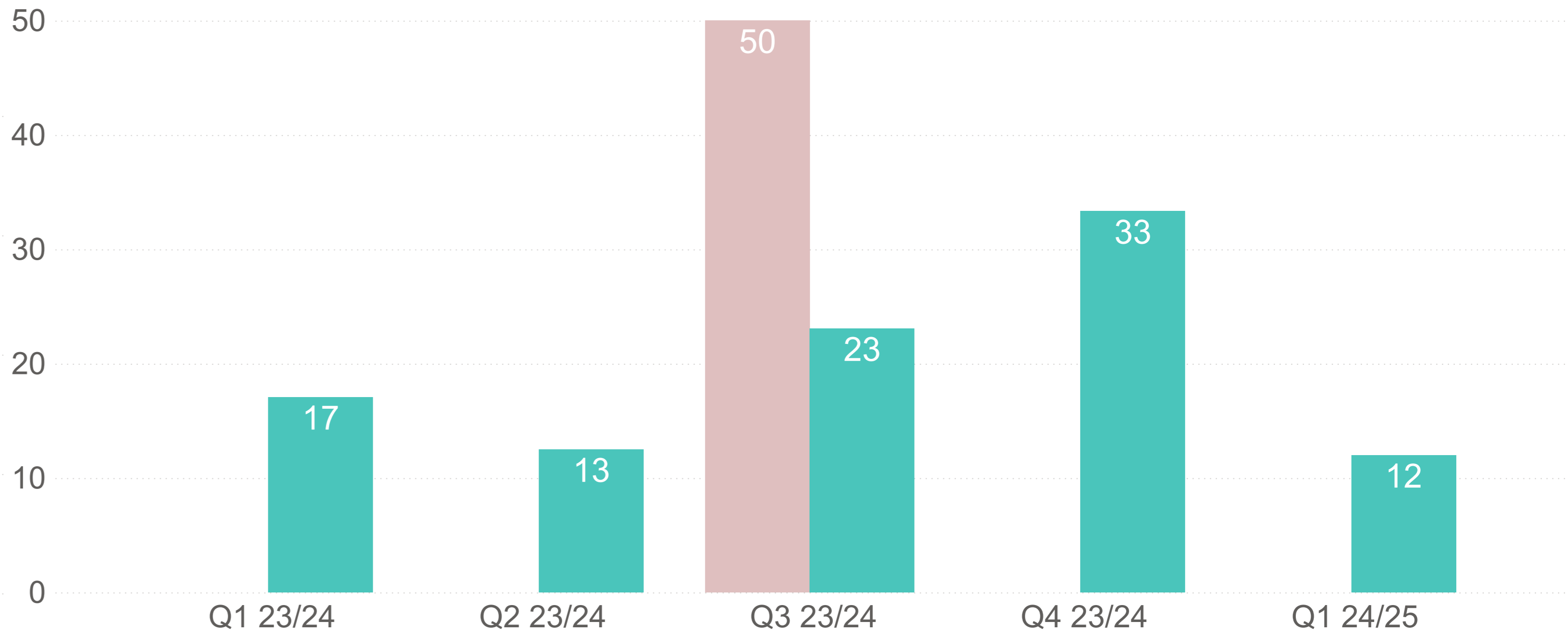
% IOPC reviews upheld - Force

● Investigation ● Non-investigation



% LPB Reviews upheld - Force

● Investigation ● Non-investigation



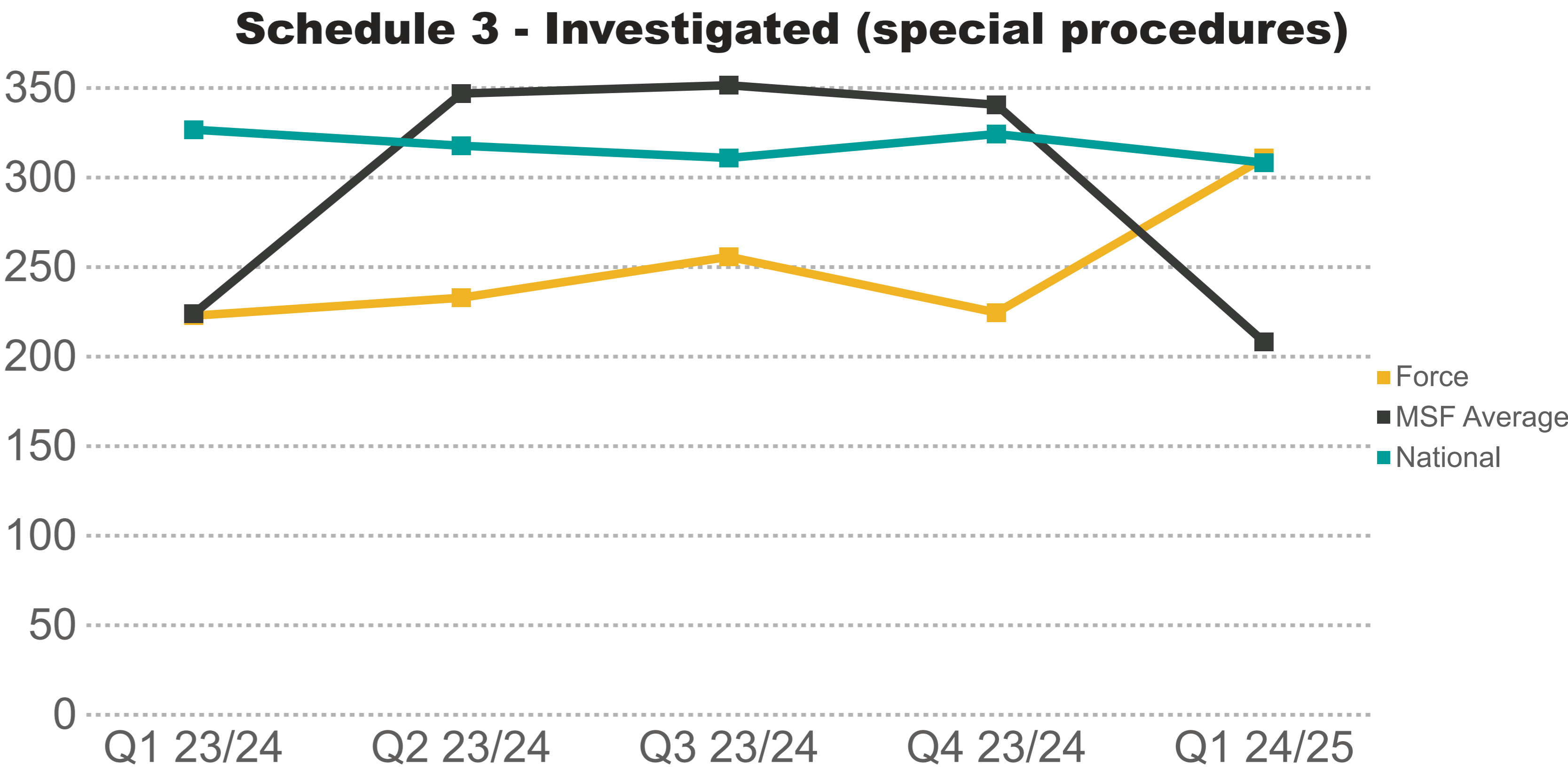
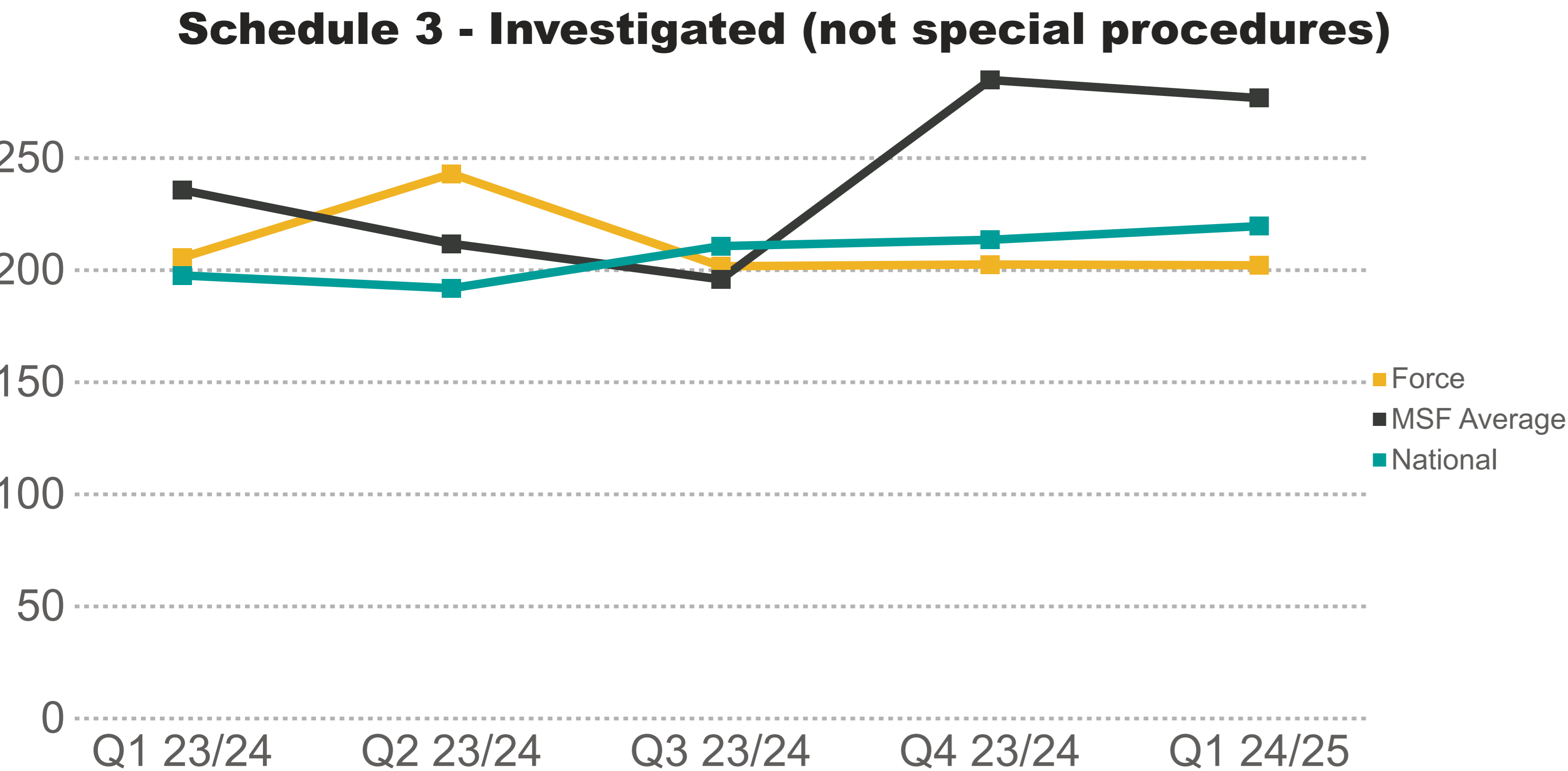
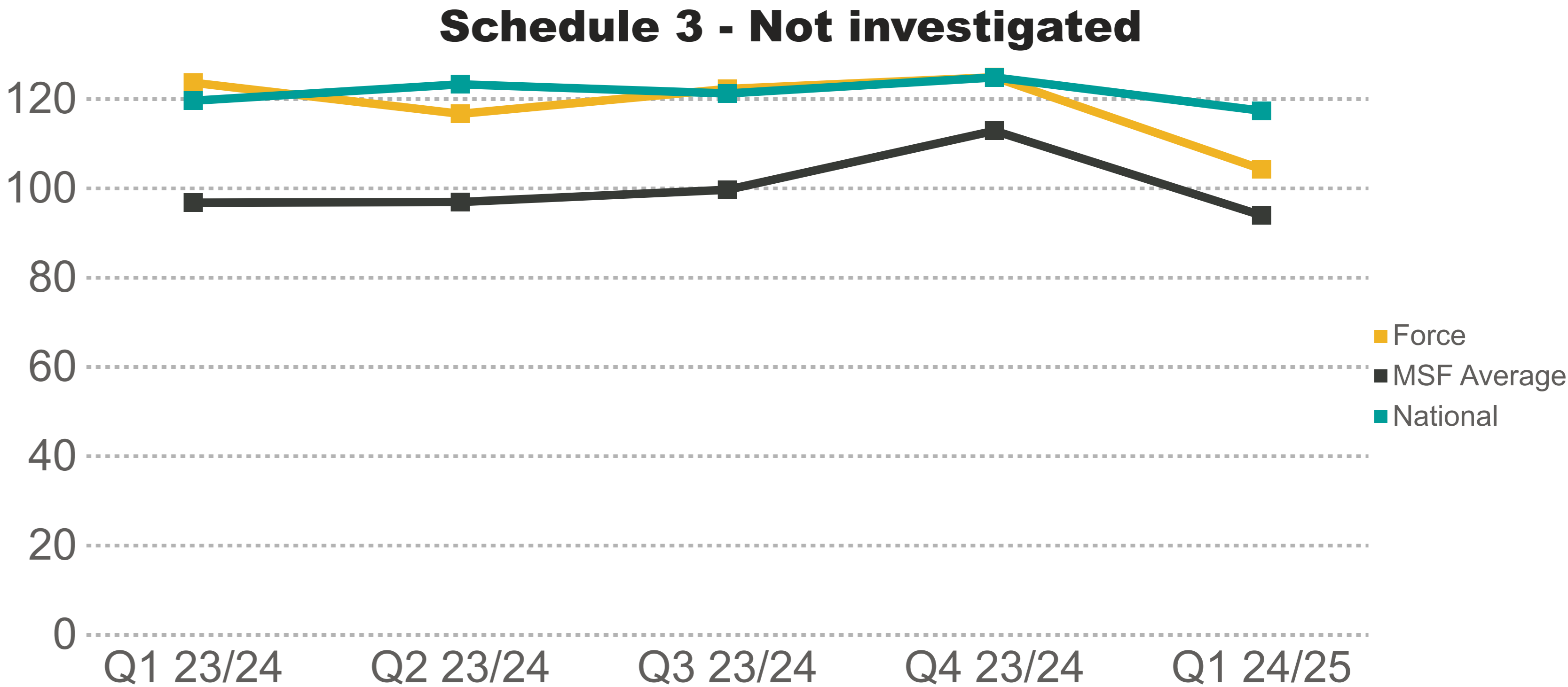
Section D1: Complaint cases finalised under Schedule 3 - timeliness

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)	311	223	208	308
Under Schedule 3 investigated (not subject to special procedures)	202	205	277	219
Under Schedule 3 - not investigated	104	124	94	117
Total	123	134	114	140

Number finalised (Year to date)	Force	SPLY	MSF Average	National
Under Schedule 3 - not investigated	217	259	185	6,264
Under Schedule 3 investigated (not subject to special procedures)	39	32	28	1,416
Under Schedule 3 investigated (subject to special procedures)	5	5	4	171
Total	261	296	215	7,851



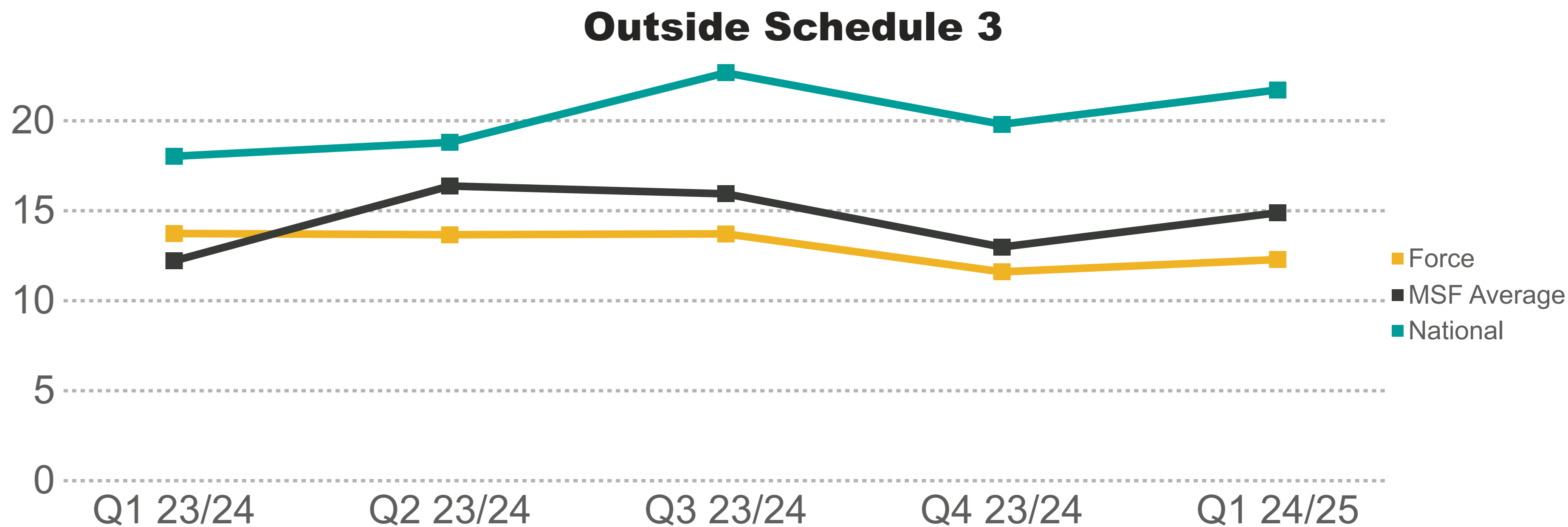
Section D2: Complaint cases finalised outside of Schedule 3 - timeliness

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	385	298	376	13766
Average days to finalise complaint cases handled outside of Schedule 3	12	14	15	22



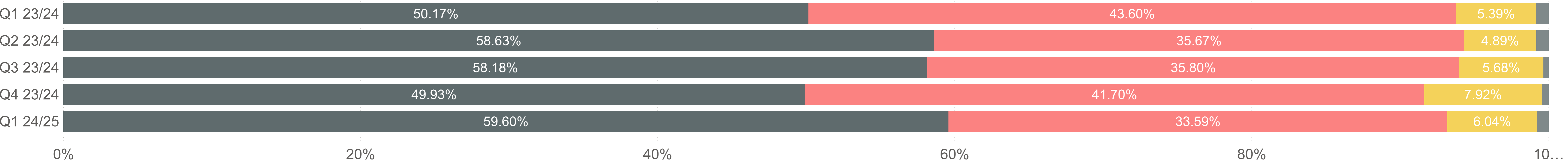
Section D3: How complaint cases handled

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	385	60%	298	50%	376	64%	13,766	64%
Under Schedule 3 - not investigated	217	34%	259	44%	185	31%	6,264	29%
Under Schedule 3 investigated (not subject to special procedures)	39	6%	32	5%	28	5%	1,416	7%
Under Schedule 3 investigated (subject to special procedures)	5	1%	5	1%	4	1%	171	1%
Total	646	100%	594	100%	591	100%	21,617	100%

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.

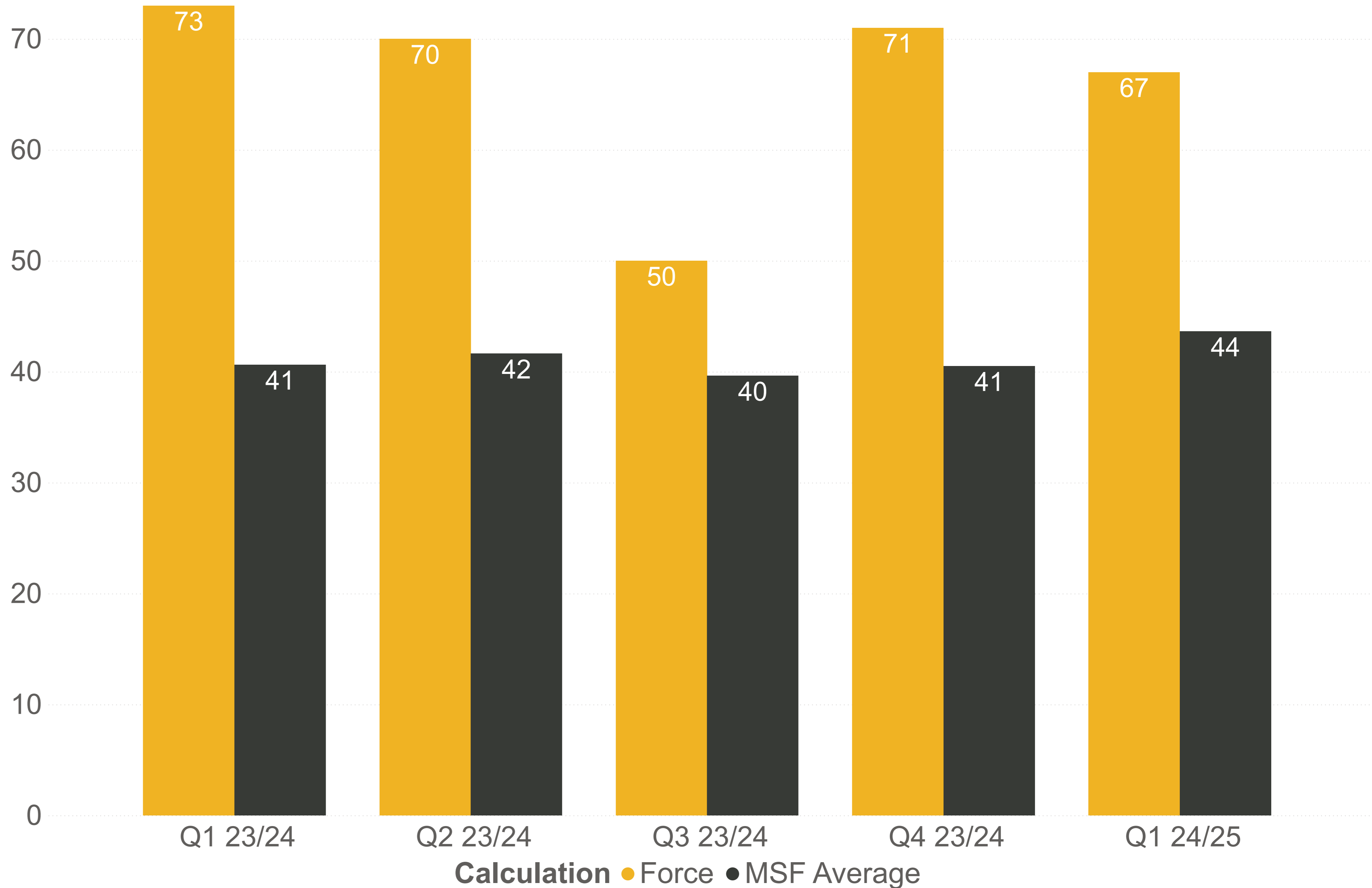
Where a referral is made by the force on a mandatory basis but does not meet the mandatory referral criteria, the matter may not fall within the IOPC’s remit to assess and will be determined invalid.

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	67	73	44	1,753
Number referrals completed	66	64	42	1,725
Decision: Independent Investigation	0	9	3	110
Decision: Directed Investigation	0	0	0	4
Decision: Local Investigation	47	44	23	966
Decision: Return to Force	17	10	15	611
Decision: Invalid	2	1	1	34

Force and MSF Group referrals received



Most Similar Force (MSF) Group: Avon And Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire, Sussex

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 \(February 2020\)](#).