

# Police Complaints Information Bulletin: Metropolitan

**Reporting Period: 01 April 2023 - 31 March 2024 (Q4 2023/24)**

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

## About this bulletin

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

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

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## Acronyms used in this bulletin

**Force** – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force, **LPB** - Local policing body, **PRA** - Police Reform Act 2002, **Inc.** – Including

**Ind** – independent Investigation, **Nat.** – National, **No.** – Number, **RPRP** – Reflective Practice Review Process, **UPP** – Unsatisfactory Performance Procedure

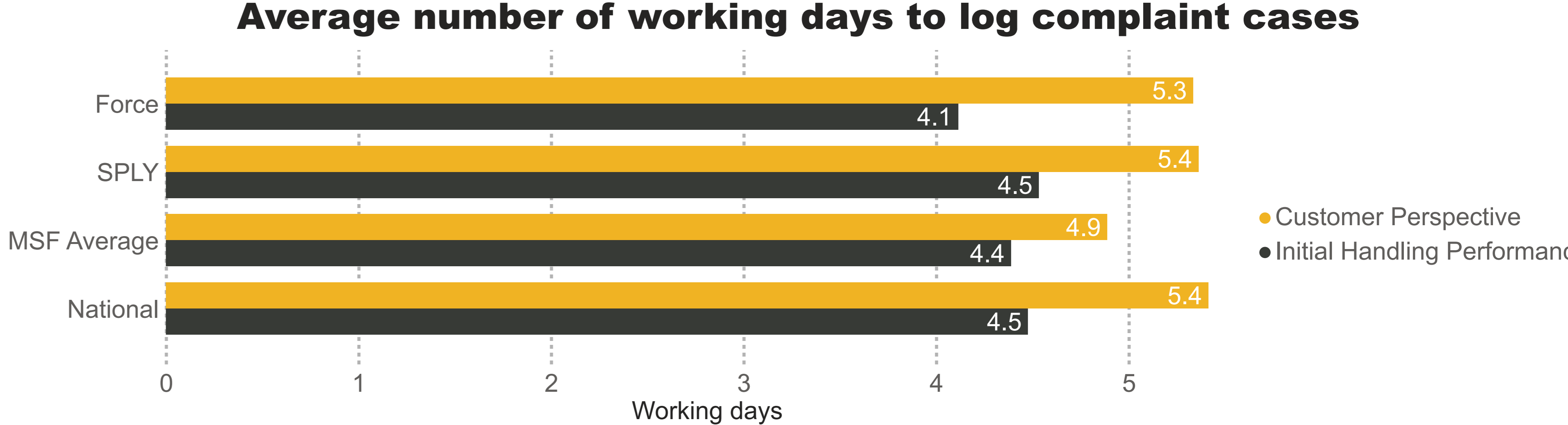
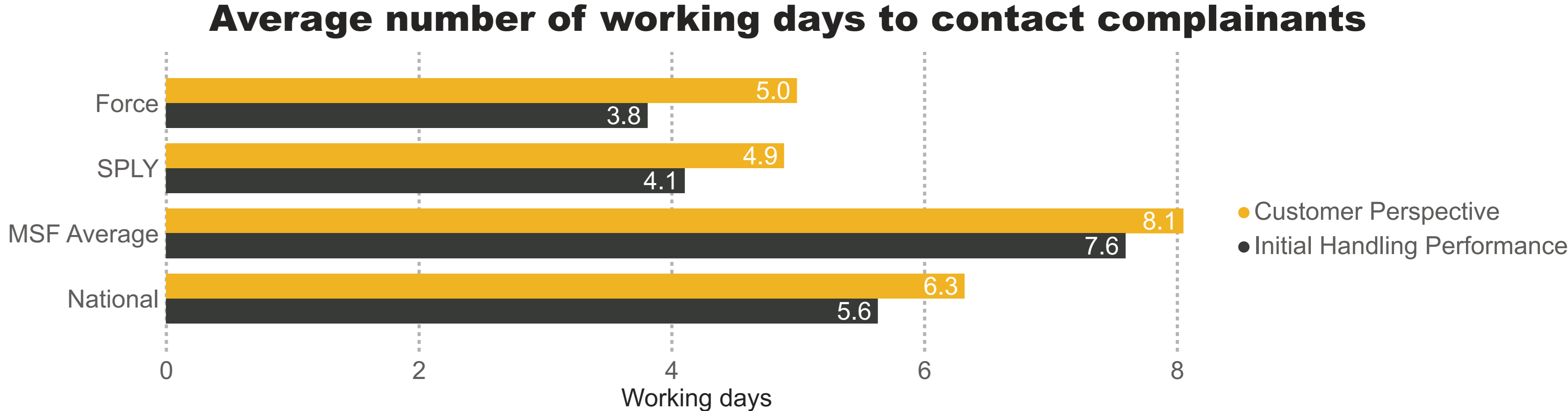
**Section A1.1: Complaint cases logged and initial handling**

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.

Average number of working days to contact complainants	Customer perspective	Initial handling performance
Force	5	4
SPLY	5	4
MSF Average	8	8
National	6	6

Average number of working days to log complaint cases	Customer perspective	Initial handling performance
Force	5	4
SPLY	5	5
MSF Average	5	4
National	5	4



**Complaint cases logged**

	Force	SPLY	MSF Average	National
Complaint cases logged	11,843	11,783	5,642	85,458
Complaint cases logged per 1,000 employees	243	247	284	338

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

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

Reason complaint case recorded under Schedule 3	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
AA/body responsible for initial handling decides	2,278	54 %	1,225	34 %	852	32 %	13,962	43 %
Complainant wishes the complaint be recorded	1,047	25 %	1,498	41 %	356	14 %	6,808	21 %
Dissatisfaction after initial handling	182	4 %	305	8 %	240	17 %	4,779	15 %
Nature of the allegation(s) in the complaint	728	17 %	595	16 %	537	37 %	6,962	21 %

**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.

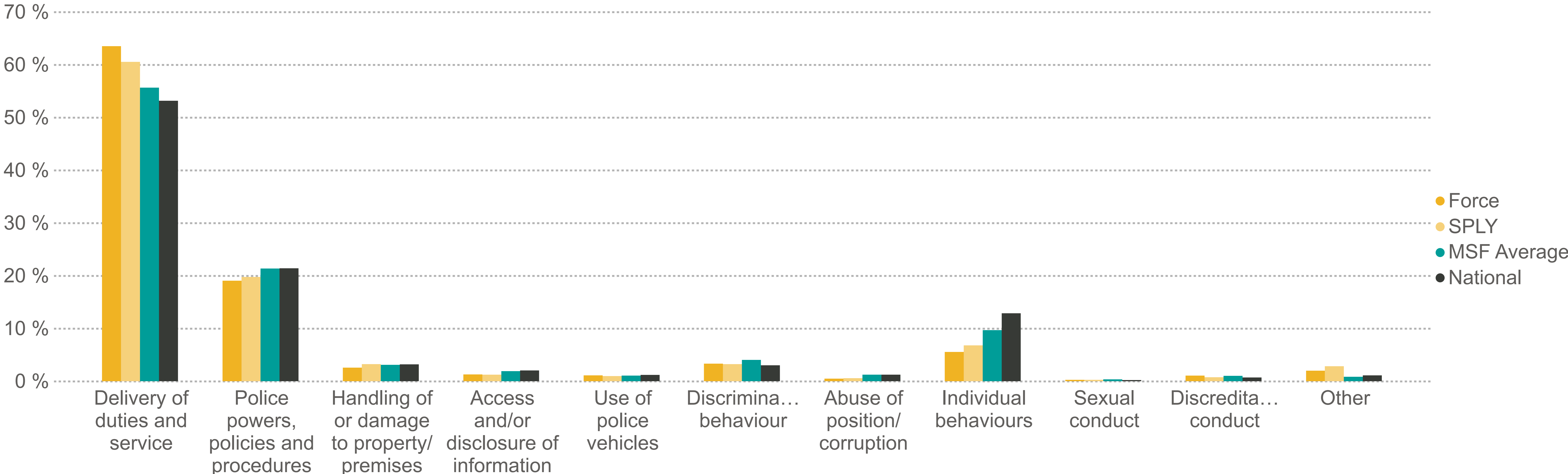
Please refer to our [Guidance on capturing data about police complaints](#) for guidance on logging allegations and complaint category definitions.

**Allegations logged**

	Force	SPLY	MSF Average	National
Allegations Logged	21,759	20,575	10,437	151,539
Allegations logged per 1,000 employees	446	432	517	599

**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	13,812	4,144	560	274	232	719	98	1,206	52	230	432	21,759
SPLY	12,448	4,059	666	249	200	667	115	1,392	52	148	579	20,575
MSF Average	6,021	2,163	309	174	106	374	97	926	30	111	129	10,437
National	80,544	32,410	4,836	3,089	1,758	4,575	1,838	19,514	324	1,019	1,630	151,537
Force	63 %	19 %	3 %	1 %	1 %	3 %	0 %	6 %	0 %	1 %	2 %	100 %
SPLY	61 %	20 %	3 %	1 %	1 %	3 %	1 %	7 %	0 %	1 %	3 %	100 %
MSF Average	56 %	21 %	3 %	2 %	1 %	4 %	1 %	10 %	0 %	1 %	1 %	100 %
National	53 %	21 %	3 %	2 %	1 %	3 %	1 %	13 %	0 %	1 %	1 %	100 %



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

Category	Subcategory	Force		SPLY		MSF Average		National		
		No.	%	No.	%	No.	%	No.	%	
Delivery of duties and service	<b>Total</b>	<b>13,812</b>	<b>63 %</b>	<b>12,448</b>	<b>61 %</b>	<b>6,021</b>	<b>56 %</b>	<b>80,538</b>	<b>53 %</b>	
	General level of service	8,160	59 %	7,128	57 %	2,625	36 %	27,022	34 %	
	Police action following contact	3,967	29 %	3,445	28 %	2,489	48 %	33,905	42 %	
	Decisions	1,120	8 %	1,216	10 %	547	10 %	11,127	14 %	
	Information	565	4 %	659	5 %	359	7 %	8,484	11 %	
Police powers, policies and procedures	<b>Total</b>	<b>4,143</b>	<b>19 %</b>	<b>4,059</b>	<b>20 %</b>	<b>2,163</b>	<b>21 %</b>	<b>32,402</b>	<b>21 %</b>	
	Use of force	1,042	25 %	1,008	25 %	642	31 %	8,552	26 %	
	Power to arrest and detain	691	17 %	673	17 %	351	16 %	5,404	17 %	
	Other policies and procedures	582	14 %	496	12 %	253	12 %	3,545	11 %	
	Evidential procedures	500	12 %	376	9 %	190	7 %	2,509	8 %	
	Stops, and stop and search	425	10 %	535	13 %	162	6 %	1,755	5 %	
	Detention in police custody	418	10 %	461	11 %	275	13 %	4,406	14 %	
	Searches of premises and seizure of property	351	8 %	390	10 %	209	11 %	4,010	12 %	
	Bail, identification and interview procedures	96	2 %	82	2 %	70	3 %	1,694	5 %	
	Out of court disposals	38	1 %	38	1 %	13	0 %	527	2 %	
	Individual behaviours	<b>Total</b>	<b>1,206</b>	<b>6 %</b>	<b>1,392</b>	<b>7 %</b>	<b>925</b>	<b>10 %</b>	<b>19,513</b>	<b>13 %</b>
		Unprofessional attitude and disrespect	467	39 %	540	39 %	327	35 %	5,604	29 %
		Impolite language / tone	303	25 %	358	26 %	236	27 %	5,035	26 %
Impolite and intolerant actions		166	14 %	205	15 %	145	15 %	2,751	14 %	
Overbearing or harassing behaviours		159	13 %	161	12 %	136	14 %	3,510	18 %	
Lack of fairness and impartiality		111	9 %	128	9 %	83	9 %	2,613	13 %	
Discriminatory behaviour	<b>Total</b>	<b>719</b>	<b>3 %</b>	<b>667</b>	<b>3 %</b>	<b>374</b>	<b>4 %</b>	<b>4,575</b>	<b>3 %</b>	
	Race	488	68 %	486	73 %	226	58 %	2,279	50 %	
	Disability	64	9 %	43	6 %	51	15 %	838	18 %	
	Other	60	8 %	44	7 %	27	7 %	393	9 %	
	Sex	51	7 %	54	8 %	36	11 %	645	14 %	
	Sexual orientation	27	4 %	15	2 %	12	3 %	156	3 %	
	Religion or belief	17	2 %	17	3 %	15	5 %	141	3 %	
	Age	9	1 %	2	0 %	4	1 %	73	2 %	
	Gender reassignment	2	0 %	6	1 %	3	1 %	45	1 %	
	Marriage and civil partnership	1	0 %	0	0 %	0	0 %	4	0 %	
Pregnancy and maternity	0	0 %	0	0 %	0	0 %	1	0 %		
Handling of or damage to property/ premises	<b>Total</b>	<b>560</b>	<b>3 %</b>	<b>666</b>	<b>3 %</b>	<b>309</b>	<b>3 %</b>	<b>4,657</b>	<b>3 %</b>	
	Handling of or damage to property/ premises	560	100 %	666	100 %	309	100 %	4,657	96 %	

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 subcategory, 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 A1.4: Allegations logged – What has been complained about (category) and the situational context of complaints (factors)**

Allegation category												
Factors	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
Investigation	6,488	883	133	113	2	237	29	266	0	29	64	8,244
None	3,778	459	202	108	53	163	44	416	11	91	262	5,587
Arrest	897	1,366	108	19	5	99	10	91	11	20	31	2,657
Roads/traffic	572	234	24	6	174	69	6	127	1	10	24	1,247
Stop and/or search	196	590	14	2	5	97	0	79	8	8	10	1,009
Custody	263	537	29	6	0	22	4	33	5	7	12	918
Call Handling	764	22	5	8	0	24	0	91	0	2	1	917
Neighbourhood policing	601	37	0	8	1	15	4	62	0	9	11	748
Premises search	152	237	66	3	0	6	1	23	0	3	7	498
VAWG - dissatisfaction handling	413	32	1	8	0	7	2	26	1	5	2	497
Mental health	222	123	7	1	2	15	1	35	0	4	3	413
Domestic / gender abuse	216	69	3	8	0	18	0	17	5	18	3	357
Restraint equipment	15	242	2	0	0	4	0	5	3	0	1	272
Death	123	24	8	2	5	2	1	6	0	3	3	177
VAWG - police perpetrated	12	79	1	0	0	6	3	11	30	18	2	162
Public order incident	54	58	3	1	0	9	1	14	0	2	0	142
Child protection / CSA / CSE	74	14	0	2	0	3	1	6	0	1	4	105
Drugs / alcohol	43	28	3	1	0	3	1	2	0	4	2	87
Missing persons	55	10	3	0	0	2	1	8	0	1	0	80
Hate Crime	40	7	0	1	0	14	0	3	0	2	0	67
Social media	24	9	1	6	0	2	1	14	0	6	2	65
Firearms	19	28	3	1	0	3	0	2	0	0	1	57
Taser	9	38	0	0	0	1	0	0	0	0	0	48
Fraud	34	3	2	1	0	2	2	0	0	1	1	46
Serious injury	8	21	0	1	0	1	0	0	0	4	0	35
Police dogs or horses	11	15	1	0	0	0	0	0	0	2	4	33
VAWG - police victim	11	0	0	0	0	0	0	2	0	1	0	14
Covert policing	1	6	0	0	1	1	1	2	0	0	0	12
Unknown	8	1	0	0	0	0	0	0	0	0	1	10
Coronavirus - other	5	0	0	0	0	0	0	0	0	0	1	6
Coronavirus - police powers on restricti	1	0	0	0	0	0	0	0	0	0	0	1

This section presents information that shows what people are complaining about using a combination of allegation categories and factors. Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint. The combination of categories and factors provides a richer picture of what people are complaining about compared to the categories alone.

Each allegation should have a single category selected. However, multiple factors can be selected on a single allegation. Therefore, the sum of factors will not equal the total allegations logged in each category. Please refer to our [Guidance on capturing data about police complaints](#) for definitions of categories and factors.

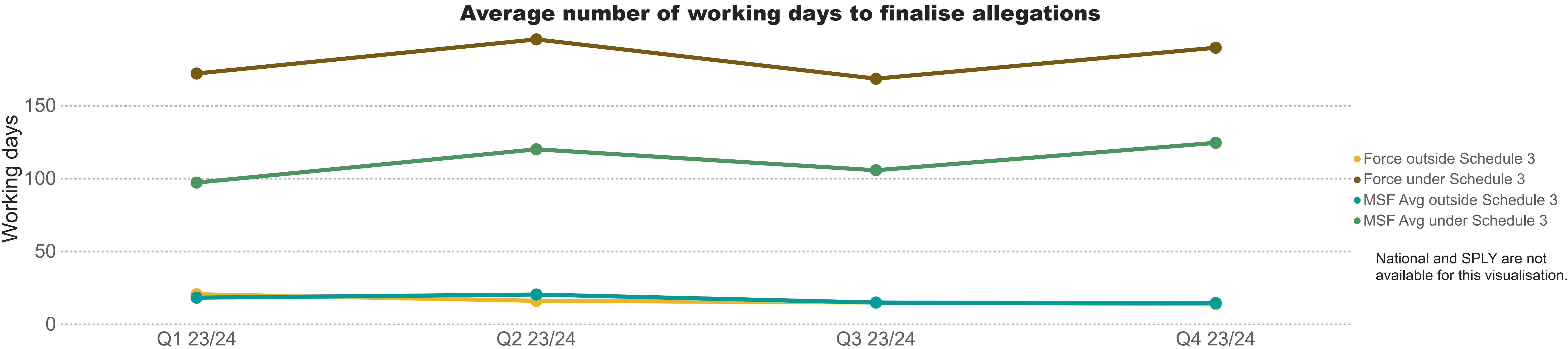
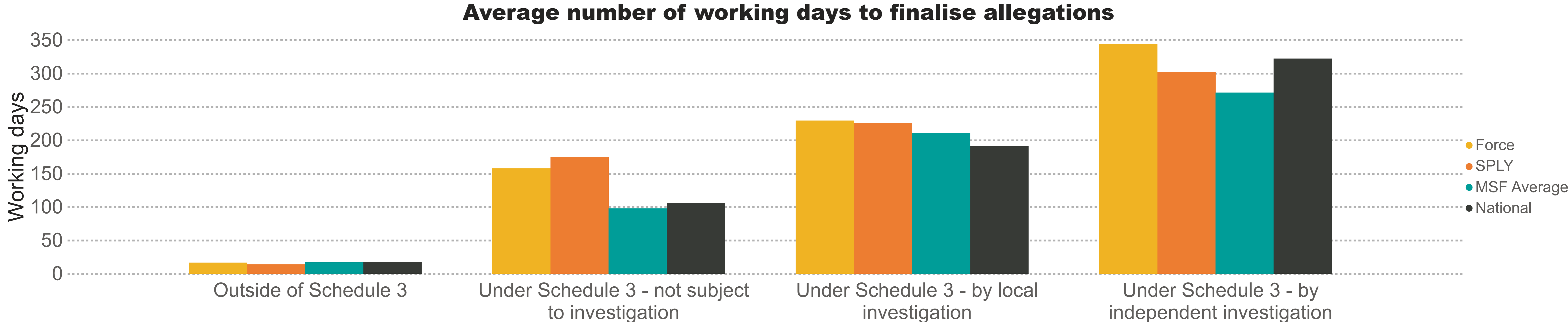
**Section A2: Allegations timeliness**

Average number of working days to finalise allegations	Force	SPLY	MSF Average	National
Outside of Schedule 3	16	14	17	18
Under Schedule 3 - not subject to investigation	157	175	98	106
Under Schedule 3 - by local investigation	229	225	210	191
Under Schedule 3 - by directed investigation	520	0	130	520
Under Schedule 3 - by independent investigation	344	302	271	322

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.



National and SPLY are not available for this visualisation.

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

This section presents a breakdown of how allegations were handled information and the decisions being given. An allegation decision is logged for each allegation finalised. The allegation decision reflects how the complaint case has been handled, with different decisions available for the different means of handling. Both the allegation decisions and the subsequent actions available will depend on two things: firstly, whether the complaint case has been handled outside or under Schedule 3; and secondly, the means of handling where it has been dealt with under Schedule 3. Please refer to our [Guidance on capturing data about police complaints](#) for details of allegation decisions.

How allegations were handled	Force No.	Force %	MSF Average No.	MSF Average %	National No.	National %
Under Schedule 3 investigated (not subject to special procedures)	3,605	16 %	1044	7 %	16,901	12 %
Under Schedule 3 investigated (subject to special procedures)	837	4 %	243	1 %	1,959	1 %
Under Schedule 3 - not investigated	9,582	43 %	4362	43 %	63,632	45 %
Outside of Schedule 3	8,182	37 %	4269	49 %	60,166	42 %
<b>Total</b>	<b>22,206</b>	<b>100 %</b>	<b>9917</b>	<b>100 %</b>	<b>142,658</b>	<b>100 %</b>

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 No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %	Force No.	Force %	Nat. No.	Nat. %
No further action					609	6 %	5,116	8 %	3	0 %	9	0 %	106	3 %	703	4 %
Regulation 41 applies							162	0 %			5	0 %			181	1 %
Service provided - unable to determine					1126	12 %	5,111	8 %	44	5 %	59	3 %	365	10 %	1,462	9 %
Service provided - not acceptable			1	0 %	1133	12 %	8,389	13 %	29	3 %	86	4 %	345	10 %	2,014	12 %
Service provided - acceptable			1	0 %	6450	67 %	42,794	67 %	218	26 %	443	23 %	2674	74 %	12,054	71 %
Not Resolved	1341	16 %	4,102	7 %												
Resolved	6841	84 %	56,062	93 %												
No Case to Answer									414	49 %	818	42 %				
Case to Answer									119	14 %	500	26 %				
Withdrawal					264	3 %	2,060	3 %	10	1 %	39	2 %	114	3 %	486	3 %
<b>Total</b>	<b>8182</b>	<b>37 %</b>	<b>60,166</b>	<b>42 %</b>	<b>9582</b>	<b>43 %</b>	<b>63,632</b>	<b>45 %</b>	<b>837</b>	<b>4 %</b>	<b>1,959</b>	<b>1 %</b>	<b>3604</b>	<b>16 %</b>	<b>16,900</b>	<b>12 %</b>

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

This section presents information about allegations handled both informally and formally, grouped by the allegation decision and the category selected on each allegation. Each allegation has a single category selected.

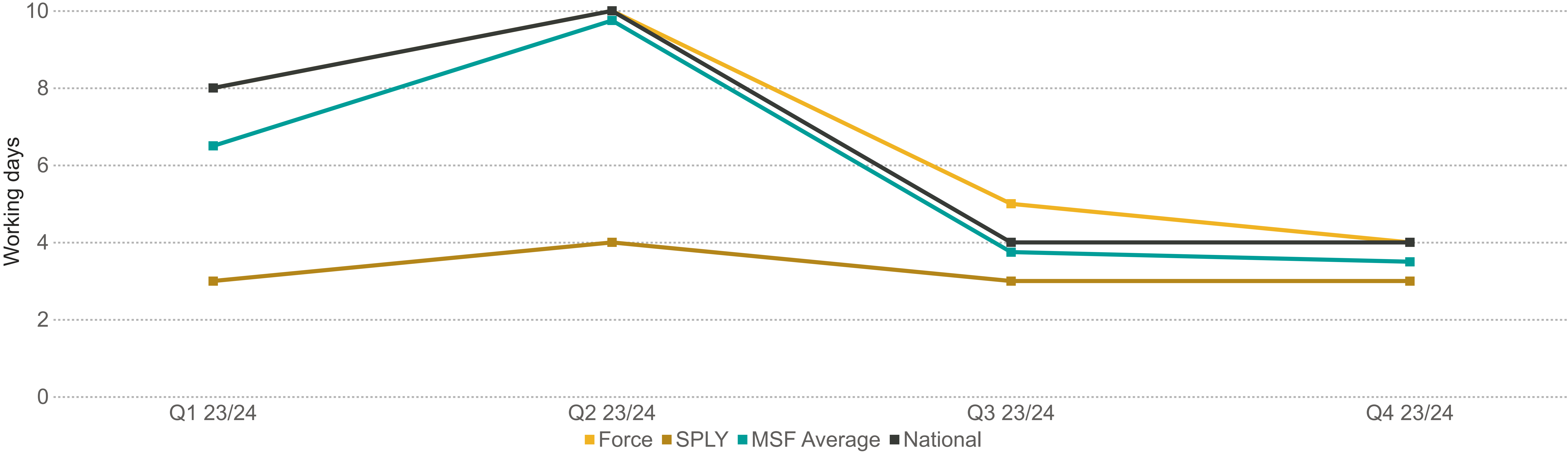
Allegation category												
Allegation decisions	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	Total
No further action	390	113	12	25	5	26	17	42	5	31	52	718
Regulation 41 applies	0	0	0	0	0	0	0	0	0	0	0	0
Service provided - unable to determine	882	221	37	13	22	65	19	216	4	17	39	1,535
Service provided - not acceptable	1,039	246	44	19	7	33	4	90	1	8	16	1,507
Service provided - acceptable	5,094	2,544	170	127	52	515	36	558	14	50	182	9,342
Not Resolved	984	154	23	12	15	16	5	78	0	14	40	1,341
Resolved	5,200	670	303	54	122	34	0	326	1	13	118	6,841
No Case to Answer	110	136	8	11	8	27	14	44	15	34	7	414
Case to Answer	22	32	1	3	1	3	10	19	4	22	2	119
Withdrawal	187	112	1	7	3	26	6	28	4	11	3	388



**Section B: Referrals**

	Force	SPLY	MSF Average	National
Number referrals received	1,471	1,369	587	6,942
Number referrals completed	1,458	1,371	583	6,866
Decision: Independent Investigation	99	81	44	417
Decision: Directed Investigation	5	11	4	35
Decision: Local Investigation	1,021	962	401	4,419
Decision: Return to Force	322	306	129	1,870
Decision: Invalid	10	9	4	124

**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.

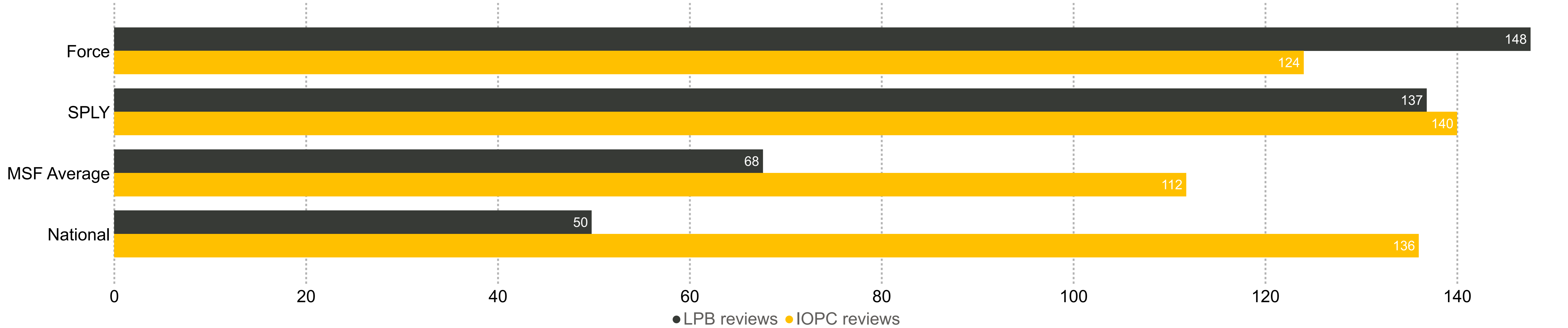
The sum of decisions may not match the number of referrals completed. This is because some matters referred may have come to the attention of the appropriate authority before 1 February 2020 and have investigation type decisions of either managed or supervised.

**Section C1: 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	3,883	969	25 %	18	424	243	284
SPLY	4,731	865	18 %	9	515	134	207
MSF Average	1,810	451	25 %	5	233	81	131
National	31,182	6,411	21 %	430	3,845	890	1,246

**Section C2: Reviews timeliness**

	Force	SPLY	MSF Average	National
Average number of working days to complete Local Policing Body reviews	148	137	68	50
Average number of working days to complete IOPC reviews	124	140	112	136



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 \(February 2020\)](#).

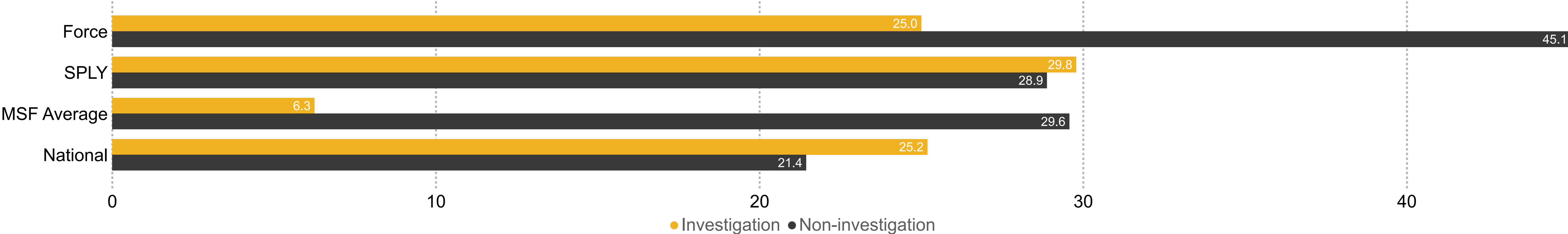
Reviews with ‘invalid dates’ have been removed from reviews timeliness. Please refer to the performance framework counting rules and calculations on the IOPC website for an explanation of invalid dates.

**Section C3: Decisions on LPB reviews**

This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police. Please note: Numbers are not available for the MSF Average - % only

**LPB reviews found not reasonable and proportionate**

	Investigation			Non-investigation		
	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate	Valid completed reviews	Found not reasonable and proportionate	% found not reasonable and proportionate
Force	8	2	25	335	151	45
SPLY	47	14	30	644	186	29
MSF Average			6			30
National	393	99	25	3,712	796	21



**LPB reviews resulting in recommendations**

	Investigation			Non-investigation		
	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations	Found not reasonable and proportionate	Resulting in recommendations	% resulting in recommendations
Force	2	1	50	151	139	92
SPLY	14	13	93	186	173	93
MSF Average			13			83
National	99	97	98	796	685	86

**Section C4: Decisions on IOPC reviews**

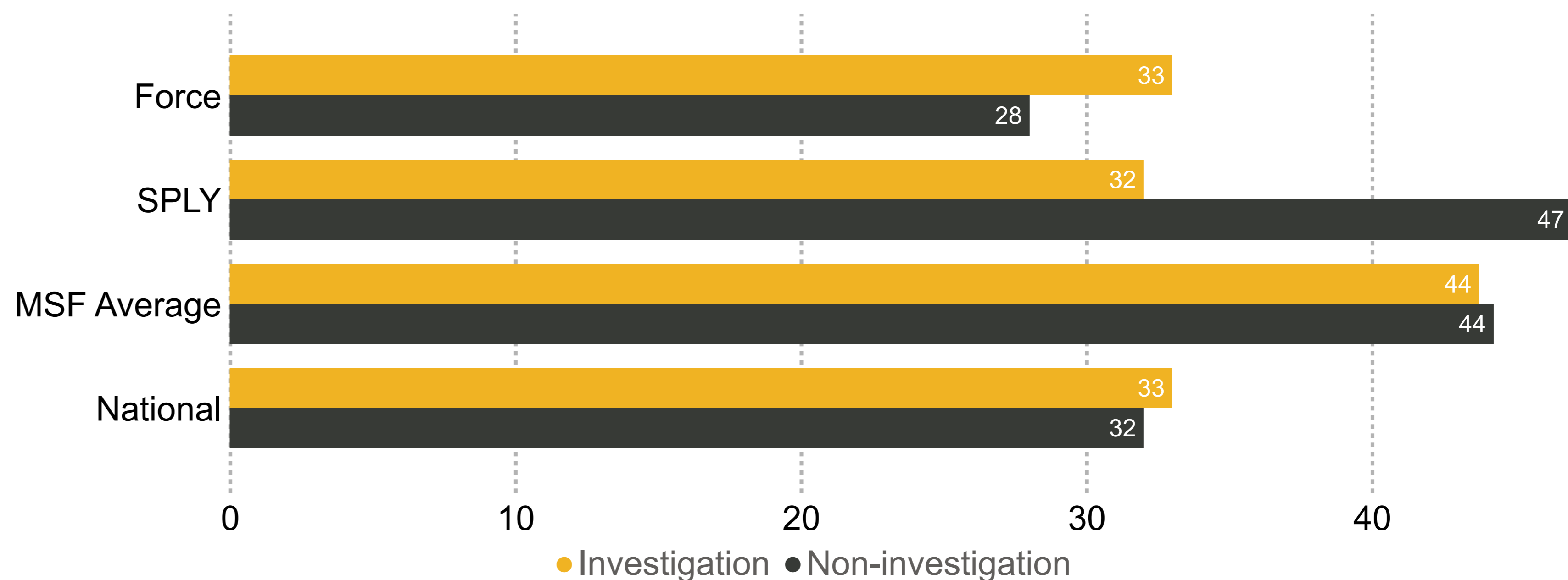
This section presents information about the decisions made on reviews including the proportion of reviews that found the outcome of the complaint was not reasonable and proportionate, those which resulted in a recommendation and, if necessary, a direction to the appropriate authority in respect of any person serving with the police.

**IOPC reviews found not reasonable and proportionate**

Investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	168	56
SPLY	111	35
MSF Average	61	23
National	864	289

Non-investigation	Valid completed reviews	Outcome found not reasonable and proportionate
Force	229	63
SPLY	189	88
MSF Average	110	41
National	1,254	402

**% IOPC reviews found outcome not reasonable and proportionate**



**IOPC review recommendations and directions**

Due to the low number of recommendations and directions, most similar force calculations are not available here.

Investigation	Outcome found not reasonable and proportionate	Recommendations made	Directions made	% resulting in direction
Force	56	4	31	55
SPLY	35	3	19	54
National	289	23	172	60

Non-investigation	Outcome found not reasonable and proportionate	Directions made	% resulting in direction
Force	63	42	65
SPLY	88	65	74
National	402	261	65

IOPC recommendations figures include only those relating to subject outcomes, LPBs can also recommend remedial outcomes.

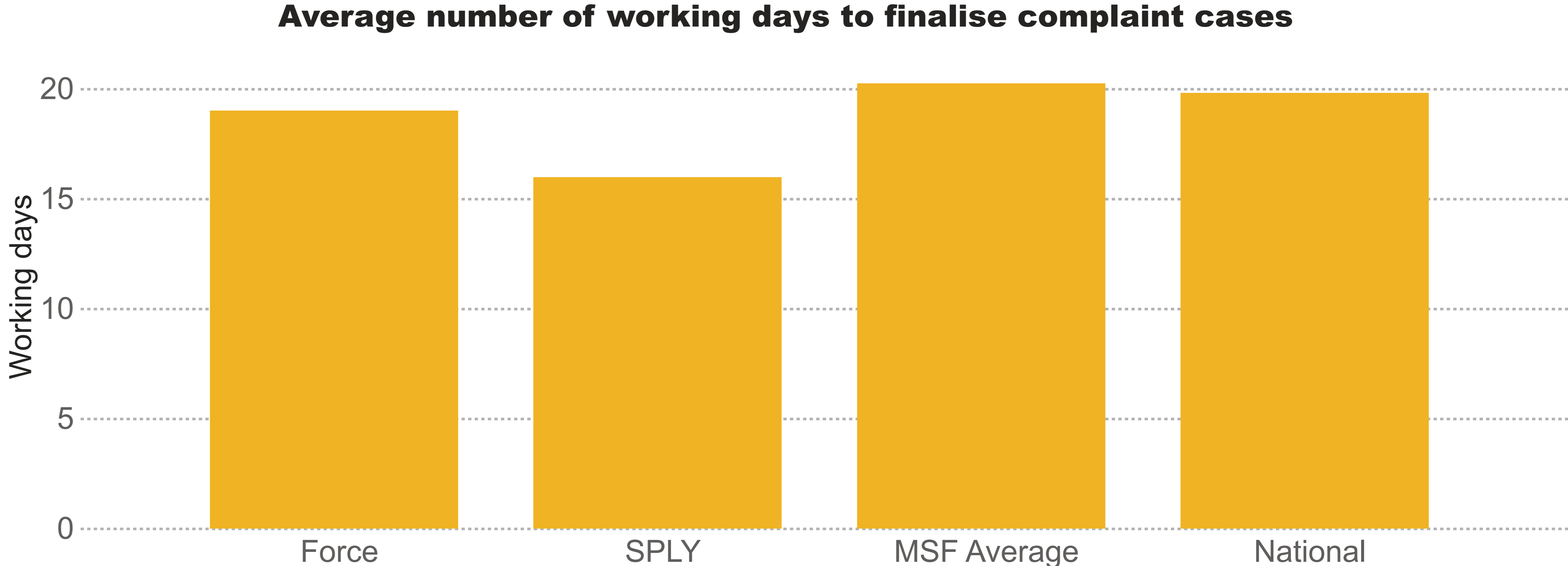
**Section D1.1: Complaint cases finalised outside of Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

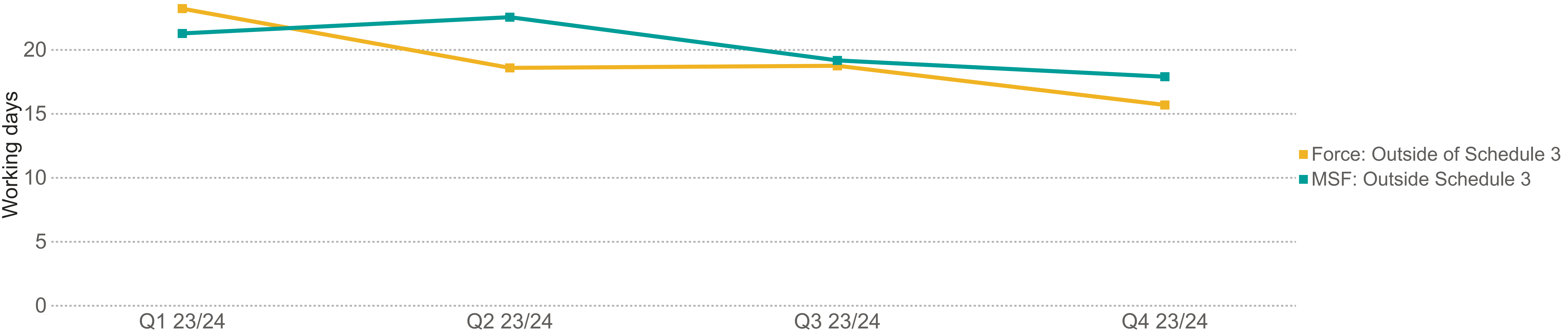
Force	SPLY	MSF Average	National
19	16	20	20

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. 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 by quarter**



National and SPLY are not available for this visualisation.

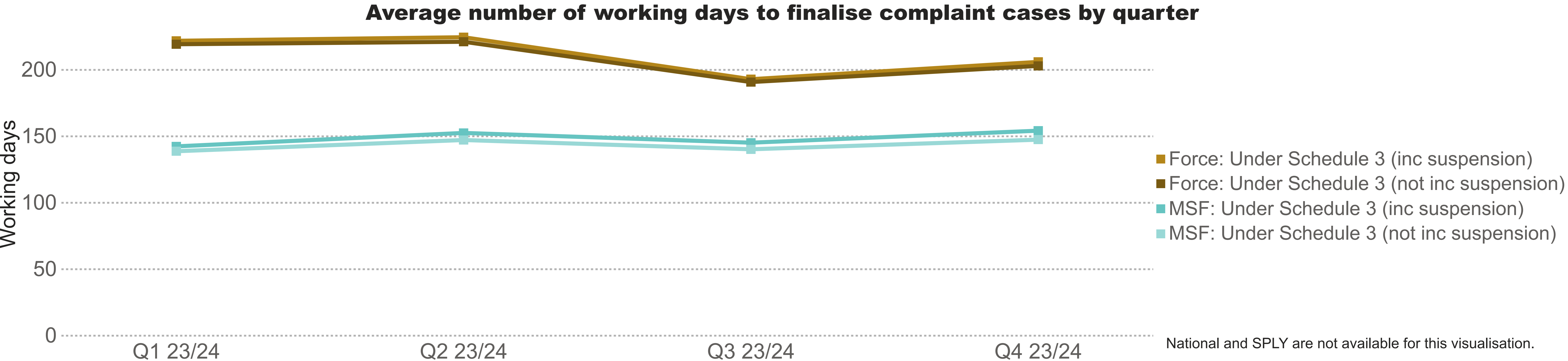
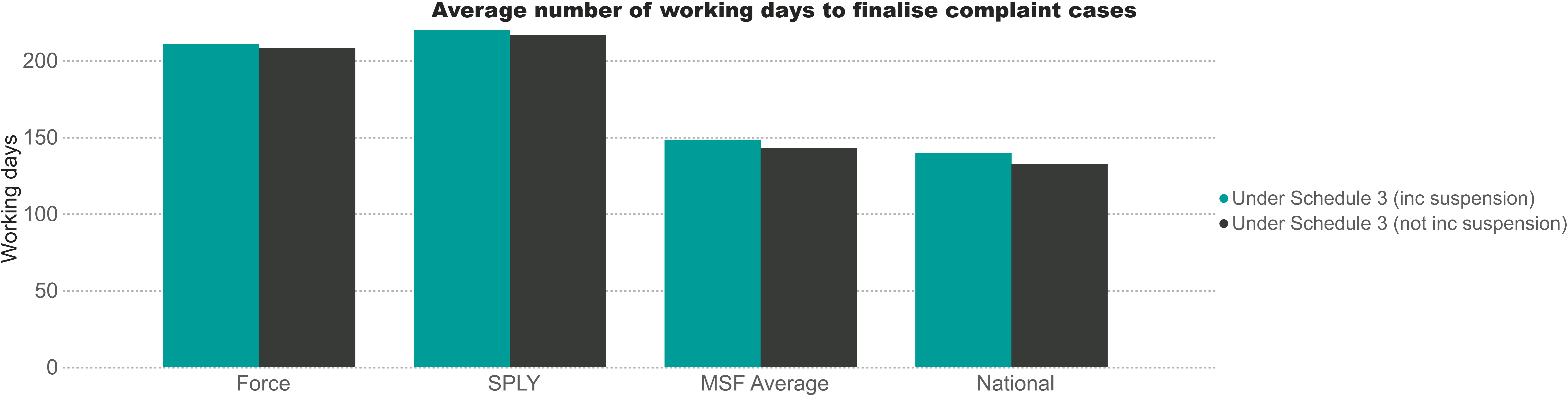
**Section D1.2: Complaint cases finalised under Schedule 3 - timeliness**

**Average number of working days to finalise complaint cases**

	Force	SPLY	MSF Average	National
Under Schedule 3 (inc suspension)	211	220	148	140
Under Schedule 3 (not inc suspension)	208	217	143	133

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.

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.



**Section D2.1: Allegation actions - on complaint cases handled outside of Schedule 3**

Actions following outside of Schedule 3 complaint cases	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	3	0 %	2	0 %	4	0 %	167	0 %
Learning from reflection	51	1 %	67	1 %	38	1 %	1346	3 %
Policy review	2	0 %	3	0 %	1	0 %	47	0 %
Goodwill gesture	23	0 %	25	0 %	6	0 %	101	0 %
Apology	964	12 %	984	12 %	327	7 %	4826	10 %
Debrief	36	0 %	80	1 %	37	2 %	437	1 %
Explanation	4282	55 %	4223	53 %	1941	51 %	29826	59 %
No further action	1299	17 %	1929	24 %	574	15 %	6964	14 %
Other action	677	9 %	569	7 %	647	23 %	5261	10 %

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 D2.2: Allegation actions - on complaint cases handled under Schedule 3**

This section presents information about what happened as a result of the allegation (action). Actions are captured at allegation level and multiple actions can be selected, where appropriate, on single allegation. The figures shown in this section are based on allegations on finalised complaint cases that resulted in the corresponding action. As more than one action can be selected for a single allegation, the sum of all percentages will not equal 100%.

The actions available once an allegation is finalised depend on how the complaint case has been handled. Please refer to our [Guidance on capturing data about police complaints](#) for details of actions available. Please note: not all of the available actions arising from the complaint handling are shown. The actions presented in this section are those that focus on putting an issue right and preventing it from happening again by encouraging those involved to reflect on their actions and learn.

**All complaint cases handled under Schedule 3**

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Organisational learning	48	1 %	73	2 %	18	1 %	648	2 %
Apology	244	6 %	317	7 %	102	4 %	1822	6 %
Debrief	9	0 %	10	0 %	67	4 %	378	1 %
Explanation	2090	54 %	2346	50 %	1032	53 %	17815	57 %
Criminal proceedings	0	0 %	0	0 %	0	0 %	3	0 %
Unsatisfactory Performance Procedure (UPP)	8	0 %	5	0 %	3	0 %	28	0 %
No further action	1546	40 %	1937	41 %	609	37 %	9458	30 %
Other action	42	1 %	57	1 %	30	2 %	735	2 %
Learning from reflection	521	13 %	707	15 %	178	8 %	3404	11 %
Referral to RPRP	280	7 %	369	8 %	80	3 %	881	3 %

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

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

Complaint cases resulting in below actions	Force		SPLY		MSF Average		National	
	No.	%	No.	%	No.	%	No.	%
Misconduct proceedings	27	14 %	28	18 %	11	26 %	141	25 %
Criminal proceedings	0	0 %	0	0 %	0	1 %	3	1 %
Unsatisfactory Performance Procedure (UPP)	3	2 %	4	3 %	1	0 %	6	1 %
Other actions following a case to answer decision	4	2 %	1	1 %	2	5 %	20	4 %
Referral to RPRP	62	33 %	47	30 %	18	23 %	165	29 %



Most Similar Force (MSF) Group: Greater Manchester, Metropolitan, 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 \(February 2020\)](#).